

Report to Community

carya

2021



A Message from the CEO and the Board Chair

Connection, enthusiasm, opportunity, and growth. These are the words that come to mind when reflecting on **carya's** journey over the past year.

2021 was a year of action in addressing the needs of those we serve and dedicating attention, time, and resources to deepen our roots and strengthen **carya** as a whole.

We appointed a new Chief Executive Officer, began an intensive assessment of our organizational resiliency, continued responding to COVID-19 by prioritizing the health and safety of our participants and staff, and furthered our commitment to Indigenous reconciliation by engaging team members with Dr. Gabrielle Lindstrom's Intercultural and Relational Learning series.

This period of self-reflection ensures **carya** is united at every level of the organization - uncovering our own strengths together as we work to uncover the strengths of our communities.

In its 112 years of history, **carya** has never been more dedicated to the care of our participants - strengthening connection within our city, advocating for positive change in the social services sector, and bettering the lives of those living in Calgary. Although not without its challenges, this has been one of our most exciting years yet as we focused on paving the way forward for our community.

carya's team used its strength, compassion, and expertise to not only engage in new opportunities but to spearhead program developments in the areas of mental health, financial literacy, and social well-being.

As we explored innovative ways to support our participants and community, we also continued to deliver the programs and counselling services that are the foundations of our long and respected standing as leaders in our sector.

As the city of Calgary continues its recovery together from the impacts of COVID-19, **carya** remains at the helm in clearing the path to a brighter future and responding to this need with deliberate and strategic action.

Our incredible staff is at the heart of every initiative. We are grateful for their dedication and passion every day, as we are grateful for the dedication, passion, and trust of all our supporters, volunteers, partners, donors, and board members. Thank you.

carya is here – as we have been since 1910 - and we could not be more excited for what is ahead.



Paula Telfer
Chief Executive Officer

Dave Granger
Board Chair

***carya** is located on Treaty 7 territory, home of the Kainai, Piikani, Siksika, Tsuut'ina, Blackfoot, Stoney Nakoda First Nations, and Métis Nation Region 3. We also respectfully acknowledge that the province of Alberta is comprised of Treaty 6, Treaty 7, and Treaty 8 territory, the traditional lands of First Nations and Métis peoples.*

2021 at a Glance

29,300+

Counselling Sessions provided by a team of clinical therapists.

40,000+

individuals contacted us to access

40+

mental health and community services

450+

youth empowered through in-school and community engagement

10+

locations across Calgary, reaching citizens where they are

9,000+

older adults accessed critical community and in-home supports

5,500+

contacts made with families in need of support



Rachel's Story

When Rachel* first came to **carya**, she and her young son had just fled a high conflict and frightening marriage.

After years of abuse, her anxiety was high and her self-worth was low - feeling disempowered and isolated.

Her son was acting out at home and expressing his own anxiety and confusion through anger, with physical and verbal outbursts multiple times a day.

Rachel was trying to navigate her grief and trauma while also supporting her son as best she could. She was overwhelmed, and again felt not-good-enough.

After connecting with **carya**, Rachel and her therapist began to process and work through her trauma, finding

ways of empowerment for Rachel to rebuild self-worth and boundaries.

Her self-confidence started to grow, and Rachel's therapist worked with her on new parenting skills to help bring her and her son closer together and heal as a family.

Rachel and her son also attended Prime Time groups at Village Commons, where they continued to build healthy attachments and participated in fun activities with other families.

Over time, Rachel's son had fewer and fewer outbursts at home and their small but mighty family unit has settled into their life, supported by the skills they learned at **carya**.

**name changed to respect the privacy of participants*

Counselling Services

“My therapist carried me with her belief in me - until I could believe in healing for myself.

- carya participant

The goal of **carya**'s counselling services is to enhance the quality of life of all Calgarians regardless of their socioeconomic status, supporting those experiencing difficulties by learning how to manage and overcome obstacles.

We offer counselling to families, older adults, and youth - working with participants to develop strength-based strategies that help develop healthy, stable and responsive relationships across the lifespan.

carya is there in times of crisis, and we also understand that prevention is key to building resiliency in our families and communities. Our therapists develop customized approaches to help participants achieve their goals, prioritizing secure attachment relationships.



28,000+

Hours of counselling provided to individuals across all age groups.

4,619

Sessions provided to families.

1,489

Individual or family sessions provided in a language other than English or French.

Language Specific Counselling

In 2021, **carya** expanded our Language Specific Counselling program in collaboration with Community Connect YYC.

This service is unique in Calgary, and offers participants the opportunity to engage in counselling in their native language - which is proven to be twice as effective.

Our therapists provide services in a variety of languages and work with cultural sensitivity skills and competencies - **nurturing an atmosphere of cultural safety in society.**

Counselling at **carya** is available in Mandarin (普通话), Punjabi (ਪੰਜਾਬੀ/پنجابی), Spanish (Español), Urdu (اردو), and Vietnamese (Tiếng Việt), with many more languages provided through Professional Interpretation Services.



Functional Family Therapy®

Functional Family Therapy® (FFT) is an early intervention model that works with the entire family. It focuses on improving cohesion and supportiveness, reducing risk factors and increasing protective factors for children 0 – 11 and youth 12 – 18.

carya partners with Catholic Family Services and together, we are the only providers of FFT® in Canada. FFT® works with the whole family to acknowledge the hurt and pain families are going through, while holding people accountable, and teaching families new ways of doing things.

We look for the strengths in families and approach each family without blame or judgment.

Strong Families

Families and their broader network of natural supports are at the heart of carya's work.

Our staff work with all the complexities of multiple relationships, attachment and communication styles from a social inclusion, strengths-based, trauma and neuroscience informed perspective.

1,084

Sessions for families needing adoption and kinship support.

847

Brief Intervention and Caregiver support sessions for children in care.

2,511

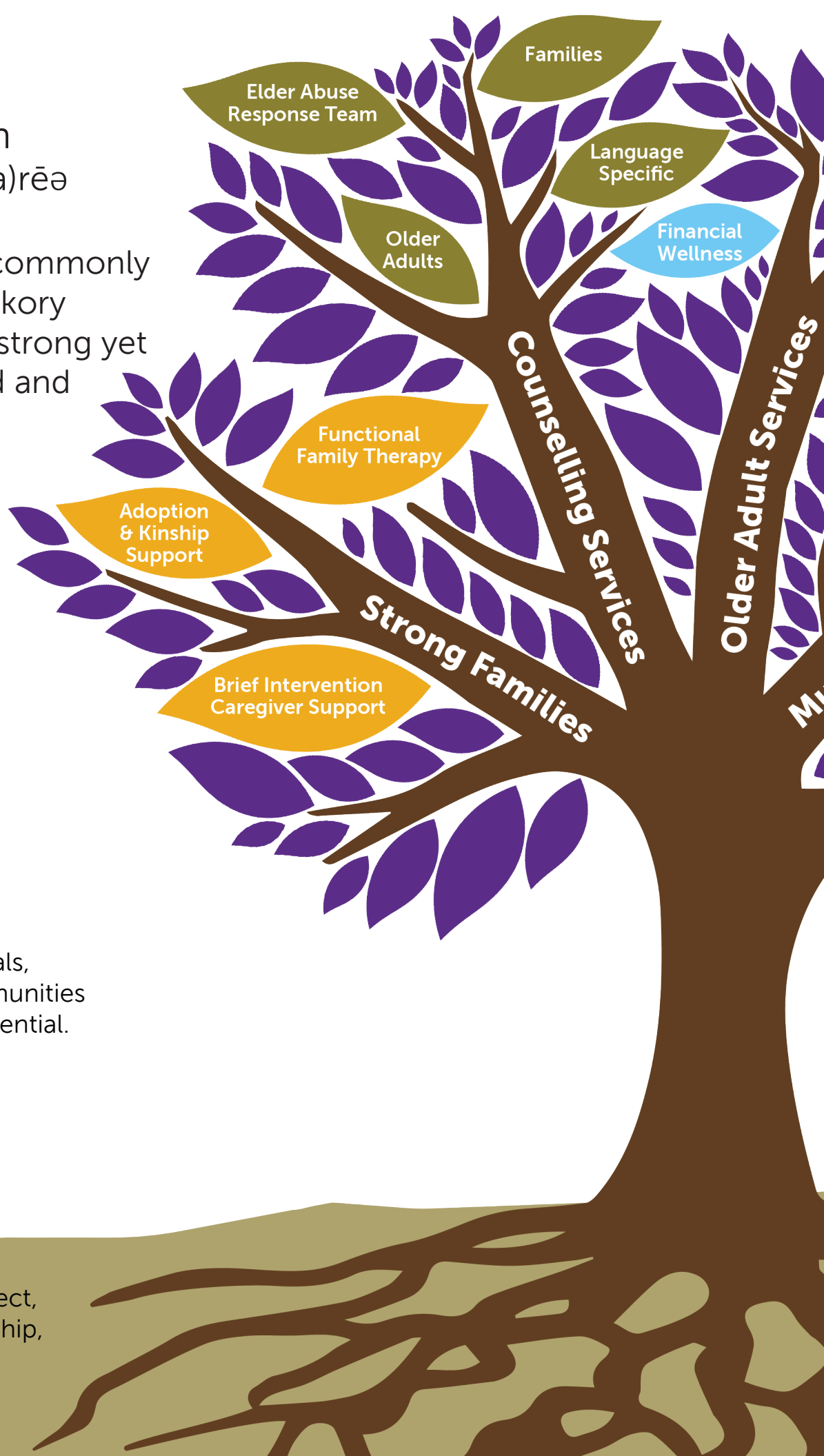
Functional Family Therapy® (FFT) sessions.

