



*uncovering
strength
together*



**ANNUAL
IMPACT REPORT
2018**

A Message from the CEO

A Message from the Board Chair

Sue Mallon, *carya* CEO



On behalf of the staff at **carya** I am pleased to present our 2018 Annual Impact Report to the citizens of Calgary.

For over 100 years **carya** has maintained its focus on citizens in all walks of life; enabling them to move forward with confidence, to raise their children in a positive environment and to achieve their potential in all areas of their life. Our 2018 Impact Report shows how our strategies have evolved and responded to our local community over the years.

In 1947, our community included fatherless homes in a country wearied by war. Community support in those times may have been enabling citizens to seek order from chaos to reconstruct their lives and secure a livelihood. In 2019 the focus of community support remains on the development of strong enabled people who are able to fully participate in

civic life and opportunity.

As you read about our impacts over the last year, it is of note that we continue to serve citizens at all stages in their lives. It is our belief that healthy people make for a healthy city. To that end, we have increased our presence in community development activities geared to support individuals and families to contribute to the overall health of their communities. We are truly all in this together and **carya** remains proud of its breadth and depth of Impact in our community.

Our volunteer Board of Directors remains our strong bedrock of support as we deal with the never-ending challenges of service during an ever-changing time. Ray Chartier has been Board Chair for two years and intends on remaining in his role for an additional year to continue his steadfast support of **carya**. We are grateful for his generous gift of time and expertise.

Up next for **carya** is a move in the summer of 2019 to a new space. The new building offers significantly more natural light, known to enhance cognitive performance and positively impact staff wellness, as well as a strong street level presence to further promote our brand and increase our visibility in the community. Next year, 2020, will see the renewal of our accreditation under the Canadian Centre for Accreditation (CCA).

Carya is not about place but about presence. We are thrilled to be moving to a bright new home and we will never lose sight of the fact that we are the strength that we seek to uncover in others.

Ray Chartier, *carya* Board Chair



I sincerely believe that it takes a strong, supportive team to do good work and do it well. It takes a full network of supports in order for any individual, or agency, to realize its full potential; **carya** is such an agency. Its excellent staff and numerous supporters come together to carry out the good work with passion and commitment; at the Board level there is engagement, guidance and oversight provided to help support **carya** in realizing its vision and purpose.

Again, we have collectively worked together to help **carya** continue in its role as a pillar of agencies in Calgary. Last year, Calgary continued to experience challenges, both economic and social. In last year's Chair's message, I had the opportunity to introduce the new five-year strategic plan for **carya**; this year marks our first year of implementing that plan.

Looking back and looking ahead, I am confident the time spent in developing such a thoughtful, strategic and flexible multi-year plan for achieving agency goals has paid dividends. **Carya** has laid a foundation for meeting the challenges around us while continuing to respond to the needs of our community.

Change is now a constant factor in our lives and adaptability at both the individual and agency level has never been more important. We are constantly challenged to find ways of doing more with less, with being creative and nimble in delivering quality social services, and meeting the needs of a dynamic city. Most importantly, **carya** stands uniquely positioned to leverage its reputation and collaborative partnerships, with the passion and skill of the people who work for the organization in order to meet these challenges.

One of these opportunities is represented in the exciting East Village development, where **carya** is poised to be a leader in the development of that rapidly-changing community. **Carya's** vision, through the creation of a multi-generational hub, is to develop a space and offer services to meet the needs of both current, and future, residents. Ultimately, **carya's** intent is to bring complementary services together in one building in East Village that provides an inclusive space for people to gather. As a Board, we are excited by the opportunities this project presents for **carya**.

Carya, a fixture in Calgary now for 109 years, continues to be able to offer a multitude of programs for people across every age and at every stage of life. **Carya** continues to be a vibrant and relevant part of the social fabric of Calgary and through its creative, compassionate and collaborative approach to community service, we will continue to fulfill our mission of engaging individuals, families and communities to realize their full potential together.



Because of Your Support

Funding Sources and Impact

carya was here for over **40,000** Calgarians

over **3,616** hours invested in early literacy

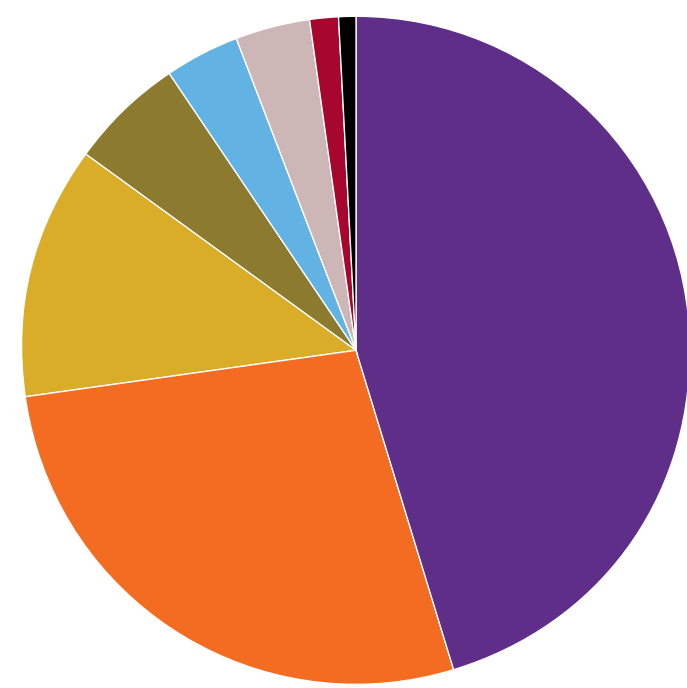
over **5,010** Calgarians provided with education and outreach

over **40** programs in 8 languages

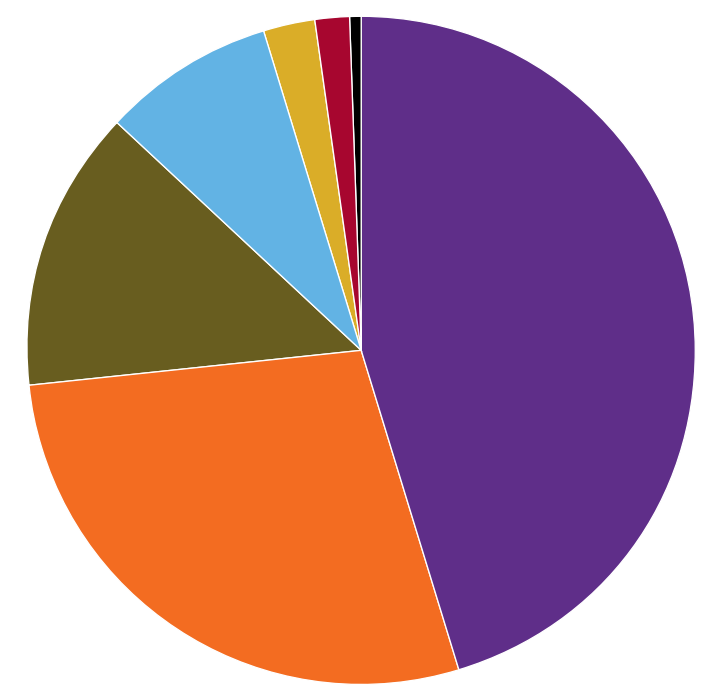
over **14,000** older adults reached through **carya** programming

over **938** youth empowered by **carya** programming

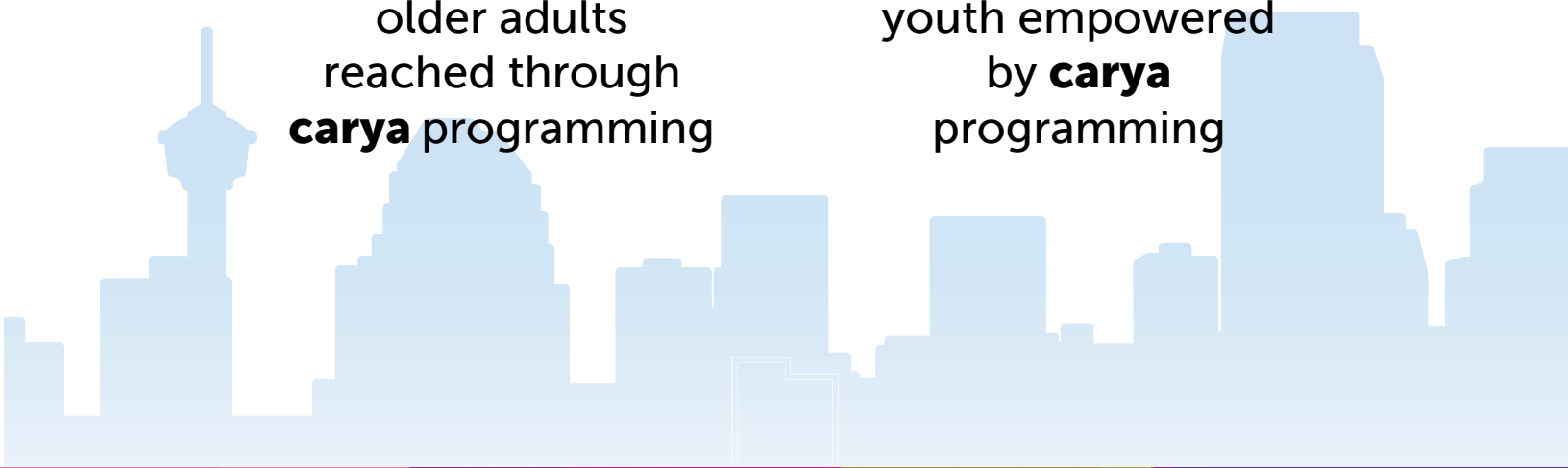
Funding Sources



Areas of Impact



- Family & Community Support Services
- United Way
- Federal Government
- Provincial Government
- Other Funders
- Child & Family Services
- Donations
- Client Fees
- Family Counselling, Coaching & Supports
- Older Adult Services
- Multigenerational Community Development
- Youth Engagement
- Sector Impact Initiatives
- Organizational Supports
- Education & Training



INNOVATE

TRANSFORM IMPROVE *change*
renew progress EVOLVE |
 | change CREATE GROWTH
 DEVELOP advance | forward

Connected Communities



In 2018, **carya** accomplished much towards the vision of creating a multi-generational hub in East Village that meets the needs of current residents and the evolving needs of a distinct urban neighborhood. From recent community input and engagement, **carya** knows a strong need exists to create a space for people to come together in ways that promotes

wellness, provides assistance and reduces social isolation. The completion of a feasibility study and business plan, along with acquisition of several grants and participation in the Social Impact Lab, has led to the development of an inclusive space for people to gather including meeting rooms, multi-function program spaces, office spaces, an art space and a community kitchen. In 2019 construction will begin and we look forward to welcoming you to our new hub in early 2020!

Empowered Youth



Carya's youth engagement programs are all about seeing Calgary's vulnerable youth achieve their full potential by equipping them with tools to navigate life's challenges, build self-confidence, graduate high school and transition to post-secondary education. Investing in our youth helps break a cycle of poverty and empower youth to achieve brighter futures.

Carey's Story

I learned a lot from the Starburst program through the many self-esteem building exercises, the gender-identification activities, the team building games, and even the trips out to Sikome Lake that still hold a special spot in my heart. These kinds of programs really do foster growth in young women such as myself, and they are extremely important. This program made a huge impact on not only me, but all the other young souls who joined. Our group was so close, and we did so much together, it felt truly amazing to be a part of this program. It taught me about what true consent is, how to identify my values as a woman, how to identify my sexuality (and that whatever I chose to identify with was completely okay) and all and all it was very empowering for me.

We're Moving!



Carya is moving! In August of 2019, **carya** will move a few blocks further into the core at The Atrium Building. This new space will offer better visibility for **carya** as we will have a new street presence, more flexibility for programming and a work space for all staff that is attractive, healthy and comfortable. We look forward to seeing you there!

DID YOU KNOW?

In **carya's** Multigenerational Wellness in Community programs, we strive to meet clients and participants where they are in their life's journey. Whether it is a drop-in Wellness Café, a pop-up event, a recreational program, a structured learning program, or more professional services such as system navigation, case management, or supportive counselling, we work to engage families and older adults and residents in building strong multigenerational communities.

OUR NEW ADDRESS

839, 5 Avenue SW

**Our phone number
will remain the same**

403.269.9888

INSPIRE

MOTIVATE | IMPROVE | ENLIVEN | AWAKEN | STIMULATE | HEARTEN | GROW | ACTIVATE | ENCOURAGE | ANIMATE | EMBOLDEN | SPUR

Bowmont Families Together



Bowmont Families Together is a community development initiative rooted in the Strengthening Families framework. This initiative uses a mix of program and community development approaches to engage residents, support development of family resilience, build social networks, encourage personal skills, reduce poverty and create resident-led community action.



"This group has made me want to have a greater impact on other women. I can never thank all of the people that run the meetings, help with food and child care. I will do everything in my power to pay it forward for as long as I can."

Strong Families



An important protective factor for children and youth is having a family home that communicates well, shares tasks, enjoys time together, and has a supportive network. Strengthening relationships and improving family functioning is what **carya** is passionate about and our team of highly skilled clinicians do a remarkable job every single day.

Amy's Story

Amy asked her parents to sign her up for counselling. After several sessions, Amy disclosed to her counsellor that her drug use had escalated and her parents were not aware of the different ways she was self medicating. This disclosure provided an opportunity for the parents, who had been divorced for some time, to come together to support their daughter. It also gave Amy an opportunity to share feelings about her parents and her experience of their divorce that she had held inside for many years. The counsellor provided community resources for youth addictions and the parents were connected with family and community supports to find help.

By the end of working together, Amy was not using drugs or alcohol, was successfully participating in an outpatient substance use program and her parents were working with Amy to help her through this difficult time.

"The best thing about the service is I don't feel alone. I have someone to help and I don't feel ashamed to ask for help."

"When I first started the group I didn't know that I could express myself in art... in the group I opened up and felt comfortable, and I shared my group journal with my coffee group at the seniors residence... It is an awesome experience and I would recommend it to anyone".

Older Adults



Carya's Older Adult programs continue to offer the opportunity for aging Calgarians to live independently and play a vital role in their communities. We do this by creating and finding opportunities for older adults to connect to necessary resources, discover their unique gifts and to create connections with each other in their own community.

Carya has provided support to older adults for over 50 years and in 2018, **carya** touched over 14,000 older adults through our programs and services.

IMPACT

INFLUENCE | OUTCOME | ASSISTANCE
 help | effect | PURPOSE | benefit
 encouragement | guidance | support |
 RESULT | MOTIVATE

Community Development



Community development is a grassroots approach where community members are viewed as experts and drivers of change, and are active participants in the planning and implementation of initiatives in their community. Each person finds their place in life through community contribution and the framework for community building firmly rests on identification and mobilization of peoples' strengths.

In 2018, **carya** worked with over 2,200 residents to make change in communities and build stronger neighbourhoods. Some activities include:

- Neighbourhood conversational Spanish group
- Creation of a community garden
- Monthly dinner series for social connections

Carya continues to be a leader in this work through the implementation of community development activities in Calgary neighbourhoods and backbone support to the Community Development Learning Initiative (CDLI). Last year CDLI:

- Held 3 Train-the-Trainer workshops for practitioners
- Convened 8 community meet ups and one "big" meet up that was attended by over 90 people
- Mapped community assets in Calgary
- Hosted guest lectures

Multigenerational Wellness



The Dorcas Ladies group have been making pies in and for their community for 50 years. This group is full of warm, welcoming, loving and big hearted 'grandmothers!' Another group, Redefin'd is a local Bowness not-for-profit social enterprise that creates connections that heal. This group is a trauma recovery group that's doing things differently by supporting young people through a kitchen program deeply rooted in the local community. These two groups each of seniors and youth lived in the same community but didn't know about each other. Staff at **carya** learned these two groups would like to connect, and before long the seniors group was sharing their secret pie recipes with the young people who were so happy to learn.

Out of this connection came a magical morning of sharing laughter, recipes, stories and kindness. Young people expressed feeling loved and accepted from the older women (something missing for many youth) and the older women were delighted to share in the energy of the young. This was a new venture for everybody, and since then this community connection has gone from strength to strength. Redefin'd now runs a groceries café at the local seniors center and the Dorcas Ladies have been in to their kitchen to teach them recipes. A knitting group has even evolved amongst the two groups!



3,590
older adults
connected
to others

2,963
older adults called
403-SENIORS

70%
of clients connected
with financial supports

DID YOU KNOW?

Carya responded to an important community need by adding Brief Service Counselling to our spectrum of integrated Family Counselling programs. Brief Service Counsellors compassionately engage families seeking more immediate support in dealing with a wide variety of individual and family stressors. The program reached 223 families and 503 individual family members in its first year of operation with 83% of individuals reporting significant improvement in relationships and 77% showing significant improvement in overall wellness by the eighth counselling session.

Thanks to our donors and supporters



**Government
of Canada**



For a full list of donors and supporters, please visit:
caryacalgary.ca/about-carya/partners



caryacalgary.ca

