The Long and Winding Road
MISSION: empowering families to stay together
**VISION:** Closer to Home is committed to contributing to a future where every child will belong to a family and feel valued and secure.

Through the use of evidence-based practices and innovative solutions, Closer to Home (CTH) will strive to preserve, reunify and build stronger families who can care for their children and contribute meaningfully in their community. CTH will provide a broad array of strength-based and family-centered services that teach, coach and support families to create new possibilities and achieve better futures together.

**PRINCIPLES:**

**Diversity:** Practices promote tolerance and are sensitive to individual cultures, traditions and lifestyles.

**Individualized Approach:** Interventions are strength-based, child and family-centred, flexible and solution-focused.

**Effective Services:** Integrated quality assurance systems provide the necessary feedback to improve services and create a continuous learning environment.

**Outcome Focused:** Meaningful outcomes for children and families are achieved with integrity, excellence, and accountability.

**Trauma-Informed:** Practice is aligned at all levels, ensuring appropriate screening and treatment for all individuals impacted by trauma.

**Client Satisfaction:** Services solicit the opinion of all participants and are responsive to needs and concerns.

**Collaborative and Inclusive:** Participation in partnerships that offer value added services to children and families.
The front cover of this report brings to mind the lyrics of Paul McCartney in this last song written by him and John Lennon before the breakup of the Beatles. While the ballad was inspired by the creative tensions in the band, it metaphorically speaks to a larger audience about the emotional pain often encountered in personal and family relationships and in one’s journey through life.

“At Closer to Home (CTH), we see many children and youth in emotional pain, reacting to the circumstances of their life. The parents and families of these children have also had a hard road to travel and are looking for a better way to solve their problems. At times, it is difficult for them to see how they will ever get through the sadness, the hard days, and still stay hopeful about the future.

“The long and winding road
That leads to your door
Will never disappear
I’ve seen that road before
It always leads me here
Leads me to your door”

“The wild and windy night
That the rain washed away
Has left a pool of tears
Crying for the day
Why leave me standing here
Let me know the way”

At Closer to Home (CTH), we see many children and youth in emotional pain, reacting to the circumstances of their life. The parents and families of these children have also had a hard road to travel and are looking for a better way to solve their problems. At times, it is difficult for them to see how they will ever get through the sadness, the hard days, and still stay hopeful about the future.

“The long and winding road
That leads to your door
Will never disappear
I’ve seen that road before
It always leads me here
Leads me to your door”

“The wild and windy night
That the rain washed away
Has left a pool of tears
Crying for the day
Why leave me standing here
Let me know the way”

At Closer to Home (CTH), we see many children and youth in emotional pain, reacting to the circumstances of their life. The parents and families of these children have also had a hard road to travel and are looking for a better way to solve their problems. At times, it is difficult for them to see how they will ever get through the sadness, the hard days, and still stay hopeful about the future.

“The long and winding road
That leads to your door
Will never disappear
I’ve seen that road before
It always leads me here
Leads me to your door”

“The wild and windy night
That the rain washed away
Has left a pool of tears
Crying for the day
Why leave me standing here
Let me know the way”

But life is about transitions and change. Our individual life journey is not static. It is shaped by who we are, how we grow up, and the people that come into our lives at different times. This report tells the stories of young parents that transition out of a homeless shelter into their own home, a New Canadian becoming a mother for the first time, and a five year old boy living in care for seven years before finally going home to his family. These are all stories about hope and life-changing events.

The Long and Winding Road can be a sad song about the unattainable. Unattainable goals and dreams. So many of Calgary’s families have tried over and over again to find the right solutions, or to make a change, but still find themselves isolated and alone. Children and youth have been removed from their families and placed in foster homes and group homes. It can feel like all hope is gone, the family is broken and the children lost to the system.

But life is about transitions and change. Our individual life journey is not static. It is shaped by who we are, how we grow up, and the people that come into our lives at different times. This report tells the stories of young parents that transition out of a homeless shelter into their own home, a New Canadian becoming a mother for the first time, and a five year old boy living in care for seven years before finally going home to his family. These are all stories about hope and life-changing events.

* Lyrics from ‘The Long and Winding Road’ by the Beatles, 1970.
"But still they lead me back
To the long winding road
You left me standing here
A long long time ago
Don’t leave me waiting here
Lead me to your door"

Everyone’s life has a few bumps but for some, the bumps in the road can be huge barriers; abandonment, trauma and loss, financial crisis, a new language and culture, a lack of knowledge or information, or feeling isolated from one’s culture, family, friends and community. What can make the difference for families and children in this situation? At Closer to Home, we know that joining in the family’s journey for a time, being truly empathetic and nonjudgmental, finding solutions that fit the family and are sustainable, persevering through the tough times, and celebrating the successes of each person, makes all the difference.

The road is long and winding. But, at the end of the road, as shown on our front cover, it leads to a house. Or, as we see it at CTH, the road leads back to home, back to family and back to community. And for the families, youth and children we serve, it is the acceptance of help from those who can offer it, taking personal risks, repairing broken relationships, connecting to one’s culture or spirituality, and building one’s own resilience that makes the journey a road of recovery, a road of healing and acceptance and hopefully, a road of happiness.

