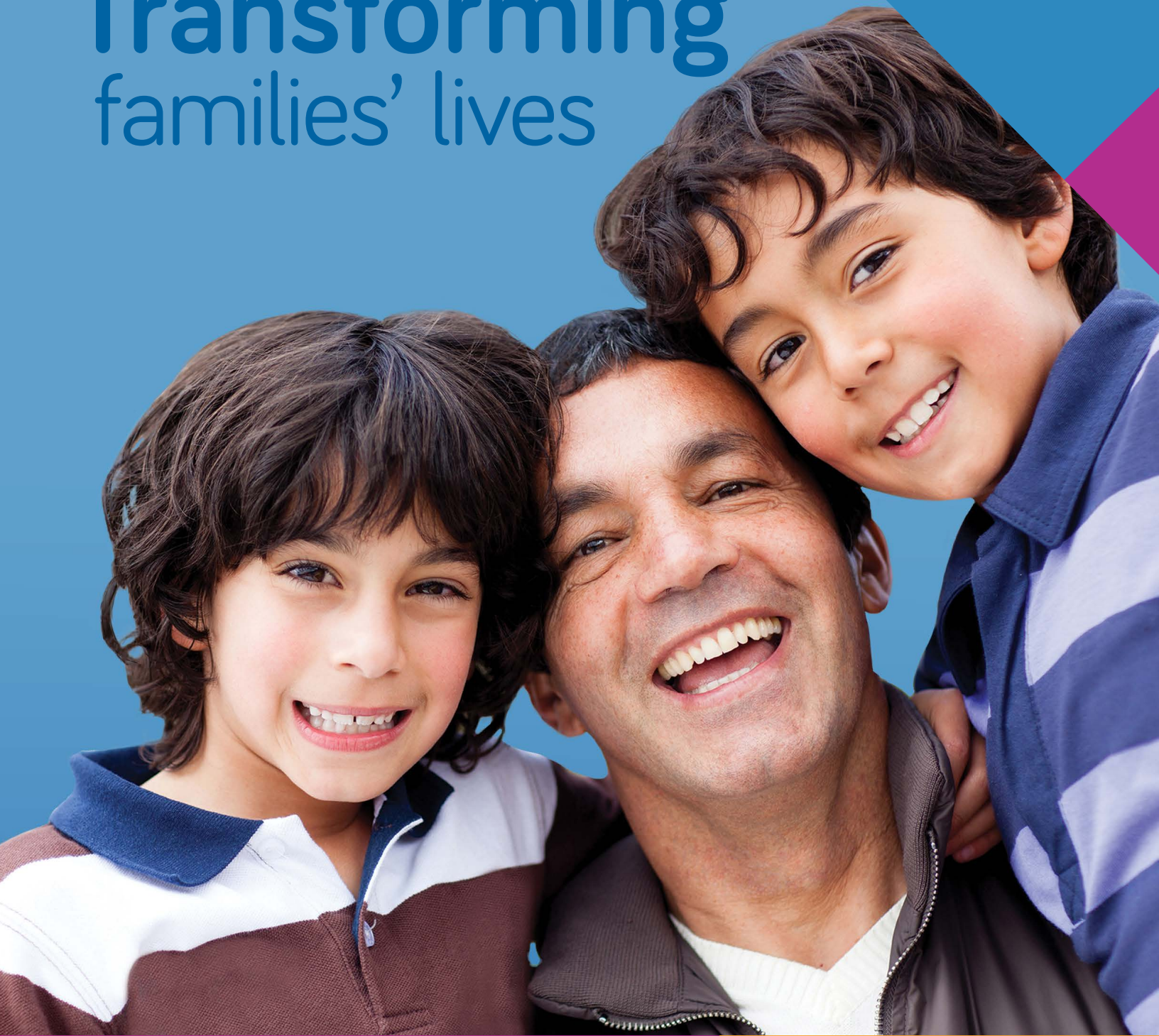


Transforming families' lives



2019 to 2020
Report to the Community



Inn from the Cold acknowledges Treaty Seven Territory - the ancestral and traditional territory of the Blackfoot Confederacy Kainai Piikani and Siksika as well as the Tsuu Tina Nation and the Stoney Nakoda First Nation. We acknowledge the many First Nations, Metis and Inuit whose footsteps have marked these lands for generations. We are grateful for the traditional knowledge keepers and elders who are still with us. We recognize the land as an act of reconciliation and gratitude to those whose territory we stand on.

© Jesse Gouchey

We acknowledge that our facilities are on Indigenous land and recognize the traditional Blackfoot name of this place, where the Bow River meets the Elbow River, is Mohkinstsis — what is now called the City of Calgary. IFTC also acknowledges that its facilities are on the traditional land of the Blackfoot Confederacy as well as the Treaty 7 territory, which includes the Siksika, Kainai, Piikani, T'suu T'ina, and Stoney Nakoda. Calgary is also home to the Metis people of Region 3.

Inn from the Cold
110 - 11th Avenue SE
Calgary, AB T2G 0X5

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Introduction to Inn from the Cold

Inn from the Cold (IFTC) has been transforming families' lives since 1997. Today, we are the largest organization in the Calgary region that's **dedicated exclusively to families** that are or may become homeless. We accept any family with an expectant mother or at least one child under 18 years of age.

For families in need we offer homeless diversion and prevention services, emergency shelter when it's needed, and supportive housing. More than 1,320 family members received support from us from April 1, 2019 to March 31, 2020.

