



# Report from Carya's CEO

As I contemplated the message for this year's Report to the Community, I thought back to the Police, Fire, and Ambulance service recognition events I have had the privilege of attending. At those events, we celebrated everyday heroes, and this theme seems to fit perfectly as we contemplate our work over the past year.

***"Truly, all of  
Carya's staff  
are heroes,  
offering their best  
selves every day  
as they build  
community,  
remove barriers,  
and create  
opportunity"***

It is easy to recognize heroism in the face of tragedy, and every time a response to such an event is required, Carya staff comes through in extraordinary fashion. That type of bravery is certainly worth celebrating. But what about those everyday moments of heroism that aren't written up in papers or broadcast over the airwaves? We need go no further than our own doorstep to see daily acts of heroism, often hidden under the guise of "doing my job".

Heroes are everywhere at Carya. They're the reception staff, who do a little bit of everything and do it all so well. They're the accountants, who can always tell us where resources are flowing so that we know where there is space to offer more service. They're the family counsellors, who work many evenings to allow families to get the support they need without missing work or school. They're the creative folks who transform our community room from a stark space into the perfect venue for a Christmas open house or a baby shower. They're our board members, who show up after a long day of commitments to offer support to the work of Carya. Truly, all of Carya's staff are heroes, offering their best selves every day as they build community, remove barriers, and create opportunity.

Our annual report captures just a few of the many success stories we've encountered this year. These successes are enabled by the heroism of the exceptional people who walk through our doors each day.

Thank you to the heroes of Carya – the staff, the board, the volunteers, the clients, and all who make our agency what it is. Together we define heroism.

Sue Mallon  
CEO, Carya



# Report from Carya's Board Chair

***“Carya’s programming has a tremendous impact thanks to our forward-thinking and fearless CEO, our deeply committed staff, and our enormously capable Board of Directors”***

In my first year as board chair, I have been privileged to witness and be part of Carya’s outstanding commitment to the wellbeing of Calgarians. Carya’s programming has a tremendous impact thanks to our forward-thinking and fearless CEO, our deeply committed staff, and our enormously capable Board of Directors.

The agency achieved a number of notable successes this year. Our new name is becoming more widely known, and we continue to reach a broader audience through social media. With time-consuming devotion from both staff and the board, we completed a major revision to our operational and governance policies. We successfully met all the accreditation standards set forth by the Canadian Centre for Accreditation for both Community-Based Support & Social Services and Family Counselling & Groups. Because of our expertise in emergency response developed during the 2013 flood, we assisted families from Fort McMurray as they dealt with fallout from the area’s devastating wildfire.

This year saw the ongoing sustainability of many programs and changes as we responded to evolving needs. We received funding that allowed for new responses to emerging needs of immigrant women and seniors, an expansion in age range served by Functional Family Therapy, and response to an unexpectedly large increase in demand for individual and family counselling. To further support new programming, we established a Board Philanthropy Committee that is committed to securing funds beyond what we receive from government sources.

I join with my fellow board members in being enormously proud of this organization. I look forward to continuing our 105 year commitment to the wellbeing of Calgarians as we uncover strength together.

Dariel Bateman  
Board Chair, Carya

**Mission:** Engaging individuals, families and communities to realize their potential



**Vision:** Strong families and communities for generations

## Children & Parenthood

Children are the foundation of our society which is why our programs support child development and families in ever-changing phases of parenthood.

Carya is a leader in working to enrich, enhance and protect the lives of older adults in Calgary.

## Older Adults

## Teens & Tweens

We support positive healthy development as children mature during their formative years, between 10 – 19 years.

Our counselling programs and services help individuals and families overcome challenges and crises.

## Counselling

### Connect Parenting Group

- "Helped with my confidence as a mom"
- "Gives us tools that give us hope that we can have a rewarding successful relationship"
- "These principles apply to all relationships not just the one with my kids"
- "Out of all of the programs ... this has helped the most, it honestly has. Whether it is the group of parents and just learning different things, things I never would have thought of on my own."

*"The most important part of my support from Prime Time is how the family coach helped to improve my confidence as a parent and as a person. She helped me rise above my insecurities as a mom and become a very strong woman. Because of her strength and encouragement, I now have the tools and confidence to face any situation for myself and my children."*

**- Prime Time Participant**

### Act Out!

Using drama and acting to deal with tough situations and life choices in Calgary schools.

*"Learned to always be yourself"*

*"Learned how to be more comfortable with people"*

### Elder Service Corps

*"Elder Service Corps is not just about developing Community projects, it also gave me an entire group of kind, caring, and thoughtful friends which I consider as part of my family." - Sharon Janzen, Cycle 6 Participant*

*"I liked it so much I proposed to replicate the program in Spanish for Latin American seniors." - Alberto Santana, Cycle 6 Participant*

**Carya comes from the hickory tree: known for its deep roots and resilience**

## Children & Parenthood

After participating in the In Sync program, 100% of parents felt more confident to engage in positive play with their child

Savanah contacted us to request family support for herself and her 7 month old daughter after being unable to leave her apartment and feeling isolated and exhausted. Inconsistent routines and meal times caused stress. Savanah's husband, who worked outside of the home, worried about his wife's well being, so he would come home at lunch to check on her and their daughter.