172%

Increase in FFT® sessions from 2020.

carya noun
car-ya | ka(a)rēə

: type of tree commonly known as hickory
: noted for its strong yet flexible wood and deep roots



Mission

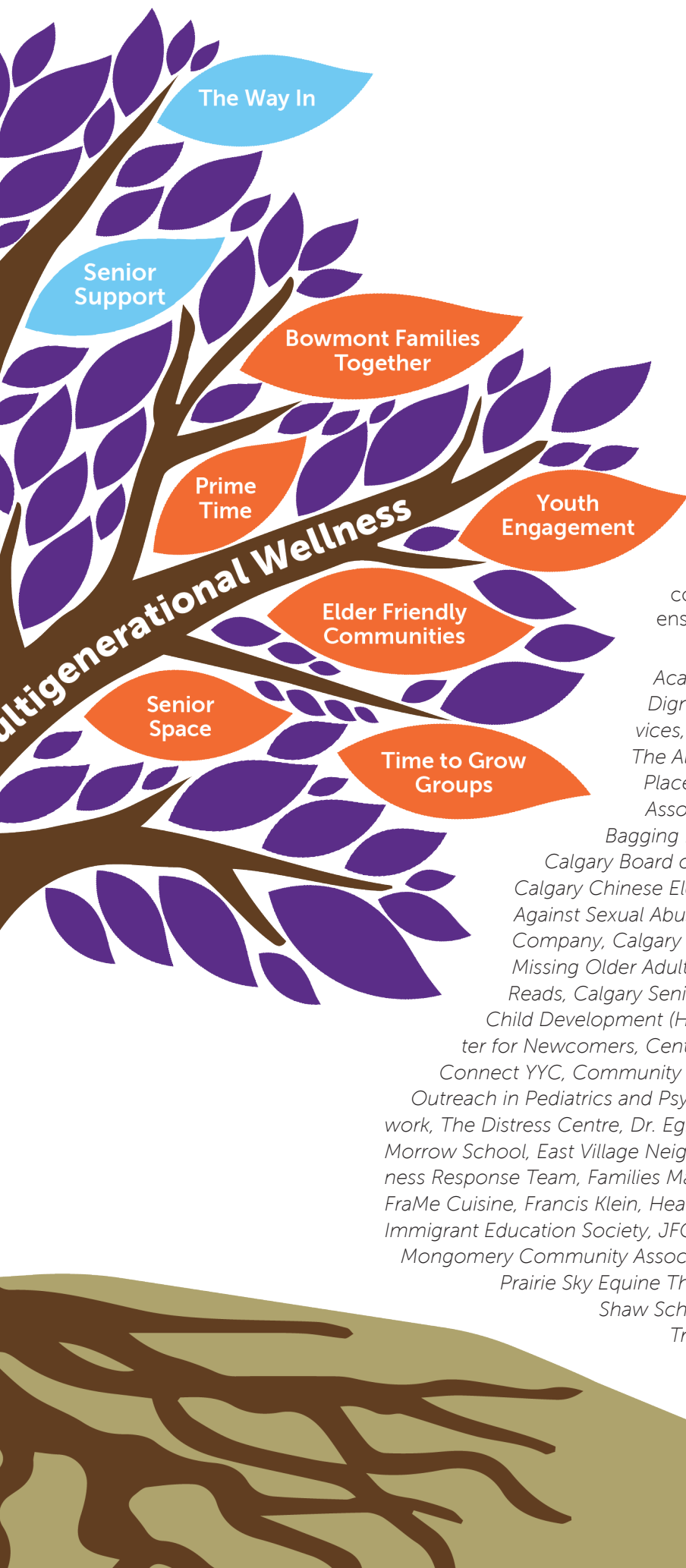
Engaging individuals, families and communities to realize their potential.

Vision

Strong families and communities for generations.

Values

Community, Respect, Integrity, Stewardship, Professionalism



Partnerships and Collaborations

As bridge builders, **carya** engages in collaborations and partnerships with diverse community stakeholders to make positive change together.

We're proud to be part of this strong and resilient community - working together to improve lives and ensure a bright and healthy future for all Calgarians.

Acadia Garden Society, Acadia Rec Center, Action Dignity, Age Friendly Calgary, Alberta Children's Services, Alberta Health Services (AHS), Alberta Storytelling, The Alex, AromaGenoves, Awaken Church, Bow Center Place, Bowcroft School, Bowmont Seniors Assistance Association, Bowness Community Association, Brown Bagging for Calgary's Kids, Calgary Allied Arts Foundation, Calgary Board of Education, Calgary Catholic Immigrant Society, Calgary Chinese Elderly Citizens' Association, Calgary Communities Against Sexual Abuse (CCASA), Calgary Food Bank, Calgary Housing Company, Calgary Immigrant Women's Association (CIWA), Calgary Missing Older Adult Resource Network, Calgary Police Service, Calgary Reads, Calgary Seniors' Resource Society, Calgary Society for Healthy Child Development (Healthy Child YYC), Catholic Family Services, Center for Newcomers, Center for Sexuality, The City of Calgary, Community Connect YYC, Community Development Learning Initiative (CDLI), Community Outreach in Pediatrics and Psychiatry and Education (COPE), The Dementia Network, The Distress Centre, Dr. Egbert School, Critical Service Providers Team, Earnest Morrow School, East Village Neighbourhood Association (EVNA), Emergency Wellness Response Team, Families Matter, Family Resource Network, Footprints Dance, FraMe Cuisine, Francis Klein, HeartMath, I Can For Kids, Igniting Neighbours, The Immigrant Education Society, JFC, The Kerby Center, Kids Up Front, Menu Mandala, Montgomery Community Association, North-West Older Adult Case Collaborative, Prairie Sky Equine Therapy, Ranchlands Community Association, Samuel Shaw School, Sir John A. Macdonald School, TELUS Spark, Trellis, Trauma Informed Collective, Venezuelan Community Association of Calgary, Wee Wild Ones, Woods Homes, YWCA

Multigenerational Wellness

A keystone of **carya**'s vision and work in the community is fostering wellness and connection across generations.

Our programs reach people of all ages and stages of life - ensuring wisdom, resilience, and knowledge is shared, valued, and nurtured.

Whatever community means for our participants, **carya** provides experiences, places, people, and opportunities to be in relationship with each other.



Community Wellness

As an integral part of the community wellness movement, **carya** is deeply embedded in community with multiple locations and in home programs that serve children, youth, families and older adults in the context of their own communities, building bridges to natural supports.

This creates more equitable access, connection to community and cultural supports to fit their needs.

carya in Community

- Acadia
- Alexandra Centre
- Bowness
- Centre 89
- Community Schools
- Confederation Park
- Downtown
- Forest Lawn
- Genesis Centre
- Greenwood Village
- Montgomery
- Ranchlands
- Village Commons
- Westwinds

“Belonging is the innate human desire to be part of something larger than us.”

- Brené Brown

Youth Engagement

carya provides unique and innovative programs that promote and foster mental wellness, social inclusion, empowerment and resilience for youth in junior high.

In 2021, we piloted Trek - a new in-school program that works with male and male-identifying grade 8 students. Trek joins **carya**'s constellation of youth engagement alongside Starburst and Nova.

Key Themes

- Resilience & Identity
- Mental Health & Wellness
- Relationships & Communication
- Physical & Sexual Health

Starburst

80 grade 8 youth at
4 schools with
240 programming hours

Nova

100 teens in
6 school groups and
30 educational sessions

Trek (pilot year)

14 grade 8 youth at
1 school with
40 programming hours



Henry's Story

When a **carya** Outreach Worker received a referral from a Primary Care Network, she met Henry* - a senior in need of housing after a recent divorce.

Henry was living in the basement of his ex-wife's house and was hesitant to let the Outreach Worker into his living space. After 2 hours talking to Henry in his truck, he finally allowed her to see his home.

The space was packed with old carpets, cabinets and other discarded items. The bathroom had no running water so Henry had to go upstairs to use the bathroom and shower.