At CTH, we all work and strive to hear our children, youth or families say, “I am happy to be a new parent,” “I am happy I can teach my children to be their best self,” “I am happy I can keep a roof over my family’s head,” “I am so happy to learn new things that will help me in the future,” and for us, always the best statement… “I am happy I can go home.”

“To the long and winding road….don’t leave me waiting here….lead me to your door.”

Photos by: Dean Mullin

Karen Olivier, Chief Executive Officer
Kate Andrews, Board Chair

Follow us:  
Facebook “f” Logo CMYK / .ai
“The road leads back to home, back to family and back to community.” - Karen Olivier
As Calgary’s economy continued to struggle this year, Closer to Home kept our commitment to supporting local children and families. Whether we were helping newcomers settle in our city, connecting families in need with donors during the holidays, or preparing to launch new programs, we continued working innovatively to address the changing needs of those in our community.

**Community Collaboration:**
We continued to strengthen connections in our community with agency and other partners this year, among them the Calgary Homeless Foundation (CHF) and the Calgary Police Service (CPS). Through CHF’s Adaptive Case Management program, our Family Support Workers began working with families transitioning out of homelessness, providing support with accessing housing, basic needs assistance, employment and education resources, government programs, mental health and addictions resources. We also were involved with the supervision of children and youth participating in CPS’ Power Play program. This free, weekly drop-in program gives at-risk youth the opportunity to learn how to skate while interacting with police officers in a safe and supportive environment.

**Adopt-a-Family:**
At a time in Calgary, when resources and donations were scarce, individual and corporate donors rallied around CTH’s families to give them a very special Christmas, and in fact, we were able to serve a record number of families. Adopt-a-Family, presented by McQuiston Executive Wealth Group, provided 215 families with gifts, toys and grocery gift cards, the total valued at over $166,000. Much of the initiative’s growth this year was made possible by the Calgary Lexus Dealers, who contributed $40,000 through the Lexus Holiday Lift campaign. We can’t thank Calgarians enough for their continued and generous support!

**New Programs:**
Thanks to generous new funding from Airdrie Family and Community Support Services (FCSS) and United Way of Calgary and Area, respectively, Closer to Home is excited to launch our youth mental health program, Viewpoints, and to re-launch our Indigenous healing program, Ee-Des-Spoom-Ooh-Soop. These programs will allow our agency to meet the growing needs of those we serve.
Using our Evaluation and Outcome Framework tool to measure the outcomes and impact of our programs, Closer to Home ensures that the work we do continues to have a positive, meaningful and sustainable impact on the lives of children and families.

**WE FOCUS ON FOUR KEY DOMAINS**

**SAFETY**

- 88% of children in our foster care program reduced risk behaviours

**CHILD WELL-BEING**

- 97% of parents in our Healthy Families program engaged in activities to enhance their child’s development

**FAMILY & COMMUNITY CONNECTIONS**

- 91% of our Resource Centre clients reported increased knowledge of community resources that help address family concerns

**PERMANENCE**

- 78% of children and youth discharged from our Community Teaching Homes moved to less restrictive placements

**Clients served**: 1,955

**Increase**: 19.6%

- 1,955 clients served

Follow us:  

*Follow us: @CloserToHomeYYC*
We all go through transitional phases in our lives: graduating high school, getting married, or losing a loved one. Change can be frightening, but life is all about change. How we handle change is greatly impacted by the coping skills we acquire as children and young adults, and many of us carry what we have learned from our adolescent struggles with us into adulthood.

At Closer to Home, we help children, youth, and families work through the changes in their lives to come out on the other side feeling stronger and empowered: transitioning families out of homelessness and into stable, long-term housing; helping moms and dads learn the skills and strategies they need to be successful parents; working with youth to help them overcome their trauma and reunify with their intergenerational trauma and guiding them towards healing; and so much more. Throughout all of our programs, we are guiding children and families towards personal growth, resilience, independence and empowerment.
Sometimes, a few stories stand out amongst the incredible successes we see each year...
When Breanna and Curtis* came to us in January of this year, they were at a low point as young parents. Just 20-years-old, they had moved away from their families on the reserve, couch surfed with friends for a while, and had found themselves living in a downtown shelter with their three-year-old son.

“They flew under the radar,” says Laura Eeles, a Family Support Worker with Closer to Home’s West Central Community Resource Centre. “They didn’t know how to ask for help when they needed it, and they fell through the cracks.” After five months in the shelter, they were referred to Laura, who works in collaboration with the
Calgary Homeless Foundation to support families who are transitioning out of homelessness.

“They were very young, and they had never rented before.” - Laura

Laura worked with the couple to educate them about housing and what to expect as they searched for and moved into a home.

“They weren’t confident at all at the time,” she remembers. “They were just two young kids, really.”

“I taught them about basic renting rights, housing law, what to look for in a lease, what landlords can do, how evictions work and how utilities work.”

Laura met with the couple frequently, teaching them basic life skills, self-advocacy, and how to talk to potential landlords. She recalls that it was a little bumpy at first, since the two were very shy and cautious about talking to landlords. Laura rehearsed potential conversations with them, encouraging them to ask questions and speak up for themselves.

