

Sharing Our Story



Calgary Family Services
2012 Report to the Community

Report from the Board of Directors

Over the last year, Calgary Family Services has continued to build on its more than 100-year legacy of strengthening Calgary and area's diverse population through family and individual support, community development, counselling, homecare services, and many collaborations. We thank all of our funders for the consistent support they provide which enables us to do such important work.

Accreditation is one of the tools that CFS uses to ensure that we maintain our high standards, identify opportunities for improvement, and provide our funders with additional assurance that we are positioned to effectively implement the programs they sponsor. CFS had two external audits during the last year that the Board participated in. The first was the Family Service Canada accreditation of our counselling services, and the second was the Accreditation Canada assessment of our Homecare programs. Due to the excellent preparation and follow-up work by our staff, CFS received the Family Services Canada Accreditation for a 5-year period with an almost perfect assessment and commendation. That was followed in February of 2012 with the completion of the Accreditation Canada assessment with no warnings. In addition to these accreditations, the Board is working with our management team and Human Resources department to obtain a Workers' Compensation Board Certificate of Recognition (COR) certification through Alberta

Employment and Immigration.

CFS continues to enjoy good relationships with funders. Our staff works very closely with our current funders to ensure existing programs continue to be appropriately funded. In addition, they are always looking for opportunities to take advantage of other funding that aligns with CFS capabilities. As a result of this diligence, we have seen increased funding for our Homecare workers, received funds from the United Way for agency capacity building, extended existing programs, and initiated several new programs. We also strive to work collaboratively with other agencies, with the rollout of the Elder Abuse Response Team being just one example.

In the coming year, we will be looking to secure a multi-year Homecare Contract with the Province of Alberta. A Request for Proposals for these contracts was to have been issued approximately a year ago, but the Province extended the current contracts until April of 2013.

With the invaluable financial and advisory support of Enbridge Inc., we were privileged to present four deserving individuals with McKillop Awards at our Annual General Meeting in September 2011. The Awards recognize the vital and enduring role of not-for-profit staff throughout Calgary in building a creative, sustainable and ethical response to

the varied and often challenging needs of Calgarians. The recipients were:

- Kim Ruse of Aspen Family and Community Network Society,
- Stacey Petersen of Fresh Start Recovery Centre,
- Gregory Campbell of Catholic Family Services; and
- Danene Lenstra of Alex Youth Health Centre

With the continuing assistance of Enbridge Inc., we will be presenting our third annual McKillop Awards at our September 2012 Annual General Meeting. This year the awards will be given in the two categories of frontline service and leadership. There was an excellent response to our call for nominations resulting in a list of outstanding candidates.

The Board is working with the management team to develop an updated strategic plan to be finalized by year-end. Work began last fall with a retreat that examined how the Board can support CFS by providing a broader perspective on potential opportunities. This was followed up in February with presentations from the Calgary Chamber of Commerce on Calgary's economic outlook, and from the City of Calgary on Calgary's social outlook which culminated in an assessment of what those trends might mean for the direction that CFS wants to take over the long-term. The Board will meet with the management team in the last quarter of this year to finalize an updated strategic plan that will carry CFS forward for several years to come.

In February 2012, we lost Honourary Board Member Bill McIntyre. Bill served for two terms on the Board, and then, as an Honorary Board Member, he helped coordinate our 100-year anniversary celebrations. Bill was always a strong promoter of Calgary Family Services, and had an excellent rapport with the Board, management, staff, and volunteers. He is truly missed.

Calgary Family Services is fortunate to have several pillars that support our organization and continue to provide the foundation for long-term sustainable growth to meet the ever-evolving needs of Calgary and area communities. These pillars include our staff and management, our volunteers, our clients, our funders, the various organizations that we work collaboratively with, and our Board. On behalf of the Board, I thank you all.