Our values

- Compassion
- Courage
- Inclusivity
- Respect
- Accountability
- Innovation

Our vision
A community
where
no child
or family
is homeless

A message from the Chair of the Board and the Executive Director

There's an adage in home construction.

Having a solid foundation is key to stability — because the structure's load is efficiently and effectively transferred to the ground.

While we don't build houses at Inn from the Cold, we are home builders in an important sense. Our job is helping families overcome obstacles so that homelessness isn't a part of their experience. Sometimes homelessness is unavoidable and in these situations, our job becomes providing emergency shelter and clearing a path towards a healthy, safe and secure home life.

To be able to do that in the years to come, Inn from the Cold needs a foundation stronger than ever before — one that can handle more frequent and severe storms.

During the last fiscal year, under the new executive team leadership, our staff started assessing operational weaknesses and gaps and identifying opportunities. Shelter operations were transformed into a low-barrier, housing-focused family emergency shelter that provides trauma-informed support. When upgrading our existing kitchen facilities became cost-prohibitive, some creative problem-solving resulted in establishing a nearby commercial kitchen so that we could continue to provide nourishing meals to shelter families safely and efficiently. Technological tools were introduced to improve information management in many departments and better inform organizational decision-making. New people joined the organization, bringing more diverse experiences, talents, viewpoints, and ideas. Collaborative and coaching leadership styles became more common. A more robust governance model was adopted. Lastly, important groundwork was initiated to guide organizational strategic planning for the next three to five years.

A lot was accomplished during the last fiscal year. But there's much left to do and new, unprecedented challenges to overcome. While Calgary's economy had been struggling for some time, the declaration of a global pandemic in March has created a crisis like no other — an ongoing public health dilemma combined with an economic recession, the likes of which Albertans haven't seen for decades. Given all the uncertainty with the pandemic, no one knows what the future holds. We do know that these difficult times will undermine many Calgary families in the long term. And we know Inn from the Cold must evolve to be able to provide the strong support they will need when they call on us for help.

We plan to answer that call.



Munaf Mohamed
Chair of the Board



Heather Morley
Executive Director

Highlights from the last fiscal year



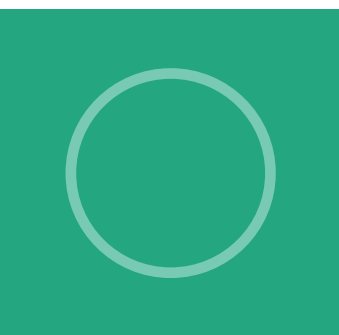
Transforming the emergency shelter

Having a home is essential for the wellbeing of children and families. This understanding guided the transformation of Inn from the Cold's shelter services to a low-barrier, housing-focused family emergency shelter that provides trauma-informed support. Families in a housing crisis stay in the shelter for fewer than 30 days while Inn from the Cold provides for their immediate basic needs and assists with a plan that addresses their housing, family, and human needs. All of this support is delivered in a way that's compassionate, inclusive, respectful, and takes steps to minimize potential harm.



New commercial kitchen

Inn from the Cold opened its 2,589 square foot commercial kitchen in January 2020, which took 11 months from initial search for space to being fully operational. The new kitchen was needed because there were various issues with the existing facilities in Inn from the Cold's 115-year-old shelter building and addressing those issues would have been too costly and time-consuming. Used to prepare food for the families staying in IFTC's emergency shelter, the new facility includes ample space and all the required resources all within easy access: an office, a gathering area for kitchen volunteers, extensive cold and dry food storage, employee and volunteer food prep stations, and washrooms. Once the food is ready for transport, kitchen personnel load the meals in the cargo van in thermal carriers and drive eight blocks to the loading dock at IFTC's main building.



Indigenous community

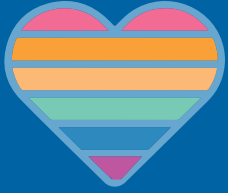
For reconciliation we know that Inn from the Cold has work to do with the local First Nations and Metis. Important activities for this process entails training all employees and volunteers, building respectful relationships, providing cultural reparations for families affected by organizational inequalities, and following through with specific actions that demonstrate real and meaningful change at Inn from the Cold. Our focus on this work will continue in the coming years.



Annual open house

We invited the Calgary community to attend our annual Open House in December 2019. Visitors included students, donors, government officials, volunteers, former board members, teachers, neighbors, representatives from partner organizations, and Calgarians unfamiliar with the organization but who wanted to know more.

On the same day, we hosted a Santa's Workshop at St. Stephen's Anglican Church so that all IFTC families had the opportunity to get several presents for one another for the upcoming holiday season. More than 30 families — totaling more than 100 children and adults — attended the event.



LGBTQ2S+ community

Canadian research has shown that LGBTQ2S+ (Lesbian, gay, bisexual, transgender, transsexual, queer, questioning, and two spirited) youth are over-represented in children experiencing homelessness. To identify ways we could become more welcoming and inclusive, we engaged Calgary's Centre for Sexuality to conduct an in-depth organizational audit at Inn from the Cold. That audit revealed a variety of opportunities for operational changes across the entire organization, including training. In the summer of 2019, all employees received training in "Creating a Culture of Respect for Gender and Sexual Diversity", "Sexual Harassment in the Workplace", and "Reducing Stigma using Trauma and Violence Informed Care". Other audit findings will inform annual plans for the next couple of years.