Breanna and Curtis were housed within five weeks of connecting with Closer to Home. Once they were housed, Closer to Home worked to find them beds and completed furniture and food referrals. Laura says donations from the community made a significant impact, helping the family to acquire a couch and basic kitchen necessities, like pots and pans.

And because they now had a roof over their heads, they could begin focusing on some of their other issues, like connecting their special needs son with specialized supports through another local agency, Calgary Urban Project Society (CUPS).

“Their transition has been amazing,” Laura says. “They’ve been housed for six months now, and I haven’t heard from their landlord once about any issues.”

Laura has noticed their self-advocacy skills improve drastically since she began working with them.

“A few months after we housed them, I found out they didn’t have a can opener,” she says. “Meanwhile, they’ve been getting all these canned goods from the Food Bank, with no way to open them.”

Today, Breanna and Curtis are asking for help when they need it. Breanna has even expressed that she thinks she needs a tutor to complete her schooling. They and their son are doing well and preparing to welcome baby number two into their family.

“Their transition has been amazing. They’ve been housed for six months now, and I haven’t heard from their landlord once about any issues.” - Laura

“Breanna told me she had been so stressed out about finances and providing for her family that she felt she wasn’t able to be excited about having another baby,” Laura says. “Now that her family is housed and their basic needs are taken care of, she can’t wait to welcome a new baby girl.”

*Names changed to protect privacy
Nearly seven years ago, Kai* packed up her life in Burma and headed west with her husband in search of a better life for their future family.

When Kai found out she was pregnant with her first child, she found the stress of the pregnancy combined with her family’s financial situation difficult to handle. She worried about having a miscarriage and about the cost of a hospital stay, as she didn’t yet have a health care card. To add to her stress, her father passed away from cancer just two weeks before her daughter was born.

After the baby came, Kai found the transition to motherhood difficult. With her husband away frequently for work, she was a new mom on her own. Her husband reassured her that everything would be okay, but she struggled with no other family nearby. Eventually, she began connecting with her church community, finding purpose in helping with everything from women’s activities to cultural and language learning.

When baby number two came along in early 2015, the family dynamic changed at home. Not only were there now two little ones to care for, Kai’s husband was working more than ever to earn enough money to send back home to his sick mother. Tensions grew between the two, as Kai began to feel more and more overwhelmed.

“It’s hard when he’s away,” she says. “Even now, many years later, I’m still not used to it. My daughter is old enough now to understand that dad needs to work, but whenever he leaves, my son cries. ‘Where’s daddy?’ he says.”

Kai began to feel isolated. Her husband was gone frequently and she didn’t have as much time anymore to participate fully in her church. She missed it. “That community is like my family,” she says.

It was then that a public health nurse referred Kai to Closer to Home’s Healthy Families program, a...
collaborative home visitation program that provides support to parents with newborns and very young children. Amanda Paul, a Home Visitor with the program at the time, began working with Kai to improve her knowledge and understanding of child development and positive parenting strategies, while encouraging Kai to reconnect with her social support network.

“The biggest change I see in Kai is her increased confidence as a mom and as a woman. She feels empowered and knows she can make positive changes.”
- Amanda

“We worked hard with her on self-care and asking for help,” Amanda says. “Kai was so engaged in our Nurturing Parenting Program curriculum, and even now she’s still so open to learning new information, asking questions and discussing it.”

Today, Kai and her family have found their rhythm. While her current Home Visitor, Nikki Bagwell, still arranges home visits with Kai, they are becoming less frequent as she grows more empowered and finds her independence.

“She’s able to remain calm when her kids are fighting or when they have a tantrum,” Nikki says. “She and her husband have a strong marriage and communicate well with each other, which is something that has improved since they had their first child. Now, when dad goes away to work, mom is able to be there for her kids and support them through their feelings.”

As Kai thinks about her future, she’s certain that she’s meant to work with children. The day of our interview, Kai finished her registration for Bow Valley College. For the next three years, she’ll be working on her English and earning a diploma in Early Childhood Education.

“When I work with kids, I’m happy,” she says. “I want to give them as much love and care as I can. I feel this is the purpose God gave me.”

“I think she would be amazing as an early childhood educator,” says Nikki. “She has this natural ability with children that makes them feel safe and loved.”

Amanda agrees. “Kai is such a hard worker, ambitious, dedicated and wants the best for her family and all other families and children,” she says. “I can see her impacting the lives of many other kids and families in the future.”

Kai hopes that as her children grow older, she’s able to work more often so her husband can find a job closer to home. She wants to take her kids to Burma one day to show them where their parents are from.

“I can’t wait to see what my kids are like in 10 years,” she says. “My only hope is that they are good people.” - Kai

*Names changed to protect privacy
FINDING A PLACE TO BELONG...

At just five-years-old, Ethan* was moved into foster care.

For a while, Ethan had been living with his grandparents, but they weren’t in a position to keep him long-term. His mother was struggling with addiction and mental illness, and was unable to care for him. And while his father loved him, he also suffered setbacks that got in the way of his ability to care for Ethan and his siblings.