John Palmer



Report from the CEO

I was blessed this past year to be able to travel to South America and visit in particular the Galapagos Islands. These islands which erupted millions of years ago from a hotspot in the Pacific, some 700 miles from other landforms, are reputed to be the laboratory in which Charles Darwin came to understand the theory of natural selection - not survival of the fittest as he was credited with in later years. Natural selection has come to embody a vision of an entity which accepts what is as what is and takes definite and deliberate steps to ensure its survival in the new reality.

Throughout our community talk of significant and inevitable change is rampant! The Province is seeking to establish a 'social policy framework' to guide its action as even Government can be overwhelmed with the amount of need in the community and require guideposts to allocate resources most effectively. Individual agencies are confronted with the identical challenge of ensuring resources at their disposal are invested in a manner yielding the highest benefit to citizens.

So how do we at Calgary Family Services, as one member of the not for profit community come to grips with our calling and imperative in these conditions? For 102 years Calgary Family has adapted to what is and unlike the

"It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change."

Author unknown, commonly attributed to Charles Darwin

dinosaur, survived. Today as we live with flat budgets, new and evolving measurement of outcomes, increased financial scrutiny through agencies such as CRA, competition for the charitable dollar, competition for talented staff along with a marked increase in complexity and acuity of issues presented to us by our citizens, it is timely that we look to our roots and draw on our strength to not only survive but thrive in the coming decade.

Perhaps the place to look for a standard with which to chart our course is to the agency's character or foundation- to the underlying values that support and guide our organization as it evolves and changes to keep pace with its constituents. The character of Calgary Family can be defined by the sum total of our impact in the community: our work and how we carry it out; our staff and staff behavior; our values and how we are seen to live by them and finally our relationships and the experience of others in relating to us.

"Character is like a tree and reputation like its shadow. The shadow is what we think of it; the tree is the real thing."

*Abraham Lincoln,
Lincoln's Own Stories
16th president of US
(1809 - 1865)*

If as Abraham Lincoln suggests our reputation is but our shadow and we must look to the tree to discover the source of such a shadow then it is fitting we look to the values that underlie the agency and the degree to which we strive to live by these values in all things great and small and in all times good and bad.

Our staff in 2011/12 have worked diligently to articulate the foundational values of the organization in a manner that provides guidance for action. This is what they found:

Our work deepens **community** when we:

- build relationships and nurture shared purpose;
- encourage, create and support connections;
- express generosity and share strengths and talents.

Our work demonstrates **integrity** when we:

- honour who we are and recognize our limitations;
- recognize personal bias and seek impartiality;
- are courageously authentic.

Our work is **professionally** aligned when we:

- respond to a changing world with flexibility, creativity and innovation;
- achieve excellence through quality and ethical practices;
- welcome external scrutiny of our practice;
- apply our skills and knowledge to all that we do;
- commit to ongoing learning and development.

Our work is guided by **respect** when we:

- communicate openly and listen deeply;
- celebrate difference and diversity;
- trust and support others;
- honour the right and responsibility of individual choice-making.

Our work is aligned with **stewardship** when we:

- contribute to the wellbeing of the communities we serve;
- act responsibly with all resources and relationships;
- protect others from harm and support a safe and healthy workplace;
- hold ourselves and each other accountable for our work;
- look for opportunities to champion change as community needs evolve.

When those with whom we interact see us as living and breathing these behavioral tenets, when our family members and colleagues, our bankers and funders, our friends and neighbors, our clients and associates, our funders, our bus drivers, our security and service personnel - when all see us as living respect, demonstrating integrity, embodying professionalism, living community and acting as loyal stewards of shared community resources - then we indeed have a house built on a strong foundation: a foundation that will last as we, along with our colleagues, grapple with the conundrums of truly being present for others in a changing and tumultuous world.

There are no easy solutions to our current challenges as resources, spread ever thinner, make it difficult to launch progressive human resource practices or inaugurate new programs to alleviate community stress wherever it is found. Our road is fraught with decisions that involve tradeoffs we would rather not have to embrace and choices that do not always feel like choices. This is not new to our not for profit world and as in years past we shall indeed rise to the challenge and emerge strong yet still compassionate and committed to relentlessly seek to alleviate distress and open up opportunity for all.

Our world is changing indeed and we along with it. Bolstered by the strength in our staff, the community, our Board and our colleagues, we move forward courageously to not only confront our challenges but also to embrace the uncertain future secure in the knowledge that commitment, skill, knowledge, community and tenacity will yield success in our 103rd year and beyond.



Comfort, Learn, and Play

a story of childhood

"Sensitive, responsive, positive parenting is the single most important benefit children can receive during the early years."

- Dr. Douglas Willms



In early childhood we begin our work. We commit to helping parents and the village of care form relationships that support infants grow and develop healthy minds and bodies.

Homes:

- We reduce stress levels and increase self-confidence in parents
- We improve the attachment of parent and child
- We ensure homes are conducive to the nurturing of children

Communities:

- We provide baby supplies and resources to parents so that the stress of poverty is reduced
- We initiate parent support gatherings to enable ongoing learning and support
- We collaborate and educate so the community is strengthened in its ability to support its parents

Resource Centres:


- We teach and counsel parents so they have the support they require, heal from past experiences, and build healthy relationships

Boardrooms:

- We advance discussions of childhood policies and practices by engaging with others who represent a broad diversity of values and expertise

Training:

- We improve existing programs by promoting flexibility and creativity, learning from the experts, and taking risks



Comfort, Learn, and Connect school-aged children and youth

*Distress and adversity in childhood casts
a long shadow in adulthood – toxic stress
disrupts brain circuits, undermines
achievement and compromises physical
and mental health throughout the life of the
individual.*

-Jack Shonkoff

During the school-age years in addition to working with their families and their communities of learning, we support children in their quest to rely on their own skills, talents and judgements in order to be successful.

Schools:

- We create opportunities for children and youth to build skills for healthier relationships at home through counselling, group facilitation, and mentorship in the school and community
- We involve at-risk youth in multi-year school based initiatives that engage them in volunteering, supporting their friends, learning new skills, and maintaining solid relationships with their parents and adult mentors
- We improve children's physical and mental health by providing after-school programs and counselling
- We improve children's engagement in school by involving their parents in the school community

Neighbourhoods:

- We promote family cohesion, wellbeing, and positive connections to the community through counselling at several neighbourhood offices
- We contribute and collaborate to promote the overall development of community services and coordinated models of service delivered for families in Calgary
- We ensure secure attachments are created and maintained in adoptive homes by helping parents learn specific relationship capabilities
- We increase parent's knowledge and utilization of community resources and thus decrease the isolation of vulnerable families

Comfort, Learn and Contribute a story of adulthood

*"It is never too late to have a happy
childhood."*

-Tom Robbins

During the adult years we support low-income
Calgarians to become knowledgeable, aware,
emotionally connected, responsive, contributors
in their roles as parents, partners and community
members.

Counselling:

- We decrease the emotional distress experienced by individuals, couples, and families. This distress can be a result of toxic or conflictual relationships currently or in the past, physical and/or mental health concerns arising from difficult childhoods, past addictions, traumatic incidents, extraordinary loss and grief, or insufficient support and resources

Groups:

- We decrease the stresses of family conflict, relationship difficulties, and mental health struggles by connecting people with similar problems and having facilitated discussions. These struggles include depression, anxiety, grief, anger management, couple's communication strategies, and the challenges of parenting

Day-long seminars and self-help groups:

- We change long-held behavior patterns and beliefs of participants that impede success in family and work by increasing knowledge and teaching valuable life skills. Currently, women, men, youth, and expectant parents receive these services offered in 5 languages-English, Chinese, French, Punjabi and Arabic

Public education forums:

- We provide parents with affordable legal, financial, and parenting information that helps them guide their families through separation and divorce



Lifelong Connection in Community

a story of aging with dignity

Calgary & Canadian research debunks the image of wealthy seniors busy golfing with friends:

- Almost 26% of Calgary seniors indicate that it is difficult to afford both food and housing on a monthly basis
- 41.8 % of unattached older females in Canada live in poverty. These individuals are at greater risk of becoming socially isolated
- Social isolation negatively impacts both physical and mental health in older adults
- Social isolation is preventable

"My Senior Support worker talks to me and I appreciate it as I don't have anyone to talk to. When she's here I can go into the yard. I am able to stay in my own community. It's marvelous."

- Senior Support Client



We increase social connection by:

- Weaving relationship and community connection into direct assistance programs
- Effectively serving culturally diverse older adults
- Working with individuals to repair relationships and reconnect to family and community
- Collaboratively intervening to end elder abuse
- Connecting with older adults through appropriate technology
- Facilitating new relationships through group support around issues of hoarding, aging, and self-esteem
- Aiding older adults to continue living in their long time homes and to retain long time community connections

We impact poverty by:

- Ensuring that low income, isolated, and culturally/linguistically diverse older adults have access to financial benefits and supports
- Intervening to rebuild safety and financial stability of older adult fraud victims
- Offering supports essential to aging in place at income-appropriate rates

We contribute to public discourse about preventing poverty and social isolation by:

- Initiating and collaborating on research
- Engaging and contributing to collaborative policy and practice initiatives
- Working with a range of funders to understand the issues of older adults and to creatively conceive of interventions

**the way in - calgary older adult services • senior support
elder abuse response team • making room • older adult counselling
elder brokers • honouring you • gathering your wisdom**

Lifelong Contribution a story of community



*"I want to contribute something.
What makes life worth living for me
is that sense of fulfillment."*

*- Santa Posadas,
Elder Service Corps Alumna*

The age wave is no longer breaking news:

- Calgary's older adult population will grow four times faster than the City's overall population, despite immigration of young workers
- Adults are now healthier after the age of 65 than they have ever been before
- Engagement and connection are among the best indicators of well-being for citizens as they age
- Civic engagement is required to rejuvenate urban community

We impact Calgary communities by:

- Successfully engaging diverse citizens
- Helping Calgarians distill what they've learned over a lifetime
- Growing ties among citizens to strengthen social connection
- Growing connections between citizens' skills and community needs
- Spreading the story of seniors' strengths to professionals

We clarify older Calgarians' stake in policy development: by

- Envisioning older adults as key community contributors
- Creating opportunities for individuals to inform planning and policy
- Coordinating the city-wide network of The Way In agencies
- Capturing and advocating for older adults', agencies' and front line workers' concerns

**elder friendly communities • elder service corps • way in network facilitation
compass for caregivers • sounds of home • east village vaudeville spectacular
micro-local groups • gathering your wisdom • honouring you • east village men's den**

The ‘Right’ Healthcare for our Times

a story of Homecare

Homecare is a Social Enterprise program within Calgary Family Services Society. Through a contract for service with Alberta Health Services, the Homecare program delivers over 240,000 hours of services to the citizens of Calgary and area who choose to live independently in the community while managing some of their health and daily living needs with the support of a Homecare Caregiver.

“Home is the nicest word there is.”
- Laura Ingalls Wilder



Clients:

- We respect client choices and participation in their care
- We promote the person’s physical, emotional, intellectual, and social well being
- We treat all people with honesty and respect
- We provide consistent and reliable services to maintain health and independence

Partners:

- We support the province of Alberta’s Aging in the Right Place strategy to deliver Homecare programs that meet the ongoing health needs of Albertans
- We working collaboratively with Alberta Health Services to meet goals of care for clients receiving Homecare services
- We engage in the development of innovative programs to support the delivery of health mandates in the community setting
- We advocate on behalf of clients, communities, and the sector in building a Continuing Care System that is sustainable and responsive

Quality:

- We maintain a skilled and competent workforce
- We achieve accreditation by meeting quality health standards for service excellence in Homecare through Accreditation Canada
- We monitor performance and quality indicators, and implement programs and responses to enhance the delivery of Homecare services to clients
- We practice community health services responsibly supported by ethical and best practice guidelines



personal care • companionship • respite • light homemaking
meal assistance • medication administration

Current Programming and Projects

Aboriginal Family Outreach

Culturally sensitive counselling offered in the Inner City Community Resource Centre

Act Out!/Creative Classrooms

Uses drama as a way to learn, grow, and deal with tough situations and critical life choices

Adoption Program

Works with parents and the children to promote attachment, build trust and encourage positive relationships

Child, Youth and Family Counselling

Provides counselling and group education opportunities at offices throughout Calgary

Community Development for Older Adults

Supports the lifelong engagement of older adults by providing opportunities to contribute and take leadership roles in community projects

Compass for Caregivers

A collaborative self-help project that trains and supports volunteer caregivers to lead support groups for family caregivers

Counselling in Schools

Creates opportunities for youth to achieve healthier relationships at home, at school, and in the community while contributing to a welcoming and inclusive school environment

The Eagle's Back (Genesis Centre)

An aboriginal community engagement project that promotes cultural knowledge and support

East Village Men's Den

Engages older men living in Calgary's East Village to connect, participate in community events, and document vibrant village life



East Village Vaudeville Spectacular

A project engaging the entire East Village neighbourhood in a musical, digital, and artistic event bringing to life the history of Calgary's East Village neighbourhood

Elder Abuse Response Team

A collaborative program to educate and support the victims of elder abuse with social work, medical, police and community resources

Elder Friendly Communities Program

Neighbourhood and culturally-based contribution programs for older adults aimed at bonding neighbours and bridging cultural and community differences

Elder Service Corps

A pilot program that engages older leaders to learn community and group development skills, and to provide leadership for defined projects with community site partners

Empowerment Seminars

Provides workshops for adult women and men, expecting and new parents, teenagers and older adults

Family Connectors / Calgary Learning Village Collaborative

Personnel and families involved with schools in greater Forest Lawn have one access point to available family support resources

Grow Your Heart - Volunteer Program

The Calgary Family Services volunteer program provides meaningful opportunities for people of all ages to use their unique skills to give back and impact their community

Homecare

Calgary Family Services is contracted through Alberta Health Services to provide Homecare Services to clients who are eligible, based on an assessment completed by a Case Manager

Inner City Community Resource Centre

Provides information, referrals and support to children, youth and families living in Calgary's inner city communities

In Sync

Play-based program that enhances the parent-child relationship in the critically important area of attachment during the child’s first years of life

Language/Cultural Specific Counselling

Counselling service provided in French, Chinese, Vietnamese, Spanish and Polish

Making Room

Education, support, collaboration and consultation for older adults and families struggling with hoarding and extreme clutter

Micro Local Community Groups

Engages older adults to join small groups with people of like mind for older adults living within walking distance of each other

Multi-Cultural Elder Brokers

A unique collaborative project that employs recent immigrant older adults to link others in their diverse communities with Way In services

Odyssey

After-hours school-based program that provides space for boys to belong and learn to make positive choices and build healthy relationships

Older Adult Counselling

Groups (such as “Gathering Your Wisdom”) and non-crisis counselling for older adults who want to create positive change for themselves and enhance relationships with others

Prime Time

An early intervention program that provides family coaches to mentor, coach and connect the family to other community resources

Ready 4 Learning

Community-based engagement project that impacts school readiness/success, employability and income through improvement of early literacy practices and conditions

Senior Support

Provides in-home practical supports and companionship to low-income, isolated older adults to help them stay in their homes and retain their long-time community connections

Sounds of Home

Connects elders across cultures and generations through structured sharing of stories and music

Starbright

After-hours school-based program that provides space for girls to belong, learn to make positive choices and build healthy relationships