Government relations

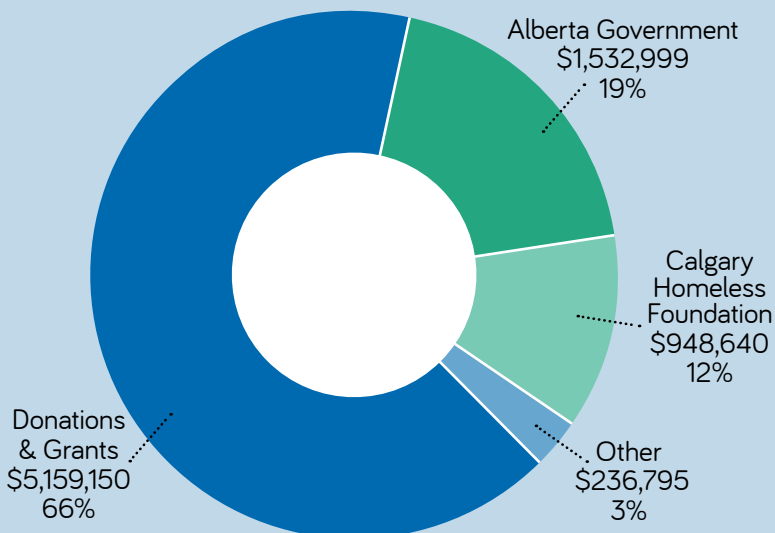
Building relationships with our partners in government is a priority at Inn from the Cold. This effort included invitations to learn more about family homelessness in the Calgary region and explore ways our sector and the government can collaborate.

Six government officials visited us during our last fiscal year:

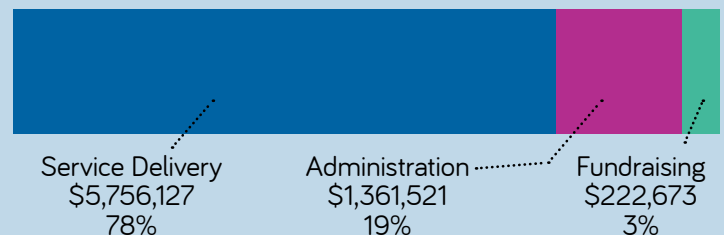
- Premier Jason Kenney, Government of Alberta, and MLA for Calgary-Lougheed
- Whitney Issik, MLA for Calgary-Glenmore
- Honourable Rajan Sawhney, Minister of Community and Social Services, and MLA for Calgary-North East
- Honourable Jason Copping, Minister of Labour and Immigration, and MLA for Calgary-Varsity
- Jeremy Nixon, MLA for Calgary-Klein
- Senator Doug Black



Funding Sources



Funding Uses



Go to "Reports" at innfromthecold.org for our audited financial statements.

Families who experience homelessness and IFTC family programs



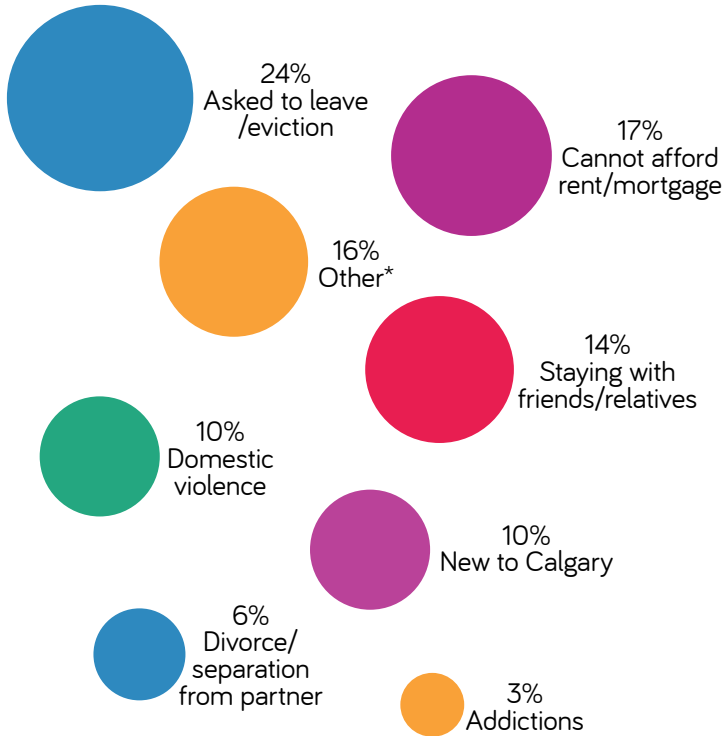
Families who experience homelessness

Helping families overcome obstacles that can lead to a cycle of homelessness — that’s what we strive to do with every family that asks Inn from the Cold for help. This goal is challenging, in part because the **causes of family homelessness are varied, complex and can have life-long effects and generational implications**. Circumstances that can contribute to family homelessness include unexpected major expenses, sudden injury, serious illness, family violence or breakdown, untreated trauma, significant financial losses, behavioral addictions, substance abuse, and the accumulative effect of various barriers.

Helping families **overcome obstacles** is also very challenging. The family’s circumstances affect each child and adult differently as well as the family overall. Families come in all sizes and types, which also adds to the complexity in needs. This understanding informs our approach: by working with each family to customize a plan that addresses the family’s various needs, while building the skills needed for long-term stability, wellbeing and resilience.