His only joy was his bookshelf.

Henry and the Outreach Worker looked at a few options for a new home, and made plans to move into affordable housing in a familiar neighbourhood.

When the Outreach Worker went to visit Henry at his new home a month later, he gushed about how happy he was and that he was making friends with his neighbours.

Now Henry has a space of his own, with a large kitchen filled with food and two book shelves - one with books he's read and one with books he wants to read.

*names have been changed to respect the privacy of participants

Older Adult Services

carya's Older Adult services offer the necessary mix of approaches to assist vulnerable adults who are entering elderhood, including social connection, food security, housing, community, and financial resources.

675

Older adults accessed Senior Support to stay happy and healthy in their homes.

595

Tax forms completed for older adults in need of assistance.

732

Vulnerable older citizens assisted through The Way In collaborative resource network.

"There is robust evidence that social isolation and loneliness significantly increase risk for premature mortality, and the magnitude of the risk exceeds that of many leading health indicators."

(American Psychological Association)

Village Commons

Village Commons is located about 500m west from where the Elbow and Bow Rivers meet. This is a place of confluence - *where the sharing of ideas and opportunities naturally come together.*

Village Commons opened on July 5, 2021 as a Community Hub where citizens can meet, share, and find belonging.

The space embodies **carya**'s vision of connection across generations, and is an ecosystem for addressing mental health and supporting wellbeing - fitting into the vibrant, diverse and inclusive landscape of East Village.

Thank you to **carya**'s visionary Board of Directors and Leadership, as well as our partners and supporters, who stood beside us on this milestone project.

Looking forward, we continue to build relationships in East Village and to get to know our neighbours, creating a space for all to thrive - together.

Our programming and partnerships at Village Commons evolve and adapt to meet community needs.

Here are a few highlights from the space in 2021:

- **carya** Counselling Services
- Prime Time Parenting
- The Way In & 403-SENIORS
- Cooking Classes
- Free Childcare
- Artist Residencies & Classes
- Wellness Workshops
- Skill-Building Classes
- Free Tax Clinics
- Affordable Holiday Market
- Cultural Performances
- Drama Groups
- Film Screenings
- Community Resources

5,511

Visits to Village Commons from July-December 2021.

350

Older adults connected over community meals at monthly Chow & Chatter event.

2,470

Volunteer hours donated by Warm Welcomers.





Our Supporters

In 2021, the generosity of **carya's** supporters has created a lasting impact on the lives of many community members.

Without the strength, dedication, and support of our supporters, **carya** would not be able to continue working toward a vision of strong families and communities for generations.

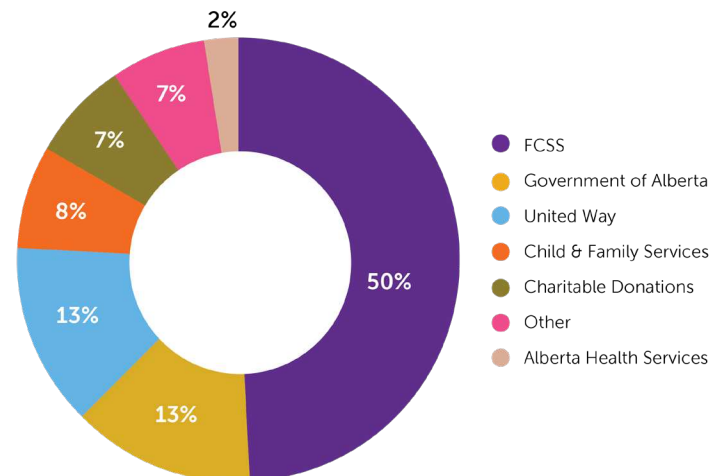
We celebrate you - individuals, families, businesses, foundations, groups, who contributed to **carya** in 2021. We celebrate your willingness to engage, to look to the future, to commit to a healthier community.

You are making a difference.

Our Key Funders



Revenues



See our 2021 audited financial statements at caryacalgary.ca/reports

Mission

Engaging individuals, families, and communities to realize their potential

Values

Integrity
Professionalism
Stewardship

Vision

Strong families and communities for generations

Community

Respect

We Are Better Together.

2021 Board of Directors

David Granger - Chair
Jennifer Santry - Vice Chair
Nina Vaughan - Secretary
Brendan Blair - Treasurer
Allison Kuntz - Director
Krista Ring - Director

Theresa Watson - Director
Christian Hamuli - Director
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