



Inn from
the Cold

Inn from the Cold

2015 Report to Community

Working together to create a community
where no child or family is homeless



Shelter



Sanctuary



Healing



For almost twenty years, Inn from the Cold has operated as an agency of last resort for those children and their families who find themselves with no place else to go. We go far beyond the provision of basic needs and offer shelter, sanctuary and healing through an integrated continuum of services. Our door is open 24/7, 365 days a year and we turn no family away.

Vision: A community where no child or family is homeless.

Mission: We offer **shelter, sanctuary** and **healing** to assist homeless children and their families achieve independence.

Values: Compassion, Courage, Inclusivity, Respect, Accountability, Innovation

innfromthecold.org

 [innfromthecold](https://www.facebook.com/innfromthecold)  [@innfromthecold](https://twitter.com/innfromthecold)

Brad Grant

Board Chair,
Inn from the Cold

Dear Supporters,

Since 2013, we have seen an alarming increase in the number of Calgary families who are experiencing homelessness, poverty, and crisis. The need for Calgary families to receive shelter, sanctuary, and healing is greater than ever before. Inn from the Cold is here to respond to that need 365 days a year.

2015 was a pivotal year for Inn from the Cold as we made bold commitments in our three year strategic direction and strengthened our mission to serve homeless children and their families. As part of this evolution in our work to develop long term solutions to family homelessness, Inn from the Cold opened Journey House, our first supported housing project. This innovative housing model offers a critical chance for healing and hope to some of our most complex families; many of whom have experienced repeat and chronic homelessness. To date, 18 families have had the opportunity to exit Family Shelter to join our supported housing program and begin their journey to home.

Inn from the Cold was honoured to be named one of the top 10 impact charities in Canada by Charity Intelligence in 2015. We continue to enhance our focus on measuring and demonstrating transformative change for the families we serve. Our team is thrilled by this important recognition of our efforts.

We continue to develop our understanding of the many pathways into homelessness and to enhance our programs to meet these diverse needs. At Inn from the Cold, we believe that a home is more than four walls and a door. The journey to home depends upon nurturing the holistic wellness of each family. And we are strengthened every day as we watch the struggles and the successes. From our family to yours, thank you for your support throughout 2015 in helping achieve our vision of a community where no child or family is homeless.

Sincerely,

Brad Grant

2015 Year in Numbers

2015 was a challenging year for homeless children and their families in Calgary and with your support we continued to offer shelter, sanctuary and healing to help them on their way to independence.



43,667
bed stays

Average length of
stay in shelter:



.....
46 days

83%

of families in our
Housing with Intensive
Supports (HIS)
program have maintained
stable housing

Average

33

families per day

53%

of our guests were
Aboriginal



93% of nights we were at or over capacity



57%

of our guests
were children
on any given night



Attendance in
Early Childhood
Development programs

5,535





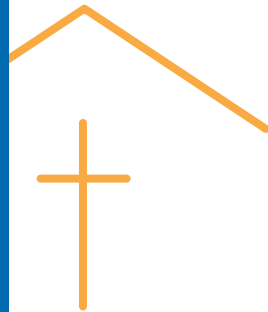
702 homeless family members stayed at our Emergency Family Shelter

Emergency Family Shelter

Located in Calgary's beltline community, it is a safe place for homeless children and their families operating 24/7, 365 days a year.

1,734

homeless Calgary family members served



825 homeless family members stayed at Knox Satellite Shelter

Knox Satellite Shelter

A temporary emergency response shelter in partnership with the Calgary Homeless Foundation, the Government of Alberta Ministry of Human Services – Housing and Homeless Supports, and Knox United Church.



142 homeless family members served through Housing with Intensive Supports

Housing with Intensive Supports (HIS)

A six to 24 month intensive case management program for families who exhibit a high complexity of need after leaving shelter to help identify barriers that may prevent them from living sustainable, independent lives. It ensures they are connected to the community services they need to successfully maintain their housing.



46 mothers and children lived in Journey House

Journey House

A new place-based, supported housing program that incorporates private family units with intensive programming for nine high acuity, female headed families with young children.

19 homeless family members housed in Staging for Stability

Sundial

A program offered in partnership with the Calgary Drop-In & Rehab Centre which offers temporary housing staffed by 24/7 support workers for families and expecting mothers in high crisis.