Starburst and Spirit

School-based programs for junior high girls that support adolescent development, fosters resiliency and empowers girls through activities, mentoring and individual support

thirdagecommons.ca

A web tool to provide resource information and discussion forums for older adults, their families and professionals

Training Institute

Supports the continuing education of Calgary’s professional community by collaborating with numerous partners to provide accredited presentations and workshops

The Way In (formerly Outreach Services)

Provides case management, information, referral, assistance with benefits, supportive counselling, and group learning opportunities to vulnerable older adults who live in north, west, and central Calgary

The Way In Network Facilitation

Facilitation of citywide network of Way In agencies and service coordinators aimed at collaboration, standardized service delivery, and shared professional development

Urgent Family Caregiver Program

Keeps families intact and in their homes while they are experiencing a short term crisis that interrupts the ability of the adults to care for their children.





Statement of Operations for the year ended March 31, 2012

	Operating Fund	Program Technology Fund	Capital Reserve Fund	Total 2012	Total 2011
REVENUES					
United Way Grant	\$ 1,733,034	\$ -	\$ -	\$ 1,733,034	\$ 1,750,499
United Way Donor Designation	13,357	-	-	13,357	8,052
Federal Government	178,868	-	-	178,868	317,445
Provincial Government	212,663	-	-	212,663	97,055
FCSS contribution	4,376,839	-	-	4,376,839	4,318,796
CFSA	563,293	-	-	563,293	553,355
Alberta Health Services	8,029,213	-	-	8,029,213	6,748,953
Client Fees	301,167	-	-	301,167	339,138
Society fees - memberships	305	-	-	305	210
Charitable donations	33,172	405	-	42,286	23,662
Casino and CIP	-	-	-	-	75,000
Other	386,025	-	-	377,316	560,840
Interest	-	40,650	4,374	45,024	8,567
Deferred revenue	119,374	62,000	43,836	225,211	(5,260)
	15,947,310	103,055	48,210	16,098,576	14,796,312
EXPENDITURES					
Amortization	-	-	43,836	43,836	56,044
Benefits	1,645,317	9,725	-	1,655,042	1,480,825
Building occupancy	617,371	62,000	-	679,371	713,170
Community relations	27,138	-	-	27,138	61,714
Contracted services	471,147	-	-	471,147	700,111
Membership services	2,158	-	-	2,158	5,000
Office expenses	229,914	-	-	229,914	196,614
Program expenses	219,254	-	-	219,254	246,386
Recruitment	18,428	-	-	18,428	20,682
Salaries and wages	11,722,330	104,527	-	11,826,857	10,847,955
Staff development	139,029	-	-	139,029	181,355
Travel	639,345	878	-	640,223	591,906
	15,731,431	177,130	43,836	15,952,397	15,101,762
Excess (deficiency) of revenues over expenditures before allocations	215,879	(74,075)	4,374	146,179	(305,450)
Allocation to Program Technology Fund	(215,879)	215,879	-	-	-
Excess (deficiency) of revenue over expenditures	\$ -	\$ 141,804	\$ 4,374	\$ 146,179	\$ (305,450)