While his siblings moved into other care placements, Ethan moved into one of Closer to Home’s foster homes. Although he was young, he presented some very challenging behaviours for his foster mom. She wasn’t able to help him handle his emotions, and because of this he often resorted to physical aggression and property damage. It became clear that Ethan needed a more supportive living environment, so he transitioned to our Community Teaching Home program.

There, Ethan had 24/7 supervision and treatment while still remaining in a community-based, family-style home. His challenging behaviours continued in group care, so staff worked hard to help him feel safe and secure.

“He was so young,” says Kandi Santerno, a program manager who worked with Ethan throughout his time in
our care. “You can’t expect a child that young, especially one who has been through so much trauma, to be able to handle all those negative feelings on his own.”

In the beginning, staff worked on emotional regulation with Ethan. They would sit with him when he became upset or angry and help him focus on deep breathing and other regulation techniques. As he got older, staff began to help him identify his emotions and learn how to express them in a healthy way. Ethan learned and practiced basic skills, like problem solving and accepting no. And because Ethan had a difficult time forming positive relationships with his peers at school and in the home, staff focused on helping him improve his social skills.

“You can’t expect a child that young, especially one who has been through so much trauma, to be able to handle all those negative feelings on his own.”
- Kandi

It wasn’t an easy time for Ethan. By the time he turned 12 last year, he had been with Closer to Home for nearly half his life. He had gone through many ups and downs, and many heartbreaking disappointments. Each year as he grew older, there were new struggles to overcome.

But last year, Ethan began to change and his behaviour improved. His father and grandmother became a more frequent presence in his life, and we began facilitating home visits much more often.

We worked with his dad and grandma to incorporate them into Ethan’s everyday routines – things like school meetings and doctor appointments – so they could become comfortable with how to manage behaviour and help Ethan. We started changing the way we taught to Ethan, focusing on family skills and how he would manage his frustrations when he was at home.

Ethan was nervous to return home after living so much of his life in group care. He knew there would be different expectations at home, and he wasn’t entirely sure what that would mean.

Last summer, Ethan was finally reunited with his family after seven years in care. There were some struggles at first, as is to be expected with such a big change, but eventually the family began settling into their new routine.

The transition has been incredible to watch for many staff who worked with Ethan and his family for so many years.

“This means he can grow up with his dad and brother and have those family connections,” says Kandi. “It gives him the opportunity to learn how it is to live in a family and to have a sense of belonging. It gives him a chance.”

*Names changed to protect privacy*
When Caroline Kreuger became an Alternate Teaching Parent at one of Closer to Home’s Community Teaching Homes in early 2016, she was unsure how long she would last. She knew it was a hard job – a 24/7, emotionally demanding job – and as much as she wanted to help troubled kids, she had to prove to herself that she was strong enough to handle it.

Now, nearly two years later, she finds herself moving into one of the homes as a full-time Teaching Parent. In this role, Caroline will live in the home with the youths, supporting and encouraging them to develop to their maximum potential and have successful futures.

“I’m at a time in my life where I’m probably not going to have children of my own, so I’m really throwing myself into this position with all the loving and nurturing that I have to give to children,” she says.

“The youth in our programs feel comfortable, safe and really trust in her ability to care for them.” - Mark

Many of the youths in our Teaching Homes have experienced significant trauma in their short lives. Some are barely old enough to walk to school alone, and some have experienced more hardship than many adults will face in their lifetime. When they meet Caroline, she wants them to know they can trust her.

“I let them know that I’m open to being in their world, and I want the same from them,” Caroline says. “I really just try to treat them like people – being very careful not to speak down to them. I speak to them as I would any person in society, and I think the kids really feel respected by that.”

“If you don’t step back and look at the big picture, you can miss it entirely.” - Caroline

“Caroline builds strong relationships with the youth in our programs through her continuous efforts to meet their individual needs and her desire to help them attain their personal goals,” says Mark Golding, Program Coordinator. “Whether it is 9 am and the day is just beginning, or it is 3 am and Caroline is continuing to help a youth calm down, she will support them through whatever struggles they are having.”

He continues, “The youth in our programs feel comfortable, safe and really trust her ability to care for them.”

In building relationships with the kids, Caroline says, she’s also modeling for them how they can build friendships and connections in their lives.

“Being able to see them develop the skills we’re trying to teach them, internalize them and then apply them in stressful situations in their life… It’s just amazing,” she says.

Caroline recalls one youth who she has watched grow...
into a strong, confident young man during his time in the home. “I’ve seen so much progress with him,” Caroline says. “I can see him taking a pause to think about what he says before he says it and to get his emotions under control before reacting.”

“If you don’t step back and look at the big picture, you can miss it entirely,” she continues. “The negative stuff sticks out in your mind really easily, but the positive stuff is a little more subtle. To look at the changes over time – where this young man was a year ago and where he is now – it’s really amazing.”

Caroline sees the potential in these kids – from the young woman who wants to grow up to help other kids to the young man who hopes to become an apprentice - and she’s hopeful for their futures. “There’s nothing they can’t do just because they’ve had a rough start in life,” she says. “There’s literally nothing stopping them from being just as successful as you or me when they grow up. And if you do have struggles growing up, I think you have a good chance of being even more successful, because you’re a stronger person for it.”