Urgent Family Care provided a family support worker to address key service areas of isolation and lack of social connections, exhaustion and parental self care as well as parenting needs. Within two days of service, Savanah was able to take naps and leave the house to attend appointments. During this time, the family support worker worked alongside Savanah to model healthy nap time and meal time routines.



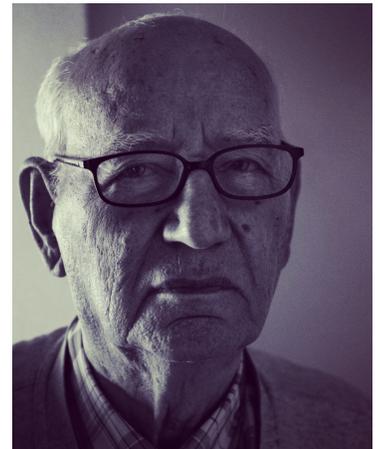
"The program brought me joy, confidence, and helped me regain my dignity. Most importantly, by having that day to myself each week, and knowing that my daughter was in good hands, I have been able to find myself again."

- Savanah, Urgent Family Care Participant

## Older Adults

Before I got involved with Carya, I was sick mentally, emotionally, and physically. I was discharged from the hospital because the doctor said there was nothing that they could do for me. That is when I decided that I had to change my life. I had financial problems, I could not afford my housing, and I had not filed my taxes for six years.

Desperate, a friend suggested that I call The Way In. Ever since I started seeing a worker at Carya my life has improved. The worker helped me to deal with my finances, got a volunteer to file my back taxes, and helped me to find subsidized housing. She even helped me to find furniture for my new place.



The Way In worker helped me 100% to change my life. Now I am not drinking or smoking and I am involved with helping other seniors.

I don't know what I would have done without help from Carya.

- Bill, 72, The Way In participant

## Teens & Tweens

**84% of Starburst participants report increased or maintained social and emotional learning skills**

When Sarah came into the Starburst program in Grade 7 she was shy, very self-conscious, and had shared with the facilitator that she “didn’t feel important.” Sarah struggled to connect with peers and had difficulty making friends.



Sarah has begun to develop a strong sense of self and is much more comfortable asserting her thoughts and opinions. During her time in Starburst, Sarah stepped out of her comfort zone to meet other girls and build her self worth through sessions about issues like self-esteem and body image. Slowly, Sarah began to open up to her peers and even participated in a girl power walk during Jane’s Walk, a community walk open to all Calgarians.

At our graduation ceremony, she gave a speech sharing her experience in Starburst. She spoke about the importance of the connections she made with other girls, the fun she had, and the lessons from the group that she will take with her.

**- Sarah, 15, Starburst Participant**

## Counselling

**80% of participants in the counselling program experience a significant positive change in their personal relationships**

A child was referred to us through Alberta Health Services as he was not attending school, and his behavior at home was escalating as his mom tried to impose limitations. In Functional Family Therapy, we ask “What are the themes?” and “How does the behaviour make sense in family circumstances?” This child’s father had left the family abruptly a few years ago and was now dying. The behaviors were his way of trying to create control in a world that was scary and uncertain. He was desperate to create a connection with his mom, but the only way he knew how was through bad behaviour that would draw her in.



We used a decision-making tree so he could understand what the consequences for his behaviour were (losing relationships with his family and friends, not graduating from high school) and the consequences for him changing his behavior (increased anxiety initially due to feeling uncomfortable at school).

After several months, he began attending school every day. He continues to do so and is now a member of the football team. Most importantly, he has a stronger relationship with his mom.

**- Patrick, Functioning Families Together Family Counsellor**

## Carya Institute

Through the Carya Institute we educated 982 people in professional development and community awareness campaigns

## Empire Learning Series 2015

*"This evening I attended a presentation by Gail Smillie called Crazy by Design: Exploring the Adolescent Brain. We have a thought that teenagers are just crazy and difficult, but really it's just the way that their brains process things. Gail spoke about neuroscience and many different things. I am so glad I attended this and was able to gain information on how the teenage mind works. I would highly recommend this to any parent who has teens!"*

- Ron L.

### In 2015, Carya:

- Served more than 40,000 children, families, parents and older adults
- Supported more than 11,000 vulnerable families
- Provided 38 different programs & projects to older adults
- Provided programming in many languages including Spanish, Vietnamese, Mandarin, French, Hindi, Punjabi, and Urdu
- Served over 5000 Calgarians in crisis intervention
- Introduced new programming to Calgarians, including Families Helping Families and Parenting the Nurturing Way

### A Special Thank You to our Donors & Ongoing Supporters:

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