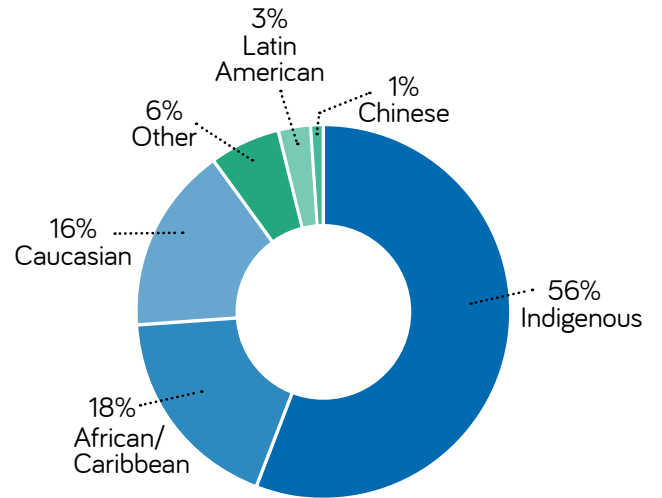
About the families we support

Events Leading to Arrival at Shelter

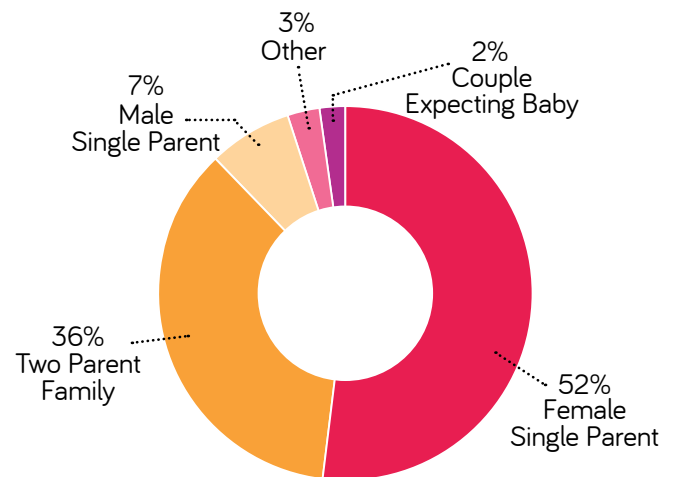


* Includes condemned housing, loss of job, victim of crime

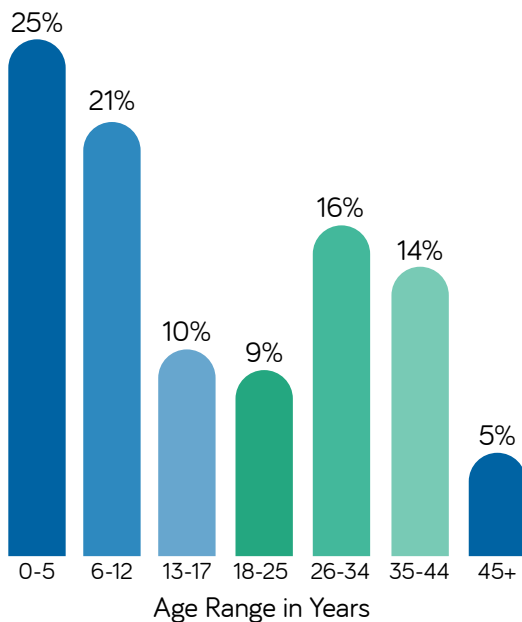
Shelter and Housing Ethnic Group



Shelter and Housing Family Type



Shelter and Housing Age Ranges of Family Members

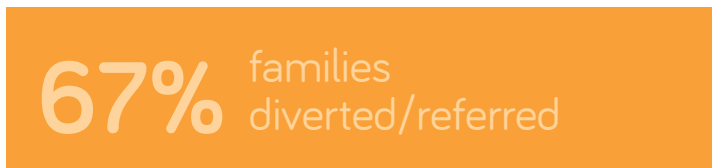
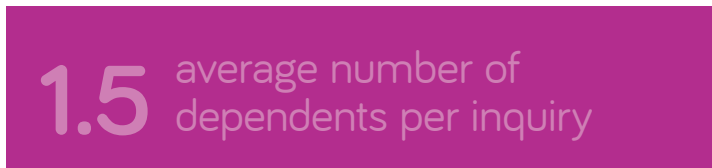
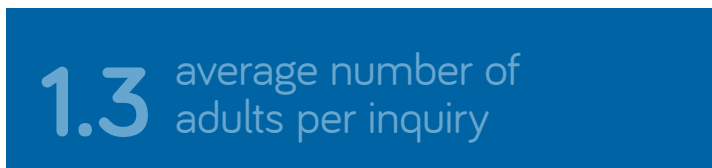
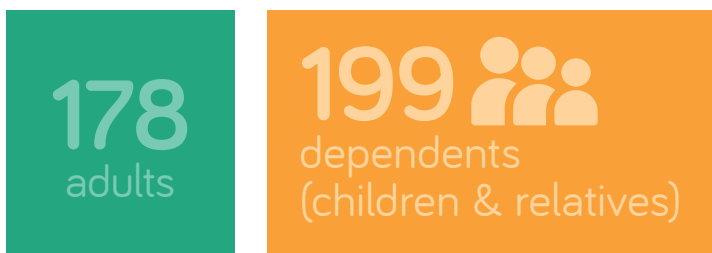
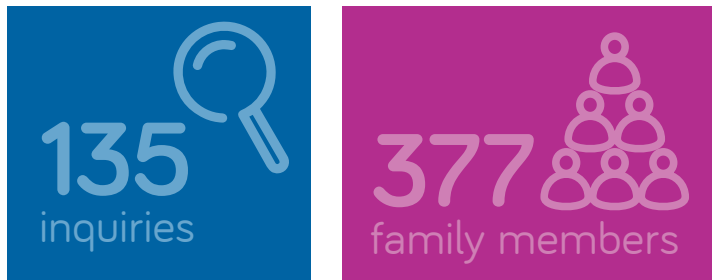