Shelter

is a part of the continuum of care for families experiencing homelessness.


We offer homeless children and their families emergency shelter on a daily basis and in 20 years, have turned no family away. Families who arrive at our door are in high crisis and from the moment they arrive, we wrap around them tightly. We provide comprehensive basic needs for all of our guests including a safe environment, nutritious food, clothing, baby supplies, medical care and access to education. We also have a team of dedicated and experienced staff who offer care with compassion.

Meet Shylo

Three-time homeless, single mother of three, Aboriginal



[Click here to view Shylo's story](#)



At 25-years-old, Shylo came to the Inn with three children and one on the way. This was Shylo's third time being homeless and returning to the Inn. Shylo took custody of two of her nephews that her sister could no longer care for as she has mental health and addiction issues.

The burden was overwhelming, especially given that both of her sister's boys have fetal alcohol spectrum disorder. "They need constant care," she says. "Jacob will have an aide for most of his life, until he leaves school. Jace too. He's only three and he goes to a special school."

"The hardest day was probably the first day [back at the Inn], when my oldest son started crying. He was scared and confused. Why were we at home one day and then back here? I was trying to reassure him: we're going to be fine, it's going to be like last year, we're gonna make it, we'll find a home."

Shylo, who is expecting another baby in September, is remarkably resilient and strong. She loves her kids, fiercely. Being a mother, she says, is the best part of her life. That was the hardest day for Shylo, trying to reassure him that they were going to be fine.

"It's kind of hard for a three-year old to understand why we're homeless. You kind of feel like you failed."

"But the people here are so supportive and nice and they know what my kids go through. Whenever I need a hand they are always there."

"A lot of people get scared. They think if you go there, your kids get taken away. Here (the Inn), it's so kid-friendly. They just want you to find a home, they want you to be with your kids, they want you to succeed." - Shylo

"Every time I come here, I just feel a lot of love. It's not a scary place. If it wasn't for their help, we wouldn't have a home."

"Even though it's just a shelter, it's still our home; for now."

Sanctuary

Families often find themselves at our doors during a period of crisis and trauma. We strive to maintain family units intact, preserve the parent-child relationship and are committed to being a place of sanctuary. We offer wrap around supports and programming, are child and family-focused, and serve with empathy, compassion and respect. We also utilize the time and talent of so many generous community volunteers in all capacities to serve our guests to the best of our ability.

Blog by Liselotte Bouter

Team Lead, Early Childhood Development



I spent my afternoon in the stairwell today.

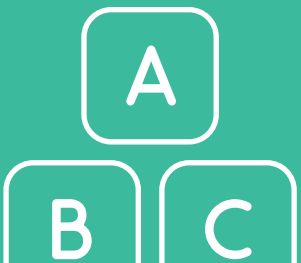
A boy, about 5 years old sat by the stairwell on his own. I know the rules, he is not supposed to sit on his own. He should be within an arms' length of his parents. I am just about to tell him that he shouldn't be alone, but something about him stops me from saying this. So I don't. The shelter is busy. One person after another passes this little 5 year old sitting in this narrow stairwell.

I decide to say hi and sit next to him. He greets me and moves over a little bit and I ask him what's up. A simple question really, but not one we often ask our children. The boy doesn't speak very well - I don't know if he has a speech delay or a sore mouth from rotting teeth. But his answer couldn't be clearer: He wants to go see his dad. He doesn't know what's going on or why he is in a shelter with his mom. "I see" I said, and I do. But then I'm lost for words. I cannot do much about this situation other than listen. He talks about his dad and I answer his questions about the shelter.

I ask him if he needs a hug from his mom and he nods his little head. A hug can fix a lot at that age. The boy and I stand up and he seems a little happier. Without prompting he runs straight for his mother. When he hugs her, she seems surprised but does hug him back. I walk back to the Kidz Zone. It is a day well spent.

Early Childhood Development (ECD) Program

ECD offers intentional programming aimed at improving outcomes for homeless children as soon as they show up at our door and begin their journey to long-term stability. Children are resilient and have the ability to recover with swift interventions in their early years. By providing programming that promotes parent-child interaction and positive parenting practices, as well as age appropriate physical, emotional, and social skill development, we are setting them on a path to success. In 2015, our ECD programming saw 5,535 participants, a 24% increase in participation from 2014.



