



Inn from  
the Cold

# 2016 Report to Community



Providing **shelter**, **sanctuary** & **healing**  
to Calgary's most vulnerable families.

# Abe Brown

MBA, M.R.Ed/C,  
Executive Director,  
Inn from the Cold



Dear Supporters,

I am honoured to have recently joined Inn from the Cold as the organization's Executive Director. Although I am new to this organization, I have a long history of serving Calgary's most vulnerable populations and I am passionate about supporting them with research-based and innovative best practices which lead to empowerment and sustainability.

This is Inn from the Cold's look back at 2016, and I personally wish to extend my thanks to each and every one of you for your support in helping us offer shelter, sanctuary and healing to homeless children and their families to help them achieve independence. 2016 was a challenging year for many in our city, and I am proud to be part of an organization that met those challenges head on.

We served many families through our programs and services, and offered a continuum of care through our Emergency Family Shelter, Early Childhood Development program, Housing with Intensive Supports and Journey House, our long-term housing program for female headed families. From overwhelming research, we also know that mental health, physical health, and addictions are primary barriers that trap vulnerable populations in homelessness, and so we are excited about our medical clinics and programs, which provide sustainable care and support to the families we serve.

We also had the honour of being named one of [Canada's Top 10 Impact Charities by Charity Intelligence](#) and being awarded the [Western Legacy Sustained Contribution Group Award](#). Much was accomplished in 2016 because of the support of our donors, volunteers and staff. I would also like to look ahead and let you know that in 2017, Inn from the Cold celebrates 20 years of serving Calgarians. I look forward to serving our most vulnerable, and leading Inn from the Cold, and getting to know all of our supporters. Thank you for your continued support!

Sincerely,

A handwritten signature in black ink, appearing to read 'Abe Brown'.

**Abe Brown, MBA, M.R.Ed/C**  
Executive Director

# Neil Smith

Board Chair,  
Inn from the Cold



Dear Friends,

2016 was a challenging year for our city, for charities, and for families who found themselves at our door. With the support of our community, we continued to offer shelter, sanctuary and healing to homeless children and their families, ensuring every family had the opportunity to reach their greatest level of independence.

Despite the challenges so many have faced, this was a year of hope for our guests. Many of our guests were able to find safe and affordable housing at a much faster rate than we have seen in years past. We provided 33,034 bed stays to children and families in their time of need, and more than 500 children and their parents participated in our Early Childhood Development program. Our family advocates supported the successful entry into community housing programs for many families, setting them on the path to independence.

Although this was a year of extreme economic challenges in our city, Calgarians helped us raise 1.3M through our 4th Annual Claire's Campaign in support of our Journey House 2 project. In September, our 4th Annual Galactic Gala raised \$192,000 for the operations of our Emergency Family Shelter. These funds are critical to our daily operations as they help to ensure that we have the resources available to continue to serve our clients on their journey to independence.

As we continue to work towards a community where no child or family is homeless, we want to thank you for your continued support.

Sincerely,

**Neil Smith**  
Board Chair

A look back

# 2016 Year in Numbers

Because of you, we were able to offer shelter, sanctuary and healing to assist homeless children and their families achieve independence.



33,034  
bed stays

Average length of  
stay in shelter:



.....  
40 days

31  
families in our  
Housing with  
Intensive Supports  
(HIS) program



Average

25

families per day  
served in shelter

62%  
of our guests were  
Indigenous



55% of nights we were at or over capacity



56%  
of our guests  
were children  
on any given night



Attendance in  
Early Childhood  
Development program



3,648

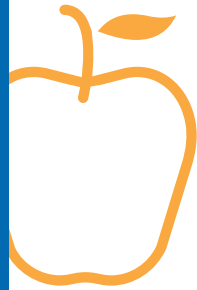


1,004

homeless family members served at our Emergency Family Shelter & Overflow Shelter

12,417

volunteer hours contributed



99,102 nutritious meals served



53 community partner agencies



50%

single female headed households



2,592

medical appointments in our Student Run Clinic & on-site nurse

2,896

program referrals through Assessment & Triage



# Shelter

Inn from the Cold is Alberta's only street level Emergency Family Shelter. Our door is open 24/7, 365 days a year and we turn no family away. We go far beyond the provision of basic needs and offer shelter, sanctuary and healing through an integrated continuum of services. All who enter our doors are treated with dignity and respect. Shelter is the first step on the pathway to healing for our guests.