Homeless diversion and prevention service

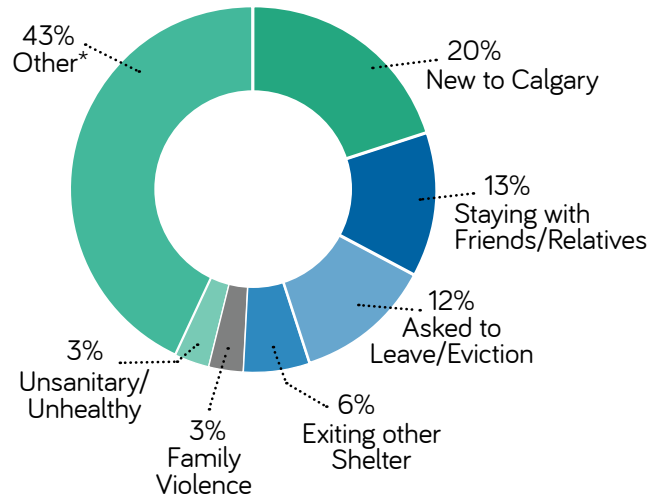
A temporary family crisis **doesn't have to lead to homelessness**. Some families may need one-time financial help so they can pay the rent and avoid eviction. Others may need referrals to appropriate agencies for counselling, legal guidance and advice, and programs that strengthen employment, parenting, and general life skills. Inn from the Cold's diversion and prevention service† provides personalized assistance with such situations and, if it becomes necessary, arranges for emergency shelter.

Diversion and prevention statistics from January 1 to March 31, 2020



† This service was launched at Inn from the Cold in January 2020.

Reasons for Contact from January to March 2020



* Includes condemned housing, loss of job, victim of crime

Matt and Michelle's story

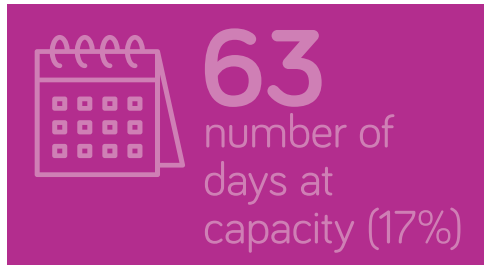
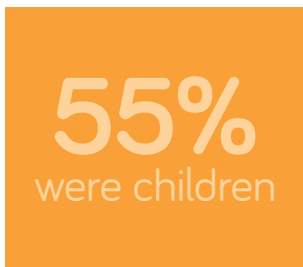
Matt and Michelle and their three young children under the age of 10 have called Calgary home for the last 12 years. They hit a rough patch when Matt lost his job at an oil and gas company, and Michelle developed an addiction to pain medication after a back injury. All the stress and pressure led to arguments and explosions of anger and calls from teachers about trouble at school.



Emergency shelter programs

Families who turn to us for help **seldom come to us from living on the streets**. Families without a home will often live in their vehicle or with any friends or relatives as long as they can. When they have exhausted their available sources of support and have no other place to turn, Inn from the Cold is able to provide safe and secure emergency shelter. At Inn from the Cold, available spaces for families depend on funding levels and the demand for emergency shelter. With the help of our dedicated housing locator services, most families are **able to find permanent housing** within 30 days of staying at our shelter.

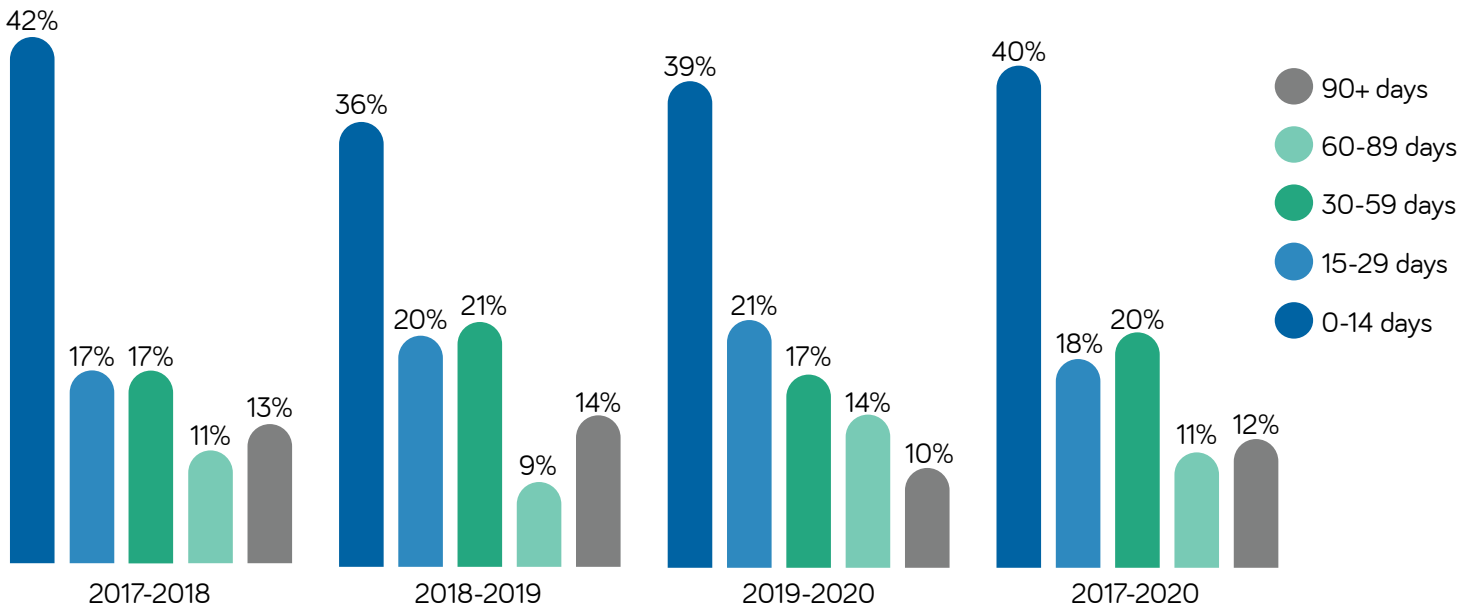
Shelter statistics for April 2019 to March 2020