Doug Gray

Founder, President & CEO
of Graycon Group



Doug has been volunteering with Inn from the Cold since the fall of 2013.

“I love when I get to roll around and sing with the kids but to be able to see a parent bond, and learn new parenting techniques and taking those away, that’s huge.”

We rely on our dedicated volunteers to operate 24 hours a day, seven days a week. In 2015 we were so fortunate to have a total of 50,442 volunteer hours contributed to the Inn – the equivalent of 24 full time jobs. Our volunteers help us with everything from serving food, to coordinating birthday parties, and everything in between.

Healing

We use our broad expertise and extensive resources internally and in the community to develop intentional family support plans. Our programs are based on a holistic approach to well-being, taking into account the need to address emotional, spiritual, mental and physical needs. We collaborate with community agencies in active partnerships to promote the well-being of homeless children and their families.



Our community partners are vital to our daily operations. Because of their support we are able to send our young guests to and from school every day with all the necessary supplies and a lunch in hand.

In 2015, we had the support of over 35 community agencies. Our partnership with a local school has allowed our young guests to carry on with their education despite the barriers they may face. The programming is often customized to suit our guests, ensuring that they are able to keep up with their peers.



University of Calgary (UofC) Student Run Clinic (SRC)

Our guests have on-site access to general and pediatric medical care twice a week. The SRC is a voluntary program run by a physician preceptor and U of C medical students with the objective to reduce barriers to safe and accessible health care for homeless children and their families. Our clinic serves hundreds of families, giving our guests access to a safe space where they can address the health issues they face.

[Click here to read more](#)



James McAra

President & CEO,
Calgary Food Bank



Our partnership with the Calgary Food Bank keeps food on our shelves. With three runs to the Food Bank a week, we were able to serve our guests 131,001 meals in 2015.

- Inn from the Cold made 89 referrals to the Food Bank
- The Calgary Food Bank provided 74,140 LBS of food to Inn from the Cold valued at \$148,280

“Whatever it is that a family needs in a period of crisis or transition into a new place to live, that’s the importance of the food - no matter how small or how large [the impact], it can’t be quantified the nurturing and hope that that provides.” – James McAra

Journey House

Journey House is our new place-based housing program that incorporates private family units with intensive programming in support of the long journey from house to home. Currently, Journey House supports and houses nine high acuity, female headed families with young children. Family residents are expected to contribute a minimum number of volunteer hours weekly and maintain a minimum level of program participation. The goal is for guests to obtain the skills they need to live independently, and transition to less intensive community-based services, or other supports as needed.



\$35,000

supports a family

with individual supports for **one year**



“For the first time, I feel hope.”

- Journey House mom

1:4



Our staff to client ratio

1:15



Provincial average staff to client ratio (similar programs)



Tanya's Story

"I'm a firm believer that knowledge is power," Tanya says about the many certificates hanging around her Journey House apartment including certificates for communication, self-esteem, parenting, and a certificate from U of A, to name a few. "If there's something that needs to be fixed, and you know more about it, then you know where to begin to fix it."

Tanya didn't have an easy life. She left home at the age of 16. "There was partying, there was drug abuse, there was unplanned pregnancies," she said. She has four older children that are no longer in her custody and recalled, "it took until about six years ago when I lost custody of my older children because of my drug use that I finally went into treatment and it's been a slow uphill battle since then."

[Click here to view Tanya's story](#)

Tanya and her daughter Fallyn left an abusive situation and when all domestic abuse shelters were full, they landed at Inn from the Cold for the first time. They spent time in both the Knox Overflow Shelter and the Emergency Family Shelter.

"It can be difficult bouncing back from homelessness, especially with a child," Tanya said as she recounted her journey out of homelessness. She and her daughter have lived at Journey House since June of 2015 and since then, Fallyn has really opened up. "[Journey House] is a program that's helping me get back on my feet... it's enough of a transition between a shelter and a place of your own where it helps you put your feet underneath you, but you don't end up completely up the creek if something were to go wrong."