Statement of Financial Position as at March 31, 2012

	Operating Fund	Program Technology Fund	Capital Reserve Fund	Total 2012	Total 2011
ASSETS					
Current					
Cash and cash equivalents	\$ 1,119,226	\$ -	\$ -	\$ 1,119,226	\$ 913,240
Investments	898,668	1,350,471	250,861	2,500,000	2,500,000
Accounts receivable	457,147	-	-	457,147	380,315
Prepays	122,191	-	-	122,191	119,951
	2,597,232	1,350,471	250,861	4,198,564	3,913,506
Property and equipment	-	-	66,483	66,483	79,569
	<u>\$ 2,597,232</u>	<u>\$ 1,350,471</u>	<u>\$ 317,344</u>	<u>\$ 4,265,047</u>	<u>\$ 3,993,075</u>
LIABILITIES					
Current					
Accounts payable and accrued liabilities	\$ 730,388	\$ -	\$ -	\$ 730,388	\$ 601,342
Grants received in advance	1,072,069	-	-	1,072,069	1,421,584
Deferred revenue	734,204	-	-	734,204	312,856
Deferred contributions related to property and equipment	-	-	66,483	66,483	79,569
Deferred contributions related to rent	-	241,274	-	241,274	303,274
	2,536,661	241,274	66,483	2,844,418	2,718,625
Fund balances	60,571	1,109,197	250,861	1,420,629	1,274,450
	<u>\$ 2,597,232</u>	<u>\$ 1,350,471</u>	<u>\$ 317,344</u>	<u>\$ 4,265,047</u>	<u>\$ 3,993,075</u>

Statement of Changes in Fund Balances for the year ended March 31, 2012

	Operating Fund	Program Technology Fund	Capital Reserve Fund	Total 2012	Total 2011
Balance, beginning of year	\$ 60,571	\$ 967,392	\$ 246,487	\$ 1,274,450	\$ 1,559,900
Excess (deficiency) of revenue over expenditures	-	141,085	4,374	146,179	(305,450)
Prior year adjustment	-	-	-	-	20,000
Balance, end of year	<u>\$ 60,571</u>	<u>\$ 1,109,197</u>	<u>\$ 250,861</u>	<u>\$ 1,420,629</u>	<u>\$ 1,274,450</u>



Board of Directors 2011-2012

John Palmer	Chair
Yvonne Schmitz	Past Chair
Barb Giba	Vice Chair
John Nygren	Treasurer of Board and Chair of Audit/Finance Committee
Eniko Molnar	Secretary
Stuart Davie	Chair of Human Resources Committee

Dolores Herman	Director
Dariel Bateman	Director
Faye Laviolette	Director
Jacqueline Lacasse	Director
Daniel Lai	Director
Al Lennox	Honorary Member



Hilde Houlding
1932-2012

Hilde Houlding passed away in her home in the early hours of January 1, 2012 at the age of 79. In 1962, she began what eventually became a half-century affiliation with Calgary Family Services. Starting as a counsellor and intake worker, she returned as a manager and then Director of Services after completing her MSW degree at the University of Manitoba in 1970. After her “retirement” in 2000, Hilde continued her work with Calgary Family Services as a board member and consultant.



Bill McIntyre
1924-2012

Bill McIntyre of Calgary passed away peacefully, surrounded by his loving family on Sunday February 5, 2012 at the Rockyview General Hospital at the age of 87 years. Bill joined the volunteer citizen board of Calgary Family Services in in 2002. Bill was a major support to the large staff of community caregivers that the agency employed. In 2010, Bill chaired the 100th Anniversary Committee, celebrating the establishment of Calgary Family Services.



With Gratitude

Generous contributions, big and small, enable Calgary Family Services Society to fulfill its mission in service of thousands of Albertans each year. We are grateful for the continued support of the many individuals, groups, corporations, and municipal and provincial government departments that make our work possible.

Membership

Membership in the Calgary Family Services Society is available with an annual membership fee of \$5.00. Membership in the society tells our funders that we have a caring and growing membership that supports the work of CFSS. We gratefully acknowledge the support of our members.

We are also supported by:

Advantage Sales & Marketing LLC, Alberta Culture and Community Spirit, Bowmont Seniors Assistance Association, The Calgary Foundation, Canadian Natural Resources Limited, Community Angels, Community Incentives Program – Alberta Lottery, Driving Force, Enbridge, Inc., Family Literacy Initiative Fund, First Calgary Savings, KRD, La-Z-Boy, Lion's Club of Calgary, Loblaws, National Crime Prevention Centre, New Horizons for Seniors, Royal Canadian Legion, Safe Communities Innovation Fund – Government of Alberta, TELUS, Victims of Crime Fund – Government of Alberta