Caroline is looking forward to moving into the home full-time this fall, working day in and day out with these bright, promising young people. She envisions a nurturing home where kids can feel like part of a family, encouraged to learn and grow.

She plans to spread her love of reading, believing strongly in the importance of having good books around to learn from as one grows up. “We’re going to have the best young adult bookshelf in the city by the time I’m done with it,” she laughs.

Reflecting on what it means to her to win this award, Caroline smiles. “I was shocked and excited,” she says. “Seeing the people who have won this award in the past really humbles me that I’ve been chosen this year, because I admire them so much. With their strength of character and the effectiveness of the work they do with their kids and families; to be numbered among them is quite an honour.”
VOLUNTEER OF THE YEAR: DEAN MULLIN

Growing up in rural New Brunswick, “a stone’s throw from the open water,” Dean Mullin learned early on what it means to help out your neighbours.

“I come from a part of the east coast where there is huge unemployment,” he says. “But everybody is busy working. They’re just not working for money; they’re working to help each other out.”

The concept of volunteering came naturally to Dean, from helping clean out someone’s barn to building something for a neighbour. “Everybody just chips in,” he says of his hometown.

When he started his undergrad at the University of New Brunswick, he was introduced to the idea of formal volunteering. Living in residence, he says, there was always some sort of fundraiser or event that was connected to the community. And when he moved out west to study his masters at the University of Alberta, he took things one step further and became a big brother through Big Brothers Big Sisters. “That was a very rewarding relationship,” he says.

Dean began getting more and more involved in photography, and started to bring those skills into his volunteer work, photographing for various organizations like the Nature Conservancy of Canada, Habitat for Humanity and more. Although his job keeps him very busy – he’s Vice President of Oil & Gas at Stantec – he says his volunteer work is what helps keep him grounded.

“My work is very technical and industrial,” he says. “You work with a lot of people, but you don’t work with them in a way that’s very emotionally connected.”

“I find that with my volunteer work, I get exposed to a wide variety of experiences and perspectives,” he continues. “It’s very enriching for me personally to stay connected to a much broader cross-section of our city or our country than the one I see at work every day. It can be very narrow, and you might lose perspective on what’s happening on the streets every day if you didn’t do other things.”

“At some point I disappear, and it’s like I go back to being a kid again.” - Dean

When Dean saw a posting from Closer to Home seeking a volunteer photographer, he knew he had to act on it.

“Stantec had been involved with Closer to Home before, so I’d seen the name pop up on my radar a few times,” he remembers. “Plus, it was really close to my home.” Since getting involved with Closer to Home, Dean has been involved in a variety of photography and videography projects, from our Summer in the City day camp to our annual Report to the Community to a series of foster care videos for Closer to Home. He says the photo shoots at summer camp have been particularly memorable.

“At some point I disappear, and it’s like I go back to being a kid again,” he says. “That happened at the zoo last year,
where I thought, ‘I’m at summer camp! It’s not even like I’m volunteering; I’m just looking at the penguins.’”

Dean says there’s been no end to the new experiences he’s had with Closer to Home, and he loves knowing that he’s able to help make an impact on the kids and families that come to the agency for help.

“The people I meet,” he says, “they all have a really passionate love for the organization. I can say that without exception. And it’s always a different thing – it’s a whole bunch of different things for different people. There’s clearly an impact on a very individual level, and it’s very personal for them. The people who come here go away different and better for it.”

“I’m very humbled to win this award,” he says. “I never expected that would happen. It’s a huge honour, and it makes you want to do more.”

“There’s a different perspective on what charity does in the world,” he continues. “With the way I grew up, where the whole community chips in, gets stuff done and takes care of people when they need help, there’s never a dollar exchanged. It’s not measured as part of GDP. But when someone has been helped, they’ll pay it back many times over.”

“There’s something there that folks are missing if they’re only thinking in dollars and cents.”

THANK YOU TO ALL OF OUR VOLUNTEERS!

Adele Brunnhofer
Agnes Wolstenholme
Ai Wu Liu
Ashley Brown
Bailey Rivard
Bill Marshall
Brett Shikaze
Dean Mullin
Elaine Bomhof

Grady Hamilton
Imperial
Jeannette Head
Jennifer Melnychuk
Jill A Law
Joel Van Huizen
Jordan Bennett
Kaitlyn Love
Kathryn Farrell

Laura Belton
Laura Lee Allen
Magda Elfaham
Mai Elsayed
Michelle Lynn Chita
Minas Kidane
Nicole McGee
Oumria Simoussa
Rachael-Faith Gurevitch

Raifeh Hasan
Raj Shah
Renate Vaughan
Sarah Moffatt
Stantec
Walsh Mannas
Youth Central

Follow us: 🐦 @CloserToHomeYYC
Closer to Home Community Services

It was late fall of 2016 when Todd Richardson, General Manager of Lexus of Royal Oak, and Steve Normore, General Manager of Lexus of Calgary, met over coffee and talked about the economic situation in Calgary. The situation was not improving, and in their experience, it was getting worse.

“It was about home and family. It was about what we were trying to do – to help families.” - Todd

“Our Lexus of Calgary President and Owner, Glen Rumpel, strongly encouraged us to get involved in community and charitable work,” says Steve. Steve and Todd wanted to do something different and community-minded that aligned with the values of their companies. They had an idea to support families in Calgary, and decided to approach Lexus Canada about a charitable initiative.