2015 Highlights



A 75-bed temporary shelter space for homeless parents and their children has opened its doors in a historic downtown church, in a bid to ease family homelessness in Calgary.

January

Knox Inn Opened as Overflow Shelter

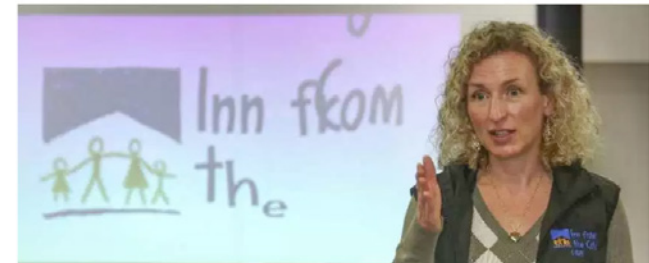
Due to our Emergency Family Shelter being at or over capacity 97% of 2014, we established stable satellite shelter for our guests.

[Click here to read story](#)

Overflow shelter for homeless families opens in downtown church

ANNALISE KLINGBEIL, CALGARY HERALD
More from Annalise Klingbeil, Calgary Herald

Published on: January 14, 2015 | Last Updated: January 14, 2015 10:20 PM MDT



February

First Families Move into Journey House

Journey House is a long-term supported housing model for single moms and their children. Journey House is an innovative model, the first of its kind in Canada.



Adriana, Journey House Resident



April

6th Annual Steps to End Homelessness Raises more than \$30,000

Suzanne West, President & CEO of Imaginea Energy Corp., and 1,500 friends, colleagues, and Calgarians brave the Crescent Heights stairs to raise money for homeless children and their families.

All Candidates Debate

Who Will Pay: Can We Achieve Financial Stability Without Sacrificing Our Most Vulnerable? Inn from the Cold, in partnership with Knox United Church, hosted an All Candidates Debate focused on fiscal vision and Alberta's vulnerable children and families.

[Visit our YouTube channel to view highlights](#)



"My mother Claire taught me the value of giving back to the community and that everyone deserves a chance to succeed in life."



May



3rd Annual Claire's Campaign Raises \$670,000

For the third year in a row, Gary Nissen, dear friend and supporter matched donations up to \$200,000 in honour of his mother Claire and the courage of homeless mothers.

July

Nearly \$300,000 raised at Stampede Fundraisers

Corporate Calgary stepped up and we were the recipient charity of major Stampede Fundraisers including First Energy's iconic First Rowdy and Drew McIntyre's epic Blue Rodeo Fundraiser.



September

3rd Annual DreamINN Big! Gala raises over \$200,000 for our Early Childhood Development Program



November

Charity Intelligence



We received the honour of being named one of the Top 10 Impact Charities in Canada by Charity Intelligence for our social return on investment.



December

Adopt-a-Family Winter Open House

Winter Open House: Our Annual Winter Open House ran December 3 & 4. 254 people toured the shelter and we received a total of \$12,620 in donations.



Adopt-a-Family: In 2015, the Adopt-a-Family program engaged 65 donors, a total of 66 families were adopted, and we received a total of 248 gifts.



Sponsor & Supporter Recognition

We are so grateful for the amazing support provided by our community. In addition to our valued donors listed, we would like to say “thank you” to all of our donors, including those who wish to remain anonymous – your impact does not go unnoticed.

Thank you to the many other individuals and organizations for your support and donations last year. For a comprehensive list of supporters, please visit our website. We aspire to provide all information as accurately as possible – if we have made any error with a name or listing please accept our sincere apologies and contact us at 403-776-3290 so we can make the necessary changes immediately.

Core Funders and Partners



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Inn from the Cold Society is planning to raise an estimated \$4,400,000 in the 2016/17 fiscal year through fundraising activities, which will cost our organization an estimated \$670,000. The money we raise will help create a brighter future for homeless families in our community. For more information, please contact Janeen Webb: janeen@innfromthecold.org

Program Supporters and Sponsors

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 Calgary Foundation – Journey House
 Calgary Real Estate Board Charitable Foundation – Meal INN Between

Canadian Oil Sands Limited – Early Childhood Development Program
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ALLIED

ATB Financial



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 Government of Alberta – Keyless Entry/Security Upgrades
 Rotary Club of Calgary South – Front Stairwell Renovations
 The Home Depot Canada Foundation – Washroom Renovations



108 third party fund
 raising events raised
\$904,606

*2015/2016 fiscal numbers

2423 Calgarians
 donated to the Inn
 for the **first time**

DreamInnBig! Gala Sponsors

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Community Initiatives & Campaigns

100 Women Who Care
AdHoc Band
EPIC Campaign - ATCO
Beef, Bolgheri and Blue Rodeo
Bridge and Soup - South Calgary Ladies Bridge Club
DecemBeard - Adam Bloomer and Enbridge Employees
First Rowdy Stampede Party - First Energy
Holiday Concert - Blend Vocal Association
Polar Bear Plunge - Hopewell Residential Communities
Husky Has Heart
Peter Lougheed House - John Minchin Christmas Fundraiser
Schofield's New Years!
Scotiabank Marathon
Soup Sisters
Stampede Extravaganza Concert - Grace Presbyterian Church
Ugly Duckling Event - Stikeman Elliott LLP
Denim Days - Sunterra
Suzanne West's Steps to End Homelessness
TransCanada Survivor Fundraiser
Art Gala - Tuscany School
Waves Day - Waves Coffee House



Community Collaborators

Our community partners are vital to our daily operations. Because of their support we're able to send our young guests to and from school every day with all the necessary supplies and a lunch in hand.

In 2015, we had the support of over 35 community agencies. Our partnership with a local school has allowed our young guests to carry on with their education despite the barriers they may face. The programming is often customized to suit our guests, ensuring that they are able to keep up with their peers.

Alberta Works	CanLearn Society	Ken Quinn	St. Francis Anglican Church
Aboriginal Friendship Centre	Canyon Creek Christian Fellowship	Knexions Church	St. Gerard's Catholic Church
Abundant Life Church	Cathedral Church of the Redeemer	Knox United Church	St. Giles Presbyterian Church
Advent Lutheran Church	Catherine Nichols Gunn School	Little Hippies Yoga	St. James Catholic Church
Alberta Health Services	Children's Cottage Society	Living Spirit United Church	St. Joseph's Catholic Church
Ascension Lutheran Church	Community Natural Food Ltd.	McDougall United Church	St. Luke's Catholic Church
Aspen	Cornerstone Foursquare Church	Muslim Family Network	St. Mary's Catholic Parish
Assured Income for the Severely Handicapped (AISH)	CUPS	The Mustard Seed Calgary	St. Michael's Catholic Church
Bishop O'Byrne Housing	Faith Lutheran Church	Oak Park Church of Christ	St. Patrick's Catholic Church
Bonavista Baptist Church	Families Matter	Okotoks Rotary Club	St. Paul's Catholic Church
Bow Valley Christian Church	First Alliance Church	Okotoks United Church	St. Stephen's Anglican Church
Bow Waters Community Church	First Lutheran Church	Pet Access League Society (PALS)	St. Thomas More Catholic Church
Calgary Legal Guidance	Foothills Alliance Church	Red Deer Lake United Church	St. Thomas United Church
Calgary Drop-In & Rehab Centre	Grace Lutheran Church	Robert McClure United Church	Strathcona Community Centre
Calgary Housing	Grace Presbyterian Church	Rockpointe Church	Temple B'nai Tikvah
Calgary Immigrant Women's Association	Hillhurst United Church	Sacred Heart Catholic Church	The City of Calgary, Annual Fee Assistance
Calgary Inter-Faith Food Bank	Holy Spirit Catholic Church	Sir John A. Macdonald School	University of Calgary Cummings School of Medicine
Calgary Philharmonic Orchestra	Holy Trinity Anglican Church	Southwood United Church	Valleyview Community Church
Calgary Public Library	Hope Lutheran Church	St. Stephan's Ukrainian Church	WP Puppet Theatre
Calgary Reads	Horizon Housing	St. Andrew's Presbyterian Church	
Canadian Mental Health Association	Insight Counseling and Therapy Centre	St. Andrews United Church	
	Jesus Loves You Society	St. Bonaventure Catholic Church	
	John Howard Society	St. Cecilia's Roman Catholic Church	
		St. David's United Church	