Hassana's story

Hassana's husband passed away while they were fleeing unrest in Nigeria. She made it to Canada with her three young children, eventually finding themselves in Calgary as refugees. Everything was jarringly unfamiliar: the 15 cm of snow on that first day, these unusual warm winds called Chinooks, and all the challenges that come with starting a new life in a new country without your spouse, family or friends.

Average Length of Shelter Stay (April 1, 2017 to March 31, 2020)





Supportive housing programs

Some families who have experienced homelessness have **complex needs** that require a **comprehensive, long-term approach**. In these situations, Inn from the Cold provides several supportive housing programs. These programs include case management, housing, financial help with damage deposits and rent if needed, early childhood development and wellness programs from Inn from the Cold, and access to various community social services. Case management includes goal setting, relationship and community connection building, advocacy, support with navigating the system, and general moral support. Families remain in these programs until they no longer require support from their case managers. Most families leave their program within two years.



Housing statistics for April 2019 to March 2020

89 families

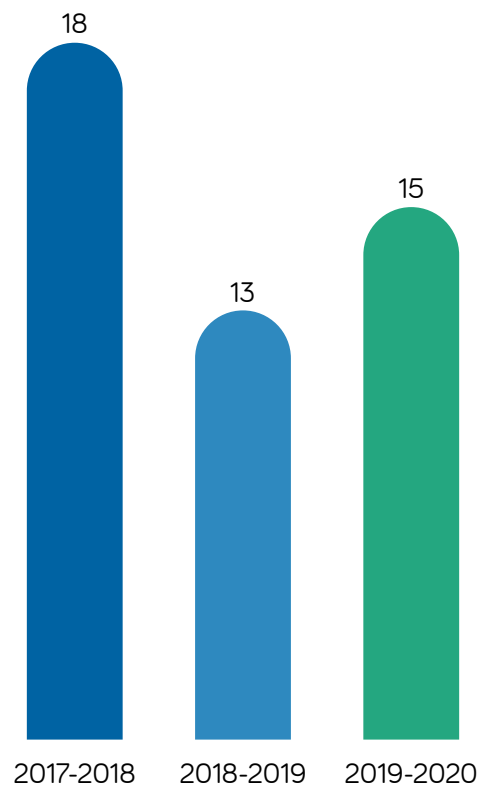
292 family members

15 months, the average length of stay

Cheryl and Bruce's story

Cheryl, her 32-year-old son, Bruce, and his two teenage grandsons had been coughing and sneezing for months. Then the rashes and daily headaches came. Black mold was slowly poisoning them and eventually pushed them out of the only home they knew. Then they were forced to leave the reserve because there was nowhere to go.

**Housing Average Length of Stay (Months)
2017 to 2020**



Volunteer resources and fundraising programs

Volunteer resources at Inn from the Cold

Volunteers play a crucial role in Inn from the Cold's ability to help families. They serve in a variety of positions that support the operation of IFTC Family Programs, including kitchen support, meal service, bedtime and homework help, early childhood development support, family events, and facilitation in areas such as translations and life skills development. Volunteers also assist with many of Inn from the Cold's community and fundraising events. More than 1,440 volunteers contributed 14,615 hours to our operations during the last fiscal year.

 **1,440**
Volunteers

14,615 
Volunteer hours

Fundraising programs at Inn from the Cold

The support of local citizens and the business community has been instrumental for the delivery of the IFTC Family Support Program. In fact, community supporters help fund up to 70 per cent of our annual operating budget. This support program includes emergency shelter, food, clothing, toiletries, footwear, prenatal supplements, strollers, early childhood development and youth programming, school supplies, and various social supports.

To help finance these essentials, core fundraising programs include quarterly direct marketing campaigns, the annual **Steps to End Homelessness** with the Power of One Foundation in April, **Claire's Campaign** throughout May, and the annual **IFTC DreamINN Big! Gala** in September. Inn from the Cold also provides general marketing support for third-party fundraisers.



Volunteer of the year

Jean Kruger is Inn from the Cold's Volunteer of the Year. During the last fiscal year she volunteered **more than 135 hours**, most of which was spent in our kitchen where she helped to prepare meals and snacks for our shelter families. She has been a **volunteer with Inn from the Cold since 2014** and is the only volunteer to have surpassed more than 1,000 hours.

IFTC Inn Keeper Awards

Stikeman Elliott received the group IFTC Inn Keeper award in acknowledgement of the firm's significant legal, financial and volunteer support since 2009.

Gary Nissen received the individual IFTC Inn Keeper award in acknowledgment of his exceptional service as the Claire's Campaign Chair and as a volunteer, donor, and previous member of the IFTC Board of Directors.

2019 to 2020 donor recognition list

On behalf of the families we serve, we thank all the organizations and citizens who donated to Inn from the Cold from April 1, 2019 to March 31, 2020.

Core partners and funders

Arnie J. Charbonneau Foundation
Estate of George Henri Duquesne
Government of Alberta
The Carrera Foundation
The Calgary Homeless Foundation
Gary Nissen
Karen Zutter

Capital funders

Freedom Assets
Hockey Helps the Homeless
Rotary Partners of Calgary
at Stampede Park
SPQR Realty Inc.
Stantec Consulting Ltd.

IFTC DreamINN Big! Gala

Ian Anderson
Baytex Energy Ltd.
Blake, Cassels & Graydon LLP
Cowboys Stampede Trail Ltd.
Crescent Point Energy
Diamond Energy Services
Global Public Affairs
Husky Group of Companies
Inter Pipeline
Mercedes-Benz Country Hills
NCS Multistage
Osler, Hoskin & Harcourt LLP
Plains Midstream Canada
SA Energy Group

Stikeman Elliott LLP
TC Energy
TD Securities Inc.
TransCanada Turbines
Valentine Volvo Dealership

IFTC InnCrowd members (monthly donors)

Travis Adlington
Bliss & Joanne Aime
Robin Aitken
Carol & Taimur Akbar
Barb Alcorn
Bruce & Carmen Alger
Heidi Alston
Kim Anderson
Nancy Anderson & Chad Neifer
Karen Anthony
Izaak Atnikov
Ryan & Louise Aucoin
Aditya Badami
Stefan Baldwinson
Roger Balm
Joanne Bartek
Graham Bennett & Laurie Strapp
Tanya & Stephen Bensler
Rodger Bernar
Donna Bernreuther
Al Bessel
Ronald & Sheila Bettin

Tim Bibby & Erin Bibby
Rob Billington
Cynthia Bird
Dr. Gwendolyn Blue & Simon Stockwell
Alice Boberg
Nicole Boisvert
Carolyn Bosch
Dave & Carolin Botterill
Heather Brown
Kathryn Brown
Gary Brown
Chris & Caroline Bruggencate
Scott Brundrit
Donna Burwash
Raymond Bwititi
Patrick Cabel
Gabrielle Calder
Sandra Callahan
Gwendolyn Campbell
Canadian Mortgage Experts
- Canada First
Patrick & Connie Carlson
Garth & Rosemarie Caron
MaryTeresa Caughlin

Lian Eng Chan
Hsiu-Yan Chan & Dr. Kevin Warrian
Gabriel Chen
Mary Cheriton
Geri Cikaluk
Gary Clarke
Pina & Giuseppina Colarusso
Dr. Herman Cooper
Dale & Judy Cooper
Bonnie Costello
Doug Cothro
Ellen Cox
Bonnie Cox
Benjamin Crews
Janice Dantzer
Shauna Dardis
Kushodhaj Datta
Andrew Davis
Brian Dean
Helen Dick
David Dickinson
Shirley Dietz
Margaret Doherty
Leela Domingo

IFTC InnCrowd members cont'd

Zach Dorscheid
Brian Dowse
Judith Rogers Dundas
Jennifer & Ryan Dyck
Margo Elliott
Fiona Ellison
Dr. Reuben Eng
Jason Ennis
Paul & Lynne Erickson
Joanne Evenson-Baker
Alexander Ewing
Lynn & Tom Faber
Anne Fattouche
Alan Fedoruk
Erin Fischer & R Chase Van de Brand
Karri-Ann Flater
Dr. Marelise Kruger Footit
Matthew Reich & Gillian Forster
Colin Fox
Matthew Fox
Colette Francis
Cheryl Francis
Carly Frank
Patricia Franklin
Carly Friesen
Marilyn Fry
Dr. Mandy Fuchs
Louise Gallagher
Jennifer & Ryan Giles
Nicki Gillies
Philip Gordon
Ryan Goudie
Bradley & Audrey Grant
Elizabeth Gray
Genevieve Groulx
Weihong Gu
Roderick & Diane Guinn
Michael Guyette
Ann & Mark Hambridge
Dr. Danelle Hames
Arne Van Aerde & Jori Hardin
Allan & Linda Hardin
Fiona Harris
Dr. Magdalena Haskell
Eunice Hau
Dr. Sherry Martens Henderson
Brian Hepburn & Caroline Wood-Hepburn
Ken Hoepfner
Nancy Horky
Brett Horner
Grace & Stephan Howe
Karen Humby
Sydelle Hurley
Integra Partners Ltd.
Shelly & Calvin Jacober
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Ashraf Jassani
Hilary Jenkins
Leah Johnson-Clark
Kevin Jones
Andrew Jones
Diana Joseph
Dr. Michelle Jung
Dr. Pamela Kalera
Adele Kent
Tapisa Kilabuk
Dorothy King
Alexandra Kram
Morgan Kwan
Janis & Jerry Kwasnitza
Marj Kyle
Hy Lam
Arun Lama
Mika Larha
Donna Larlham
Ruth Lee
James & Kathleen Lee
Marilyn Leger
Pat Lemire
Catherine Lennox
Katie & Peter Lewkonja
Alanna Loftus
Claire & Robin Logan
Marlee Lovatt
Ryan Lu-ngo
Jean Ludlam
Charmaine Lyon
Kevin & Claire MacDougall
Marshall & Patricia MacIsaac
Heather MacLennan
Anne Macleod
Michael MacNeill & Cindy Seerup
Cathy MacPhee
Dr. Kevin & Janette Mailo
Catherine Manson
Linda Manwarren
Tracy Marsden
Graham Martinelli
Richard Mawson
Andrew McCorkill
Patricia & Pat McGowan
Tim McGowan
Maxine McGregor
Patricia & Peter McGuigan
Jamie McKay
Carol McQuade
Alan Mendonca
Isabel Miller
Jodi Miller
Candice Moch
Munaf & Darleen Mohamed
Trempe & Erica Moore
Robert Morgan
Iain & Doris Morgan
Heather Morley
Vince Moyer
Adie Muench
Clarissa & Oliver Munar
Dr. William Murphy
Karen & Stephen Murray
Helen Neil
Jamie & Kelly Newman
Wendy Ng
Cindy Ngo
Dr. Lyndsay Nicole
Anne O'Driscoll
Osadebamwen Osewa
Brook Papau
Angela Pedrini
Hildy Penner
Cortney Peters
Joan Petersen
Katarzyna Pietrzak
Amanda Poitras
Anne Polistac
Tiffany Pompana
A Kai Poscente
Svetlana Miftahov Rapoport
Eric Rasmussen
Jennifer & Robert Ratzlaff
Yue Ren
Dr. Don Rettie
Shane Richardson
Mona Rioux
Kevin Robertson & Marilyn Vrooman-Robertson

IFTC InnCrowd members cont'd

Blaine Robinson
Bruce Rothwell
Robert Ryans
Anissa Saadallah
Ayesha Saeed
Lanei Samis
David Sandoz
Norbert Schaefer
Brad Sellick
Wanda Shewan
Lisa Shim
Walter & Marilyn Shoults
Kristen Simpson
Dr. Garth Smith
C. Neil Smith
Anne & Mike Smith
Sarah Soroka
John Stephens
Chris Stephens
Leslie Stringer
Laureen & David Swann
Sebastien Tetreault-Bergeron
Jamie Thatcher
Louise Thompson
Dr. Agnes Thompson
Kevin & Kristin Thygesen
Edna Todd
Andrew Torry
Kristina Tran
Helen Tubrett
Joe Turuk
Joshua Ulliac
Paul Valentine
Andrew Varsanyi
Marilyn Vavasour
Lisa Verot
Tammy & Robert Vestrum
Hans Vogel
John Volponi
Karen & Blaine Walker
David Ward
Murray Weatherhead & Donna Barber
Janeen & Doug Webb
Gary Webber
Gordon Weicker
Larry Whiting
Judy Wiebe

Evan Wilson
Allison Wolfe
Cory & Jamie Wowk
Jason York
Lester Yung
Theresa de Zwaan

Community members

\$25,000 to \$99,999

Aqueduct Foundation
Boardwalk Charitable Trust Fund
Boris Rochman Fund
Calgary Flames Foundation for Life
EON Foundation
Gary Nissen Fund
Hockey Helps the Homeless
Steve Hutchison & Iveah Hutchison
P.E.A.R.L. Foundation
Rae Scott
Suncor Energy Foundation
The Anonymous Foundation
The Greene Family
Charitable Foundation
The Terry & Marion Poole Foundation
The Toronto-Dominion Bank
United Way of Calgary and Area
William S. Herron Family
Charitable Foundation

\$10,000 to \$24,999

Trent Baxter
Berkhold Family Foundation
Business Fore Calgary Kids Foundation
Calgary Foundation
Calgary Shaw Charity Classic
Foundation
Charities Aid Foundation America
Co-op Community Foundation
Ecclesiastical Insurance Office plc
Mike & Gwen Fisher
Louise Gloutnay & Réal Foley
Allan Harapiak
Michelle & David Huck
Jack Carter Family Fund
Kinsmen Care Foundation
KSBK Charitable Foundation
Moffat Family Fund
Munaf & Darlene Mohamed
Power of One Foundation
QV Investors Inc.

Raymond James Canada Foundation
RBC
Karen Rostad
Dan & Jodi Simonelli
Sri Lanka Canada Association Calgary
The Kaiser Charitable Foundation
The Wettstein Family Foundation
Daniel Themig
Wilco Contractors Southwest Inc.

\$5,000 to \$9,999

Advance Flooring Inc.
Elizabeth Allen
ARC Financial Corporation
ATCO EPIC - Pipelines & Liquids
ATCO Gas EPIC
Karl Bomhof
Calgary South Asian Lions Club
Charitable Impact
Coffey Family Fund
Megan Cornhill
Ingrid & Russell Dyck
Edco Financial Holdings Ltd.
Edmonton Community Foundation
Eresman Family Foundation
Estate of Annabelle May Brethour
Yoko & Philip Galvin
Genstar Development Partnership
Gibson Energy ULC
Bruce & Eveline Goodall
Highlander Wine & Spirits
Harold Huber
Elvis Iginla
Imperial Sovereign Court of the
Chinook Arch
Jack & Louise Lee
Martin Lesperance
Maurice McCaig
McCarthy Tetrault Foundation
Brent Mclean
Charles Mulvenna
Ninety Eight Foodco Inc.
Nissen Family Fund
Olympia Charitable Foundation
Private Giving Foundation
Southview Alliance Church
Sunshine Village
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