“Lexus National and DentsuBos, our marketing agency, were delighted to support Todd and Steve in the initiative,” says Paul Harrison, Lexus Brand Manager, Canada. “It was heartwarming for all of us to give back a little over the holiday season.”

After some research on local charities, the Calgary Lexus Dealers connected with Closer to Home. “The agency name rang true with us,” remembers Todd. “It was about home and family. It was about what we were trying to do – to help families.”

Family means a lot to both Todd and Steve, and it is also important in the operation of their business and how they value their staff and customers.

Steve grew up in Newfoundland and his family had a positive impact on him. “Family means warmth, support and having good times with everybody,” says Steve. His parents welcomed a foster child, Dana, into their family when she was two-years-old.

For Todd, family is first and family is everything. “We have more reason to stick together,” he says. “Since part of our business includes family, we have to make an effort to stay together.”

Todd grew up in a tight family with roots in the car business. His father, Glen Richardson, founded Charlesglen Toyota in 1988. “I ran it for him for 18 years until 2014 when I started Lexus’ second dealership in Calgary, Lexus of Royal Oak,” says Todd.
With these strong family values in mind, Lexus staff and customers at both dealerships came together to support families needing a “lift” over the holidays. That is how The Lexus Holiday Lift campaign began.

For every Lexus sold during December, a portion of proceeds was donated to Closer to Home. The Lexus Holiday Lift campaign combined with Lexus’ contribution generated $40,000 for Closer to Home. In addition, each dealership adopted families in need through Closer to Home’s Adopt-a-Family initiative.

Both Steve and Todd say that collecting basic needs and gifts for families was a highlight of their involvement with Closer to Home.

“The reality in Calgary is that many families work hard, but still struggle meeting their basic needs year-round,” says Karen Olivier, Chief Executive Officer at Closer to Home. “With support from donors like Lexus, we are able offer families immediate relief from crisis, and can continue to walk alongside them, helping them reach their goals.”

Steve sums up the experience, “Seeing the impact you can make in a family’s life – it’s greater than you can imagine. It’s a good feeling. Anytime you can impact the life of a child or family, it’s a worthwhile venture to do so.”

And it was a worthwhile venture, as one Mom, who received support, expressed openheartedly in a card, “Thank you for caring for someone you don’t even know. I sincerely appreciate this wonderful gift of love to my family.”

Thanks to the partnership with the Calgary Lexus Dealers, Closer to Home was able to support more families than ever before. And, the “lift” from Lexus continues with year-round support of families through Closer to Home’s programs.
FUNDRAISING REVENUE

IN-KIND TOTAL: $184,662.82

INCREASE FROM 2016: 21.5%

MONETARY TOTAL: $449,607.21

Foundations 48.30%
Corporations 19.06%
Individuals 16.35%
Government 15.35%
Organizations & Religious Groups 0.94%

Government 0.66%
Foundations 6.21%
Individuals 21.19%
Organizations & Religious Group 28.78%
Corporations 43.16%

Foundations 48.30%
Corporations 19.06%
Individuals 16.35%
Government 15.35%
Organizations & Religious Groups 0.94%
YOU CAN MAKE A DIFFERENCE!

1,955 more children, youth and families empowered, thanks to continued support from donors like you. You can help guide children and families through transitions as they move towards growth, resilience, independence and empowerment. Your support is welcome and appreciated.

HOW YOU CAN GET INVOLVED:

JOIN THE CIRCLE

Join a special group of people who have committed to regular contributions through our monthly giving program. As a Circle member, you will contribute to the improvement and overall sustainability of Closer to Home’s highly adaptable programs and services, ensuring the changing needs of children, youth and families are met.

FUNDRAISE FOR KIDS IN CARE

When children and youth come into group care, they often bring very few of their own belongings. Many of them have experienced trauma and loss in their lives, but you can help them feel safe, comfortable and cared for by fundraising, purchasing or collecting gifts. You will be contributing to a nurturing, healing environment in our Teaching Homes and giving kids in care the comfort they need to overcome their challenges and grow into successful young adults.

LEAVE A LEGACY

Through a bequest in your will, you can leave a legacy with a planned gift. You will have peace of mind in knowing that you will contribute significantly to the community with a gift of assets (property, stocks or bonds), gift annuities, trusts or life insurance policies.

For more information or to get started with one of these initiatives, please visit closertohome.com.
JOIN THE CIRCLE: BECOME A MONTHLY DONOR

Sometimes, families fall into situations that become too much for them to manage on their own, and they may need specialized services to help them get back on their feet. Thanks to our generous donors and funders, we are able to adapt our programs and services to meet the changing needs of children, youth and families.

When you join The Circle, you will have peace of mind knowing that you are making an ongoing impact in your community.

CIRCLE OF PROMISE
$10/MONTH

A monthly gift of $10 gives families the confidence they need to work towards a better future, together.

CIRCLE OF CONNECTION
$25/MONTH

A monthly gift of $25 connects families with vital early intervention and prevention services, like parenting courses and youth programs.
Yes, I would like to join The Circle!