## Meet Chris

former shelter guest



[Click here to view Chris's story on our blog](#)

“There was nothing else I could have done for myself. I was at a point in my life where I needed to ask for help,” Christopher reflects.

Christopher and his son found themselves at Inn from the Cold in December 2015, after a year of turmoil. He went from a high paying job, to working an apprenticeship, to being laid off in a very challenging economic climate in Alberta. Not only was Christopher struggling with the economy, he had recently gone through a divorce.

“My kid needed help, and I needed to stay in Calgary for that help,” recalls Chris. Although there were job opportunities elsewhere, Christopher’s son struggles with severe emotional trauma from early childhood and the support system that he needs is here in Calgary. “I wanted to keep the same schedule for him,” he states.

After applying for all types of jobs – everything from mopping floors to cleaning toilets, there was no steady employment in sight. Christopher said he “clawed [his] way to survival for seven months to keep food on the table, daycare bills paid, gas in the vehicle.” That was when he arrived at Inn from the Cold’s Emergency Family Shelter, “It was the one place in the city that a father and child could go if they had nowhere else.”

Finally, after spending some time at the shelter, Christopher found a job and at the same time he and his son were able to move to Sundial – a program offered in partnership with the Calgary Drop-in & Rehab Centre that offers temporary housing staffed by 24/7 support workers.

Since finding steady employment, the family has moved into their own home – “If it wasn’t for Inn from the Cold, my kid wouldn’t have been showered every day, and at school, wouldn’t have been fed, I didn’t have the money to feed him anymore. Basically it’s a bleak outlook if this place wasn’t here,” says Christopher.

# Sanctuary

Inn from the Cold is a place of sanctuary for those families who find themselves at our door in their time of need. We offer wrap-around supports designed to address any barriers that our guests may face and our experienced staff deliver care through a trauma-informed lens. The support we receive from our volunteers is vital to everything we do, helping us to serve our families in shelter and in the community.

## Meet Sheila

former shelter guest



“About a year ago...I started making arrangements to come this way...I wasn't getting the proper specialists for them out there,” Sheila says as she shares her journey of homelessness. She and her family moved to Calgary from Saskatchewan in August of 2015 in hopes of finding the proper supports for her three special needs children, one of whom has Asperger's, one with FAS, and one displaying symptoms of FAE.

The family spent some time on a reserve where they had a hard time finding low income housing, and Sheila found herself in a situation that was not working for her and her family. After months of struggling, Sheila was referred by a friend to Inn from the Cold. “Up to that point I guess I had felt that I had put every effort into finding safe accommodations for us and trying to get the ball rolling to get the kids the help that they needed; it just wasn't working out for me, so we found ourselves here,” she explains.

Although she had her moments of uncertainty, Sheila brought her family to Inn from the Cold. “The staff really really listened to us; they never made us feel less than,” shares Sheila. She explains that during her time at the Inn, she had help setting and achieving both short-term and long-term goals. After spending approximately five weeks in shelter, the family found housing in the community.

*“This place is so much more than a shelter...the best way to describe it is a haven of hope.” - Sheila*

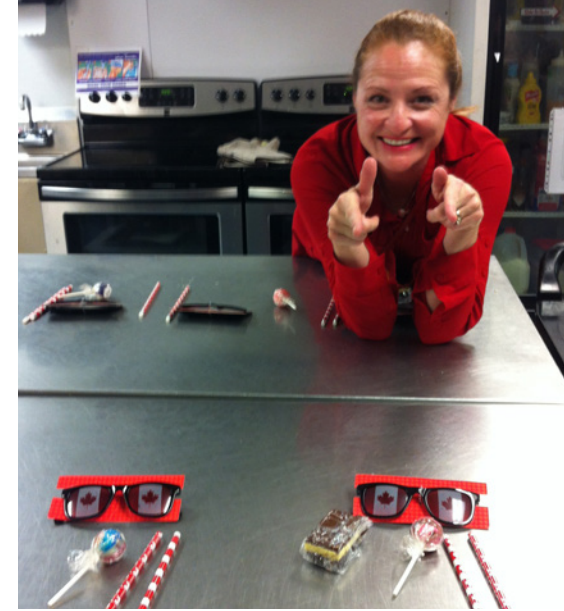
[Click here to view Sheila's story on our blog](#)



In 2016, a total of 12,417 volunteer hours were contributed to the Inn. The hours volunteers contribute are vital to our operations, helping us achieve our mission and vision.



## Butterfan Catering



Providing something as simple as a healthy meal does much more than just provide food - it improves concentration, promotes normality, builds healthy families, and helps to minimize the health impacts of homelessness on children and their families.

Butterfan Catering volunteers at the Inn once a month, sharing their passion and teaching our young guests and their families to cook. Butterfan Catering provides all the food needed and at the end of each class, our guests enjoy a warm and nutritious meal that they helped prepare. Most importantly, the activity equips our young guests and their families with the knowledge, skills and confidence that they need to make healthy, balanced meals together.

# Healing

Once you have shelter, and you have sanctuary you can begin your path to healing. Our intentional programming takes a holistic approach to well-being, addressing any emotional, spiritual, physical and mental needs that our guests may have. With the support of our many community partners, we are able to help families achieve their greatest level of independence.



## Meet Melanie

former shelter guest

Finding herself needing a change after struggling with job loss, Melanie was in search of a stable environment. She and her family packed their bags in Drumheller and made their way to Inn from the Cold.



The first few nights were tough for the family, “I had to constantly remind [my son that] we’re on a camping trip and give him excuses as to where his room is” Melanie explains. Despite this being a challenging time, Melanie goes on to say that “the staff they were very caring and understanding.”

After spending a few months at our Emergency Family Shelter in 2015, the family was able to secure housing through our Housing with Intensive Supports program. With the support of her case worker, Melanie has been in her home for over a year and is connected with many of our community partners. Her son now attends a preschool program through CUPS.

*“I am really excited because of the stability we have and the people we have in our lives now.” - Melanie*

[Click here to view Melanie's story on our YouTube channel](#)

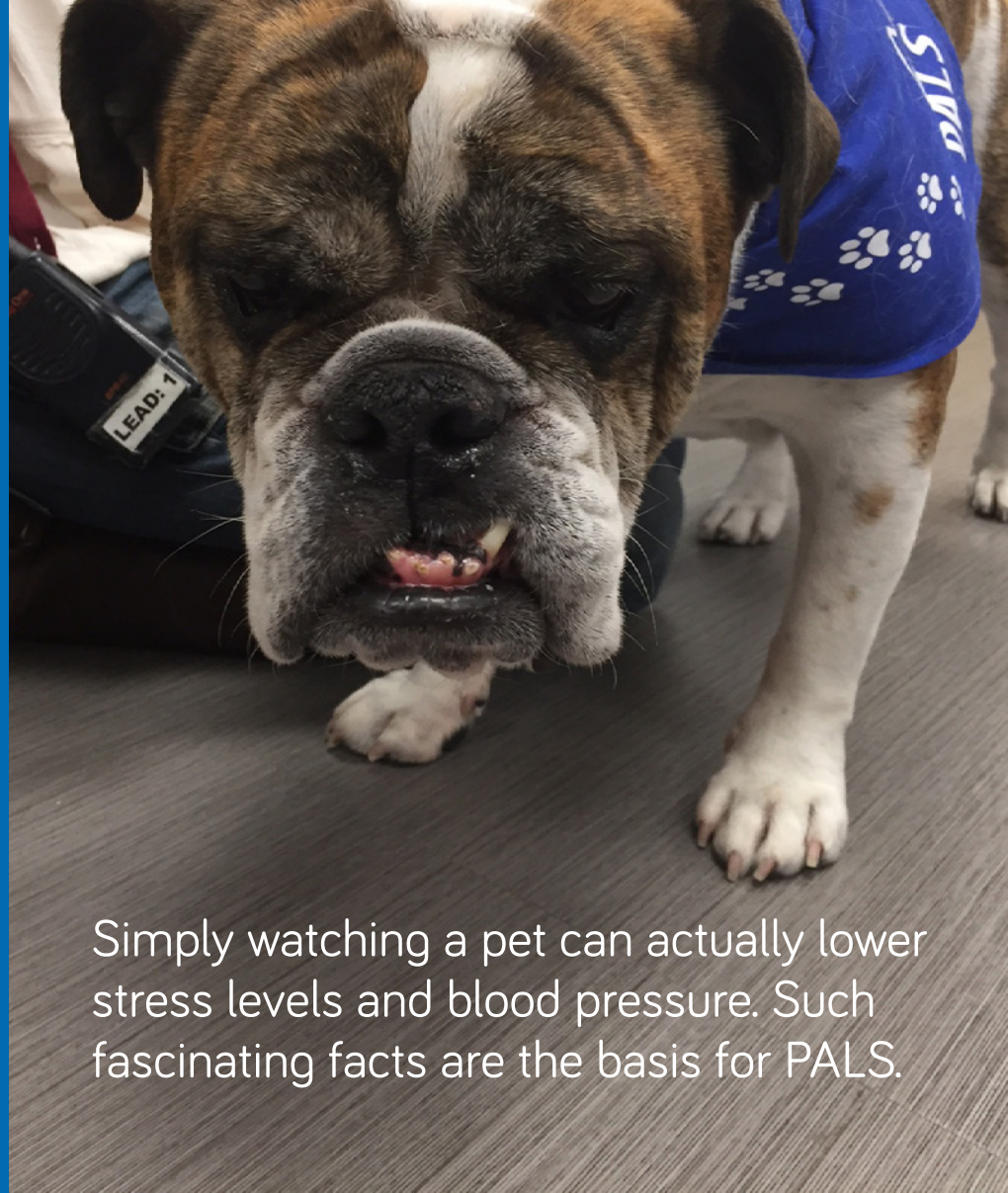
# Community Partners

The support we receive from our 53 community partners is crucial to the work we do. The collaboration of services allows us to best address the needs of our guests and remove any barriers they may face, whether that means providing them with a warm meal or addressing any health issues of our guests.

## PALS, Pet Access League Society

PALS is one of our many valued community partners who help bring joy and healing to our guests. Volunteers from PALS bring their furry friends for visits twice a month to our shelter. Medical studies prove that pets improve the emotional and physical well being of humans. It's astonishing what contact with animals can do for a person's emotional and physical health.

Learn more at [www.palspets.com](http://www.palspets.com)



Simply watching a pet can actually lower stress levels and blood pressure. Such fascinating facts are the basis for PALS.



# Journey House

Journey House opened in February 2015 and is our place-based supported housing program for single female-headed households. Journey House incorporates private family units with intensive supportive programming delivered by our trauma-informed staff. Families can stay in Journey House for up to two years and gain the skills, knowledge and community connections needed to achieve independence. 25 families were residents at Journey House in 2016 and in 2017 we are excited to be opening Journey House 2.



## Meet Adriana

Journey House resident

When Adriana and her three boys Sam, Cayden and Emmanuel first arrived at Journey House, they wouldn't go to bed without ensuring all the doors were locked. "My oldest, he kept opening, closing, locking the door. We haven't had our own set of keys for a while," says Adriana. They haven't called the same place a home for longer than a couple months in a long time.



[Click here to view Adriana's story on our blog](#)

Adriana left an abusive relationship that ended with their children in care. She started a life with her new partner and soon gave birth to Emmanuel, their first son. The family moved provinces in 2006, making their way from Ontario to Alberta ready for a fresh start. After the birth of Sam and Cayden, things started to change. Her partner became verbally abusive, his drinking became excessive, then the verbal abuse turned physical.

The controlling relationship left Adriana with very little freedom as she explains, “In our old place their dad was always in charge of the keys, we would always have to ask permission – where we’re going, when we’re coming back and he would always watch the clock to make sure we were back at that time. We would have to knock to get us back in to our own apartment”.

The kids were in and out of care until 2014 when they were returned to Adriana. When they were evicted from their last home, the family came to Inn from the Cold, where they spent their first few nights at the overflow shelter. “The first few nights I didn’t think I would make it because... me

and the boys had never done the churches before so it was very overwhelming and I didn’t know how the kids would take it, but we adapted,” Adriana shares. Later they moved to a cubicle on the third floor of the shelter.

In November 2015, the family moved in to Journey House – they eventually settled into the apartment, the lease is in Adriana’s name, and she was given her own set of keys. “It makes you feel like you have your own control and it’s your house,” Adriana reflects about finally having her own set of keys.

“It’s a safe place for the boys, this is our house, nobody can come into our house, nobody can disrupt us, it’s ours – we don’t have to worry about anything – it’s ours”.

# 2016 Highlights



## February

### Closure of the Community Inn program

Inn from the Cold made the difficult decision to cancel the Community Inn program in February. In order to offer the most stability for our young guests, one overflow shelter site was created at Knox United Church. We want to extend our deep gratitude to all of our Community Inn partners and volunteers. [Click here to read story](#)

## March

### Community rallies when Inn from the Cold van vandalized

In March, one of our cargo vans was vandalized and rendered inoperable. There was an outpouring of support from Calgarians who donated over \$1,000 and we received a new van donation from Trotter & Morton.

[Click here to read story](#)

## April

### 7th Annual Steps to End Homelessness a resounding success!

Suzanne West, long-time supporter of the Inn and President & CEO at Imaginea Energy Corp. hosted the 7th Annual Steps to End Homelessness. Close to 1,000 people joined Suzanne for her 51st birthday at the Crescent Heights stairs as Suzanne donated \$1 for every set of stairs done to Inn from the Cold. Nearly \$30,000 was raised through Steps in 2016. [Click here to read story](#)

### Inn from the Cold says community inn program didn't serve appropriate needs



### 'We're very grateful': Inn From the Cold as Calgarians step up after van is vandalized



### Help end homelessness step by step



# May

## 4th Annual Claire's Campaign raises \$1.3M

Thanks to the overwhelming generosity of our dear friend Gary Nissen, the Zutter family and Calgarians who stepped forward in a year of extreme economic challenges, \$1.3M was raised during our 4th Annual Claire's Campaign.

# September

## 4th Annual DreamINN Big! Gala presented by Crescent Point raises \$192,000

Over 500 supporters joined us for an out of this world night of family fun, raising \$192,000 for our Emergency Family Shelter.

# November

## Named Top 10 Impact Canadian charity by Charity Intelligence



Inn from the Cold, along with the Calgary Food Bank, Children's Cottage Society and Fresh Start Recovery Centre were chosen by Charity Intelligence (CI) to be a part of their 2016 Canadian Charity Impact Fund (CCIF). The CCIF provides donors with confidence that their generosity will make a significant difference in improving the lives of Canadians. What an honour! [Click here to read story](#)



4 Calgary charities recognized for offering the most bang for your buck: Charity Intelligence



## Western Legacy Sustained Contribution Award

The [Calgary Stampede Western Legacy Awards](#) recognize individuals and groups who have demonstrated significant achievement in promoting and preserving western values to create a better community for all. We were so incredibly honored to be the recipient of the prestigious "Sustained Contribution (Group)" Award.

## National Philanthropy Day Luncheon Congratulations Stikeman Elliott and Suzanne West

It was truly an honor to spend the day with our outstanding supporters and Generosity of Spirit Award nominees [Stikeman Elliott](#), who was the recipient of the Corporate Philanthropist Award, and [Suzanne West](#), who was the recipient of the Doc Seaman Individual Philanthropist Award.



## December

### Adopt-a-Family & Winter Open House

**Winter Open House:** Our open house ran December 2nd and 3rd, seeing over 150 attendees tour through our Emergency Family Shelter.

**Adopt-a-Family:** Our annual Adopt-a-Family program matched 52 families with generous donors who helped bring some magic to their holiday season.

### Inn from the Cold shares an abundance of toys with local charities

Donors and supporters were extremely generous with in-kind donations in 2016, allowing Inn from the Cold to share excess toys with the Magic of Christmas, Hospice Calgary, the Salvation Army and the Calgary Women's Centre. [Click here to read story](#)



#### Non-profits benefit from Inn from the Cold's toy surplus

BY ANNA BROOKS  
FIRST POSTED: SATURDAY, DECEMBER 17, 2016 10:24 AM MST



It's been a tough year for local charities, but an excess of toy donations has given non-profits reason to rejoice this week.

Inn from the Cold, a Calgary charity supporting homeless youth and families, has seen almost a 25 per cent drop in cash donations this year. But between staff and supporters, the organization has managed to stock up on toy donations in preparation for the holiday season.

James Yanko, director of donor relations, said with their surplus of toys, they've decided to say it forward and

## Coming in 2017

### Inn from the Cold turns 20

20 years ago, a small group of concerned Calgarians took to the streets to help those in need. Unfortunately the need to support homeless children and their families in our city still exists and we are all here for them. We are proud to have been serving our community for 20 years. Stay tuned for news on 20th anniversary special events and campaigns and thank you for your continued support.



Providing **shelter**, **sanctuary** & **healing** to Calgary's most vulnerable families.



# Sponsor & Supporter Recognition

We cannot thank our committed and generous sponsors and donors enough. It is because of your contributions that we are able to offer shelter, sanctuary and healing to homeless children and their families to help them achieve independence. We also wish to say thank you to those donors who wish to remain anonymous.

## Core Funders and Partners



## Board of Directors 2016

**C. Neil Smith**, Chair

**Bruce Alger**, Vice Chair

**John Watkins**, Treasurer

**Leanne Northwood**, Secretary

**Brad Grant**, Past Chair

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## Program Supporters and Sponsors

AltaGas Ltd. - Critical Needs Support  
Arthur J. E. Child Foundation - New Journeys: Assessment & Triage  
Boardwalk Charitable Trust Fund - Housing Support, Journey House, and Staging for Stability  
Burns Memorial Fund - Student Run Clinic  
Calgary Children's Foundation - Early Childhood Development  
Calgary Herald Christmas Fund - Family Support Program  
Calgary Real Estate Board Charitable Foundation - Nutrition is INN  
Calgary South Rotary Partners - Santa's Gift Shop  
Cassandra Lintott - Adopt-a-Family  
Charity Intelligence - Data and Evaluation  
Children's Hospital Aid Society - Early Childhood Development, Let's Celebrate: Birthday Parties  
CIBC Children's Foundation - Family Support Program  
First Calgary Financial/Connect Credit Union - Journey House  
Green Shield Canada - New Journeys: Assessment & Triage Program  
Hayati Children's Foundation - Student Run Clinic  
PEARL Foundation - New Journeys: Assessment & Triage  
QR77/Westin Hotel Calgary Children's Foundation - Early Childhood Development Program  
Stikeman Elliot - Speech Pathology  
William S. Herron Family Charitable Foundation - Family Support Program

## Capital Supporters

Carmen & Bruce Alger - Vehicle Lease  
Hockey Helps the Homeless - First Floor Renovations  
Home Depot Canada - First Floor Renovations  
Inter Pipeline - Kitchen Lease and First Floor Renovations  
Students Union, University of Calgary - Medical Equipment

## DreamINN Big! Gala Sponsors Presented by Crescent Point

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133 third party fund raising events raised  
**\$218,996.44**

# Community Neighbours

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The Inn Crowd is a community of dedicated citizens that play a vital role in ensuring the Inn can achieve its mission and vision. Monthly giving provides consistent, sustainable support to children and families in need. THANK YOU to all of our 2016 Inn Crowd members, to our families, you really are an INNspiration!

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## Community Initiatives & Campaigns

AMEX Christmas in the City  
Calgary Elks Lodge and Golf Club – Green Fees Day!  
EPIC Campaign – ATCO  
Enbridge United Way Campaign

Bridge and Soup – South  
Calgary Ladies Bridge Club  
DecemBeard – Adam  
Bloomer and Enbridge Employees

Husky Has Heart  
Kinsmen St  
Scotiabank Marathon  
Soup Sisters  
Ugly Duckling Event - Stikeman Elliott LLP

Denim Days - Sunterra  
Suzanne West's Steps to End Homelessness  
Sunterra Lucky Stars Cookie Campaign

## Community Collaborators

Inn from the Cold works closely with many respected community partners to ensure that our children and their families have access to comprehensive, supportive services. The work we do would not be possible with YOU!

Aboriginal Friendship Centre  
Access Mental Health  
Alberta Health Services  
Alberta Works  
Alberta's Promise  
Aspen  
Assured Income for the Severely Handicapped (AISH)  
Best Beginnings  
Bishop O Byrne Housing  
Butterfan Catering  
Calgary Catholic Immigration Society (CCIS)  
Calgary Drop-In Centre  
Calgary Housing  
Calgary Immigrant Women's Association (CIWA)

Calgary Legal Guidance  
Calgary Philharmonic Orchestra  
Calgary Public Library  
Calgary Reads  
Calgary Sexual Health Centre  
Calgary Vision Centre  
Canadian Charity Impact Fund  
Canadian Mental Health Association  
CanLearn Society  
Charity Intelligence  
Children's Cottage Society  
CN Gunn School  
CUPS  
Elbow River Healing Lodge  
Families Matter

Good Food Box  
Horizon Housing  
Jesus Loves You Society  
John Howard Society  
Knox United Church  
Little Hippies Yoga  
Louise Dean Centre  
Motherhood Matters  
Mount Royal Early Childhood Program  
Pet Access League Society (PALS)  
Pin Drop Bridgeland  
Pregnancy Care Centre  
Shapanappi Community Health  
Sheldon Chumir  
Sir John A. McDonald School

SORCe  
The Alex  
The City of Calgary, Annual Fee Assistance  
The Mustard Seed Calgary  
University of Alberta Occupational Therapy Program  
University of Calgary Student Run Clinic  
Women in Need Society  
YWCA