Here is my monthly gift of:

- $10/mth
- $25/mth
- $100/mth
- $250/mth
- Other $________/mth

OR, here is my single gift of:

- $50
- $150
- $300
- $500
- Other $________

Name ____________________________________________
Company __________________________________________
Address ____________________________________________
City ____________________________________________
Province ______ Postal Code _________________________
Primary Ph _________________________________________
Alternate Ph _______________________________________
Email ____________________________________________

Payment options:

- My cash donation is enclosed.
- My cheque payable to Closer to Home Community Service is enclosed.
- I would prefer to pay by credit card.
  (For credit card donations, we will call you to verify your information and complete your donation using CanadaHelps.org).
  Name on Card ______________________________________
  Phone Number _______________________________________

- I would like to remain anonymous. Please do not recognize my name in CTH publications.

Yes, please contact me:

- I would like to make a donation over the phone.
- I am interested in fundraising for kids in care.
- I would like to set up a planned gift.
- I would like someone from Closer to Home to speak to my group.

Please return your form and donation to:

3507A - 17 Avenue SW
Calgary, AB T3E 0B6
(403) 543-0550 Ext. 250
www.closertohome.com

Charitable Registration Number 898235759 RR 0001 ARTC2017
Our family of donors, partners and supporters play a vital role in fulfilling our mission of empowering families to stay together. Thank you for helping us build a stronger, healthier Calgary!
THANK YOU TO OUR DONORS, PARTNERS & SUPPORTERS!

INDIVIDUALS

Eva Adams
Layl Alnawwab
Anderson Family
Kate Andrews
Mandy Ball
Stefanie Banks
Paul Barnett
Jordan Bennett
Rejeanne Bischoff
Jennifer Blanchard
Trynette Brander
Rebecca Bravo
Rebecca Broadley
Stan and Brenda Burns
Trish Bronsch and Alan Huehn
Heather and John Bulnes
Brandy Bursey
Shauna Chandler and Family
Colbran Family
Demitropoulos Family
Donovan, Greer, Jessup and Titus Families
Gavin Cosgrove
Marlene Crucq
Linda Curtis
Colin Davis
Mike and Alison Dumenko
Darren Driscoll
Koral and James Evans
Mark and Agathe Fawcett
Beverly and Larry Flug
Amanda Frazer
Tom Gilmore
Di Blasio, Gilmour and Stables Families
Collin Gordon
Grant, Konopnicki, and Schorn Families
Cindy Grebely
Daina Halisky
Grady Hamilton
Marsha Hanson
Harman, Mather-Shapiro and Willerth Families
Kevin and Melodie Haughton
Beth Haverslew
Jennifer Head
Barb Henning
Noreen Hoffman
Jody Hoogwerf
Nicole Hughes
Carol Jones
Nicole Jordan
Uzma Khan
Denise Kisilevich
Kevin Koehler
Kara Light
Jim Little
Eric Lumsden
James Lytle
MacCalder Dyson Family
Maureen & Martin MacDonald
Tamara Magus
Jim and Lillian Martens
Kelly McCallum
George and Jane Nieuwenhuis
Russell Family
Annelie Russell and Derek Hakson
Shanda McCutcheon
Heather McKay
Geoffrey and Marilyn McMillan
Brenda and Darrell McOuat
Andrew McQuiston
Jessica Melnychuk
Chris Menzies
Sharon Miller
Mike and Amy Moore
Terry Moschopedis
Jim and Sherry Myers
Elizabeth Oberhofer
Karen and Sid Olivier
Arlene Oostenbrink
Erin O’Reilly
Kimberly Ortiz
Parry Family
Grandchildren of Sev Pasolli
Larry Penner
Pidgeon Family
James Poirier
Ligia Portal
Christian Prando
Nick Preston
Raduloff Family
Aida Rafie
Minoush Rafie
Paul Ratti
Marie Roberts
Dane Rolfe
Malcolm and Nadine Russell
Laurie Saelhof
Terryann Samborsky
Kandi Santerno
Justin Senft
Brett Shikaze
Ronald and Karen Sifton
Heather Sims
Laura Sletmoen
Erika Steeves
Stone and Johnson Family
Lori Sunderman
Brad and Carmen Swift
Prakash Thapaliya
Danial Thomas
Chad Thompson
Dr. James Thompson and Dr. Jan Lebenhagen
Toews Family
Garett Ursu
Mimi Valias-Clark
Nicholas Van Dam
Noreen Vaugeois
Weir Family
John Wilbeck
Shawn and Melanie Wilson
Lora and Terry Wyman
Elizabeth Wood
Linda Yu

CORPORATIONS

Employees at AECOM Canada - Quarry Park Office
Agrium
Alaris Royalty Corp.
Alberta Lift and Equipment Rentals Inc.
Aldebaran Homes
Allied Projects Ltd.
American Eagle Calgary District
Apex Massage Therapy Ltd.
Bagelino’s, The Bagel Co.
Bank of Montreal
Barre Belle Inc
Bones, Barks N’ Baths
Book Spec Inc.
Borger Group of Companies
Calgary Housing Company
Calgary Philharmonic Orchestra
Calgary South Rotary Partners
Calgary Transportation Club
Canbriam Energy Inc.
Canyon Meadows Cinemas
Carewest Beddington Comprehensive Community Care Program
Cenovus Tax Team
CF Chinook Centre
Chestermere Scotiabank
Code Hunter LLP
Community Natural Foods
Credit Superteam
Crew Energy Inc.
Dana Swystun and Olive Feniak
Staff and Owners of Energy Navigator
Shayla and Friends at e=mc2 Event Management Inc.
Everybody Benefits Inc.
Exchanger Industries Social Committee
Fairmont Banff Springs
First Choice Millwork
Flying Squirrel Trampoline Park, Calgary
Glamorgan Bakery
Globe Cinema
Hudsons Canada’s Pub
Drillings and Completions Team at Husky Energy
Imperial
Intact Insurance Corporation
JMP Engineering
Kiwanis Club of Calgary Chinook
Employees of Lakeview Signature Inn
Lane Quinn Benefit Consultants Ltd.
Lexus of Calgary
Lexus of Royal Oak
Matthew W. Kirk Professional Corporation
Maverick Agency
McQuiston Executive Wealth Group at RBC Dominion Securities Inc.
MEG Energy Corp.
MiBox Calgary
Mountain View Building Materials Ltd.
OrangeTheory Fitness
Calgary South
Precision Drilling
RCMV LLP Family Law
RedBloom Salon Downtown
Respiratory Homecare Solutions
RSA Insurance
Sabiha Sumra and Staff
Shaganappi Health Clinic
Shaw Communications Inc.
Shaw DPO Team
Sheldon Psychology Group
Retail Staff at Shell Canada
Shoppers Drug Mart Deer Valley
Simon Lift Systems
Soroptimist International of Calgary
Sponsor Energy
SPUD.CA
Stantec
Starbucks Westbrook
Strategic Oil & Gas Ltd.
Suncor Energy - Renewable Energy Team
Sunshine Village
Surplus Furniture & Mattress Warehouse
TELUS Spark
Teshmont Consultants LP
Tidewater Midstream and Infrastructure Ltd.
Vantage Point Investment Management Inc.
Wee Wild Ones
West Calgary Dental Group
Westside Tim Hortons
Wild Rose Brewery Ltd.
Willbros Canada

Financial Empowerment Collaborative
Glamorgan Church of God
Kids Up Front Foundation
Leftovers Foundation
Nickle Family Foundation
Nursing Staff from Unit 81 RGH
Rosscarrock Community Association
Scarboro United Church
Shaw Charity Classic
Sherpa Kids Canada and Calgary Child’s Play
StoryBook Theatre
The Excellence in Literacy Foundation
Theatre Calgary
United Way of Calgary, Donor Choice Program

ORGANIZATIONS, FOUNDATIONS AND RELIGIOUS

Brown Bagging for Calgary’s Kids
Calgary Academy
Calgary Food Bank
Capstone Church
Cenovus Employee Foundation
Common Ground
Comrie’s Sports Equipment Bank
Donate A Car
Emmanuel Christian Reformed Church

GOVERNMENT

City of Airdrie
City of Calgary
Government of Alberta
STATEMENT OF OPERATIONS
For the fiscal year end March 31, 2017

FUNDING SOURCES

- Ministry of Children’s Services: Calgary Region 76.2% 3,937,964
- City of Calgary: Family & Community Support Services 3.0% 154,878
- City of Airdrie: Family & Community Support Services 0.7% 34,125
- Delegated First Nations Authority 1.4% 72,536
- Homeless Foundation 0.2% 11,168
- Other Grants & Revenue 6.4% 331,384
- Donations & Fundraising 3.9% 204,069
- Investment Income 8.2% 422,398

Total 100% 5,168,522

FUNDING USES

- Community Group Homes 25.4% 1,198,442
- Foster Care Services 24.3% 1,147,125
- In Home Family Supports 14.5% 682,427
- Early Intervention Services 15.8% 743,465
- Grants & Other Initiatives 3.7% 172,875
- Fundraising 4.1% 192,064
- Administration 12.2% 576,226

Total 100% 4,712,624

Net Income 455,898
BOARD MEMBERS

Kate Andrews, Board Chair
Litigation Associate - Lawyer
Blake, Cassels & Graydon LLP

Paul Ratti, Vice Chair
Resident Physician - Psychiatrist
Alberta Health Services

Justin Senft, Treasurer
Accountant
MEG Energy

Trish Bronsch, Board Director
Self-employed
Consultant Non-Profit Sector

Dr. Vina Goghari, Board Director
Associate Professor of Psychology
University of Calgary

Marilyn McMillan, Board Director
Community Member, Artist

Brett Shikaze, Board Director
Family Lawyer
Widdowson Kachur Ostwald Menzies LLP

Daniel Thomas, Board Director
Business Development Manager
Shaw Communications

John Wilbeck, Board Director
Director
Hines Canada

Credits: Thank you to staff and volunteers who helped compile this year’s Report to the Community.

Closer to Home is accredited by the following organizations:
Commission on Accreditation of Rehabilitation Facilities (CARF – Accredited)
Teaching-Family Association (TFA – Accredited Sponsor Site)

Thank you to Closer to Home’s primary funders: