



CATHOLIC  
SOCIAL  
SERVICES



# ANNUAL REPORT 2018



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“We are truly blessed in central Alberta for the remarkable work that Catholic Social Services does in improving the lives of so many of our most vulnerable citizens.”

- MOST REV. RICHARD W. SMITH,  
ARCHBISHOP OF THE CATHOLIC ARCHDIOCESE OF EDMONTON



## OUR MISSION

As a Catholic social services agency, we are guided by faith to care for and bring hope to people in need with humility, compassion, and respect.



# A MESSAGE FROM OUR CEO AND BOARD CHAIRPERSON

As we reflect back on the past year, we extend our sincere gratitude to all of the people who have made our accomplishments possible. We could not have achieved our aims without the enthusiastic commitment and dedicated effort of our many supporters, partners, donors, staff, volunteers, and friends.

This past year has entailed a time of constancy. We have remained steadfast in our pursuit of excellence in serving tens of thousands of vulnerable Albertans. Every day we consider it a privilege to work with all those who turn to CSS for help. It does not matter whether it is people living with developmental disabilities, recently arrived immigrants and refugees, women fleeing domestic violence, elders living in abusive situations, street youth seeking a new beginning, or any of the

countless others we serve daily – we are simply honoured to have the opportunity to improve lives.

However, this past year has also entailed a time of substantial change. We have undergone a significant transformation of our governance structure that enables the three separate boards of Catholic Charities, Catholic Social Services, and Sign of Hope to function as more aligned, synergistic, and interdependent entities. We have also experienced a change in executive leadership with the recruitment and changeover in the Chief Executive Officer and the resulting restructuring of administration.

Looking to the future, we eagerly anticipate the discoveries and recommendations that will flow out of the extensive strategic planning consultation process we have embarked upon with the assistance of an independent consultant. A broad range of stakeholders have provided their input and observations into identifying our agency's strengths and areas for improvement, as well as suggestions for next steps that we may want to consider. We look forward to processing this invaluable feedback as we chart a strategic path forward that will guide us over the next five-year period.

Our agency is fuelled by faith and hope in the belief that Catholic Social Services is stronger because of the community, and that the community is stronger because of Catholic Social Services. Together, there are few limitations to the remarkable force of good we can be and the lasting impact we can provide!

Blessings always,

**Dr. Troy Davies**  
CEO

**John Caputo**  
Board Chairperson



# WHERE WE SERVE

## EDMONTON

Msgr. Irwin Administrative Centre  
12431 Stony Plain Road  
Edmonton, AB, T5N 3N3  
(780) 432-1137

Immigration and Settlement Service  
8212 - 118 Avenue  
Edmonton, AB, T5B 0S3  
(780) 424-3545

Children, Family and  
Community Service  
10320 - 146 Street  
Edmonton, AB, T5N 3A2  
(780) 471-1122

Community Outreach and  
Disability Service  
#108, 4208 - 97 Street  
Edmonton, AB, T6E 5Z9  
(780) 432-1137

## LLOYDMINSTER

6612 - 35 Street  
Lloydminster, AB, T9V 3H1  
(780) 875-9084

## RED DEER

Administrative Office  
5104 - 48 Avenue  
Red Deer, AB, T4N 3T8  
(403) 347-8844

Immigration and Settlement Service  
#202, 5000 Gaetz Avenue  
Red Deer, AB, T4N 6C2  
(403) 346-8818

## WAINWRIGHT

Administrative Office  
A, 1037 - 2nd Avenue  
Wainwright, AB, T9W 1K7  
(780) 842-6899

## WETASKIWIN

Administrative Office  
5206 - 51 Avenue  
Wetaskiwin, AB, T9A 0V4  
(780) 352-5535





# CENTRAL REGION SERVICE

Central Region Service provides programs to 11 communities across central Alberta, including Drayton Valley, Lloydminster, and Red Deer. Although the needs of each community are diverse, there are common threads throughout as we provide a variety of tailored services that include assisting families, adults with developmental disabilities, seniors, and new Canadians.



**47** PEOPLE HELPED  
in the first year that St. Zita opened its call centre in Wetaskiwin.

## WHAT IS ST. ZITA?

St. Zita provides support and connection to the right community resource for those experiencing a difficult time.



**259** NIGHTS  
of respite care were provided to children within Central Region.

**14,253**

Total hours delivered by our Family Supports for Children With Disabilities.



**43** INDIVIDUALS  
were provided direct community-based home care by our health services' health care team.

**2,086 INDIVIDUAL VISITS**

were made to the individuals receiving home care from our dedicated team.



**2,539**  
PEOPLE SERVED



**798**  
STAFF

## RYAN TAKES CONTROL OVER HIS LIFE

"I have a part of my life back. Every day is a new day; I don't ever want to be active in addiction again." That is something that Ryan, who was mired in drug and alcohol addiction at the time, likely didn't think he would say at the start of 2017.

Unable to manage his addictions, Ryan returned to an unaffiliated support home for a second time in 2017. Things didn't go well, however, and he relapsed within a month.

Ryan began to regularly miss his mental health, physiotherapy, and counselling appointments, and

he had stopped taking his medication. Sleeping all day and then experiencing drug-induced psychosis in the evening resulted in a need for him to find a new place to live.

Within a week of moving in with a new roommate, the arrangement broke down. Ryan then reached out to Catholic Social Services, and we reserved a bed for him at a detoxification centre, where he remained for six weeks.

Now with his life under control, Ryan said he feels like he has a purpose.



# CHILDREN, FAMILY AND COMMUNITY SERVICE

Children, Family and Community Service's vision is to strengthen the resiliency and wellbeing of those we serve. We provide family intervention, kinship and foster care, residential services for children and youth, Fetal Alcohol Spectrum Disorder support, transitional housing, help for seniors being abused, and a shelter for women fleeing violence.



**249** SENIORS

received face-to-face support through our Elder Abuse Resource and Support Program.

**90%** of Seniors served developed a safety plan that met their personalized needs.

**93%** of seniors served received referrals to community partners for additional supports.



**68** YOUTH

affected with Fetal Alcohol Spectrum Disorder sought mentorship support from our McDaniel Youth Program.

**479** INDIVIDUALS  
who received assistance  
were children.

**91.8%**  
of individuals served reported  
a positive overall experience.



**1,527** INDIVIDUALS

were supported through our Collaborative Service Delivery Program, which enhances family wellbeing and child safety.



**323**  
STAFF



**3,694**  
PEOPLE SERVED

## FIRST NATIONS YOUTH RECONNECTS WITH INDIGENOUS CULTURE

Two years ago, our St. Kateri program – a home that provides routine, structure, and a loving environment for youth – welcomed Timothy. At the time, he was eight years old and had very little connection to his First Nations band or his culture.

During the summer of 2017, Timothy visited his band for a sweet grass gathering and met a woman with whom he quickly connected. In talking with him, the woman realized that she was his great aunt. Following First Nation tradition, this also means that she is his grandmother. When she recognized who he was, she held and rocked him, and told him this reserve is his home and her band is where he came from.

All smiles, Timothy enjoyed having a connection

to his reserve and meeting a blood relative. He knew he belonged.

Community organizations in Edmonton introduced Timothy to indigenous programs where he learned about his spirit, the concept of Wahkohtowin (that everything is related), and participated in traditional dancing and art classes.

When we celebrated National Aboriginal Day in the spring of 2018, Timothy performed a grass dance by himself for the first time.

Timothy, who has now been placed with a family, is just one of our success stories. He went from having no knowledge of his culture to fully embracing it.



# COMMUNITY OUTREACH AND DISABILITY SERVICE

People live with dignity throughout our Community Outreach and Disability Service. We provide residential care and outreach for people with developmental disabilities, halfway and addiction recovery houses, and homes for those who have HIV/AIDS, or are terminally ill and vulnerably housed. We also provide faith-informed counselling and assessment, friendship for the recently housed, and unplanned or crisis pregnancy support.



**1,078** INDIVIDUALS  
were supported through our outreach services.

One of our outreach services includes St. Joseph, a residence that provides comfort for terminally ill homeless or vulnerably housed individuals until their natural death.



Our Supported Independent Living Program promotes independent living for persons with cognitive or physical disabilities.

**251** INDIVIDUALS

with developmental disabilities received assistance through residential or outreach support.



**BETHANY HOUSE**

We held a ground breaking last spring for this new residential home.

This residential home temporarily houses up to eight people, and accommodates the complex needs of individuals receiving our care while their homes are being rebuilt or renovated.



**1,078**  
PEOPLE SERVED



**420**  
STAFF

## A LIFETIME JOURNEY OF LOVE AND COMPASSION

Sue's life has come full circle.

When she was 18, we welcomed her into our Home Support Program.

Sue thrived in our Home Support Program, which taught her the necessary skills to live as an independent adult. That newfound confidence enabled her to move into our Supported Independent Living Program, where she enjoyed life and eventually found love.

Our staff assisted Sue and her fiancé Dan in planning their wedding, and helped the newlyweds find a place to live.

As the years went by, Sue and Dan developed

a community of friends, and became a common sight at Edmonton festivals with big smiles and warm greetings to friends and strangers alike.

After living for many years as independent adults, Sue and Dan required more support from our staff as their needs increased due to their age. Since moving into a home with staff to support them, they have seen their health improve as they live in a place surrounded by love and compassion.

Catholic Social Services has been Sue's family for well over three decades, and we will journey with her for the rest of her life.



# IMMIGRATION AND SETTLEMENT SERVICE

Since 1961, Immigration and Settlement Service has helped newcomers to Canada settle, integrate, and contribute to their community in central Alberta. We offer more than 25 programs and services that are free of charge, confidential, and can be provided in more than 70 languages.



**935** REFUGEES  
were resettled and assisted in Edmonton and Red Deer.

**737** individuals were resettled as government assisted refugees.

**198** individuals were resettled as privately sponsored refugees.



**8,137** IMMIGRANTS AND REFUGEES  
received language assessments and educational counselling services in Edmonton.



**6,000** NEWCOMERS  
were supported with settlement, employment, and integration services in Edmonton and Red Deer.

Newcomers who we assisted arrived from more than  
**170 COUNTRIES.**



**199**  
STAFF



**14,137**  
PEOPLE SERVED

## NEW HOME HASN'T SLOWED REFUGEE'S DRIVE TO SUCCEED, HELP OTHERS

Rashid lived in a refugee camp for five years, and has been in Edmonton for less than one year – but that hasn't stopped him from making a positive impact wherever he may be.

Unable to complete his schooling prior to leaving Sudan, Rashid finished his high school education at a Kenyan refugee camp. While there, he established a desire to help others by working for the Norwegian Refugee Council to promote community hygiene education.

In October 2017, Rashid celebrated his 21st birthday, and three days later he and his four siblings and mother arrived in Edmonton.

Undeterred by another foreign environment in his young life, Rashid sought ways to keep busy while

living at our Reception House – a temporary housing complex where government assisted refugees stay for two weeks after arriving in Edmonton. He volunteered to clean the children's playroom and helped staff move supplies.

Being the eldest sibling – and the family member most fluent in English – Rashid also managed many tasks related to his family's initial settlement.

Rashid explored Edmonton to learn more about the community so he could better assist his family, and charted his current path to work in the information technology sector. He is attending college in Edmonton with plans to transfer to the Northern Alberta Institute of Technology in the near future.



# OUR SPIRITUAL CARE TEAM

## A FOUNDATION OF HUMAN DIGNITY

Building a welcoming environment of mutual respect, hospitality, and warmth is deeply rooted in the Catholic tradition. At Catholic Social Services, we believe that every person is sacred, that every person counts, that every person is important. We recognize and cherish the God-given dignity and worth of each individual, without exception.

Recognizing that the spirit is a natural dimension of our humanity, our Spiritual Care Team compassionately responds to the needs of the spirit by gently attending to individuals' desires for a sense of peace, security, meaning, self-worth, and hope. The team understands deeply that every person has a unique life story, and it respects the wide-ranging religious and spiritual diversity of the people in our care, as well as the moral imperative to meet people wherever they are in their life's journey.

Given the marginalization, loneliness,

**For I was hungry and you gave me food, I was thirsty and you gave me drink, a stranger and you welcomed me, naked and you clothed me, ill and you cared for me, in prison and you visited me.**

**- Matthew 25:35-36**

bereavement, and other spiritual distresses that may be experienced in the lives of those we serve, the Spiritual Care Team distinguishes itself by the manner in which it prioritizes healing. This is best accomplished through person-centred encounters that are exemplified by genuine relationship, kindness, understanding, and empathetic listening.

# SIGN OF HOPE

## WHY DONORS SUPPORT US

"We have seen first-hand the positive and life changing impact that CSS makes. My personal experiences revolve around the Kairos House program through my professional association as an Alberta Health Services health care provider. **We may give monthly, but the positive benefits on people's lives last a lifetime.**"

– James Prevost and Jocelyne Thibault-Prevost, Sign of Hope supporters for the past 20 years

"In 2009, I decided that my donations would be more valuable if I selected a single program. **I chose La Salle because it gives women and their children the chance to establish a new life** with support to help them deal with the lingering impact of abuse and fear."

– Dorothy A., supporter of La Salle, assisting women and children fleeing domestic violence

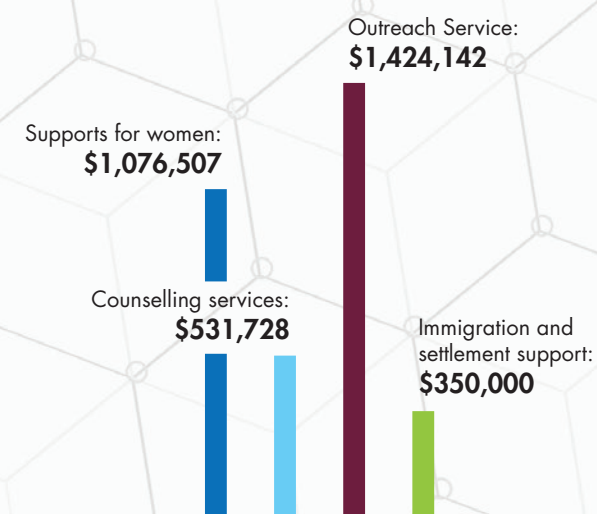


The Sign of Hope raises charitable funds to help support the various programs of Catholic Social Services.

Through the Sign of Hope and its supporters, more than a dozen Catholic Social Services programs are empowered to support those who have nowhere to go for help. These services include shelters for women in abusive relationships or new moms, counselling, addictions recovery, FASD outreach and support, assistance for newcomers to Canada, and friendship for the recently housed.

## WHO THE SIGN OF HOPE HELPS

During the 2017-2018 fiscal year, the Sign of Hope made available \$3.3 million to the following services:



"The Sign of Hope appeal provides hope, self-reliance, and human dignity to those in need. **By participating in this appeal, we feel that we can make a meaningful contribution to humanity.**"

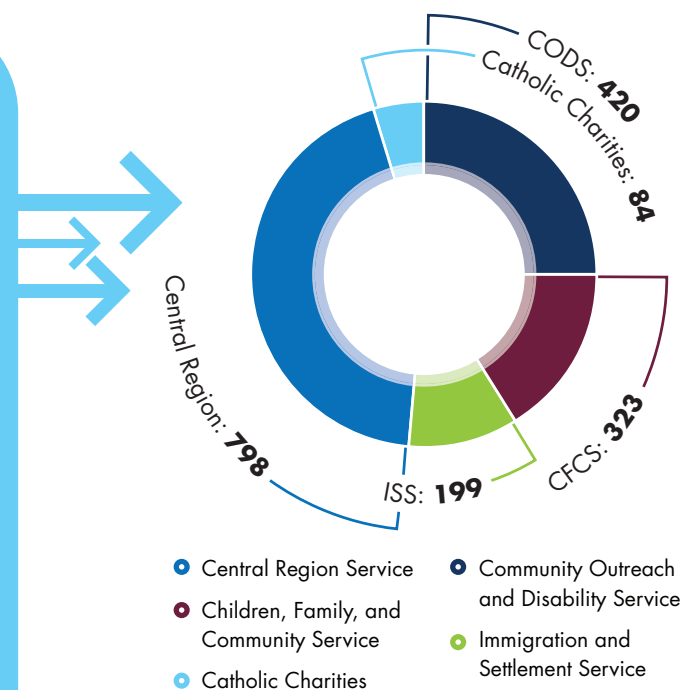
– Zaher Samnani, (Director, Pharmacy Operations - Nolan Drugs) and Mohib Samnani (Director, Clinical Services - Nolan Drugs), Sign of Hope supporters since 2006



# OUR PEOPLE

## STAFF AT A GLANCE

TOTAL STAFF:  
**1,824**



## VOLUNTEER STATS

Total number of volunteers: **636**

Total number of volunteer hours: **27,456.5**

## VOLUNTEER FACTS

Catholic Social Services was a recipient of a Canadian Senate 150th Anniversary Medal for its contribution to the community.

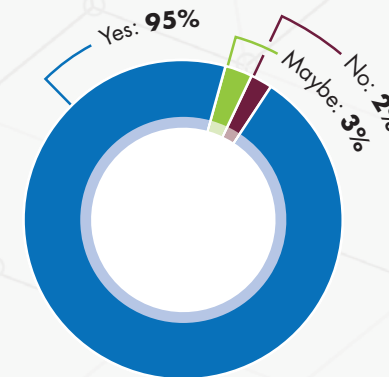
### A small example of what our volunteers do



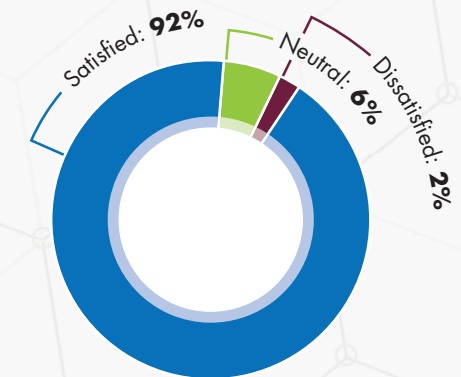
# OUR SERVICE

## PEOPLE SERVED SATISFACTION SURVEY

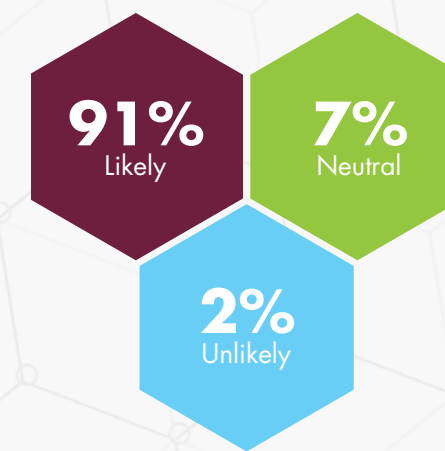
Do you feel like you were treated with dignity and respect by staff?



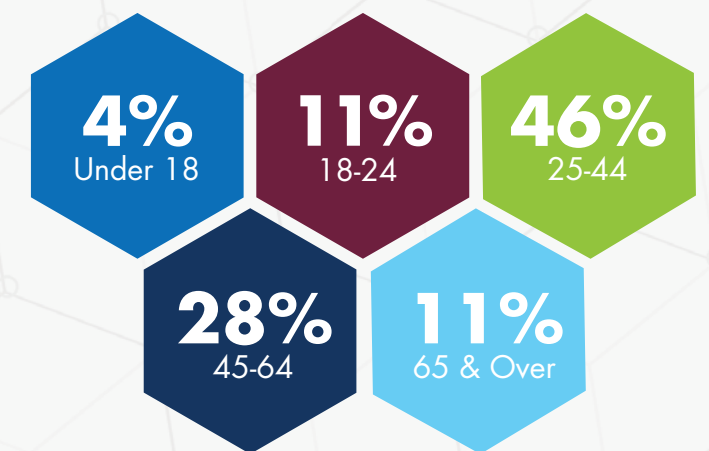
Overall, how satisfied were you with the services you received?



Would you recommend us?



Ages of those we serve.





# FINANCIAL HIGHLIGHTS

# OUR LEADERSHIP

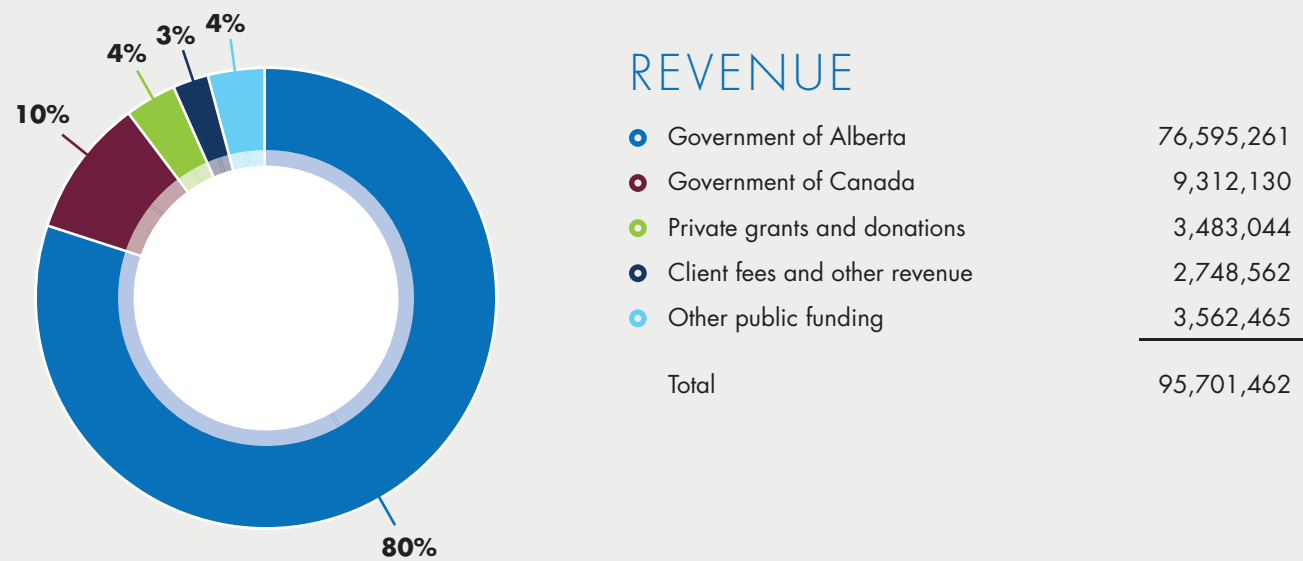
## BOARD OF DIRECTORS

Mr. John Caputo	<i>Chairperson</i>
Mr. William Kenny	<i>Vice Chairperson</i>
Mr. Peter Murray	<i>Treasurer</i>
Ms. Becky Kallal	<i>Secretary</i>
Ms. Carole Anctil-Michalyshyn	<i>Sign of Hope Committee Chairperson</i>
Fr. Shayne Craig	<i>Ecclesiastical Assistant</i>
Mr. Leith Campbell	<i>Director</i>
Dr. Andrew Cave	<i>Director</i>
Mr. Patrick Dumelie	<i>Director</i>
Ms. Donna Farrell	<i>Director</i>
Hon. Kevin Feehan	<i>Director</i>
Mr. Peter Ouellette	<i>Director</i>
Mr. Sett Policicchio	<i>Director</i>

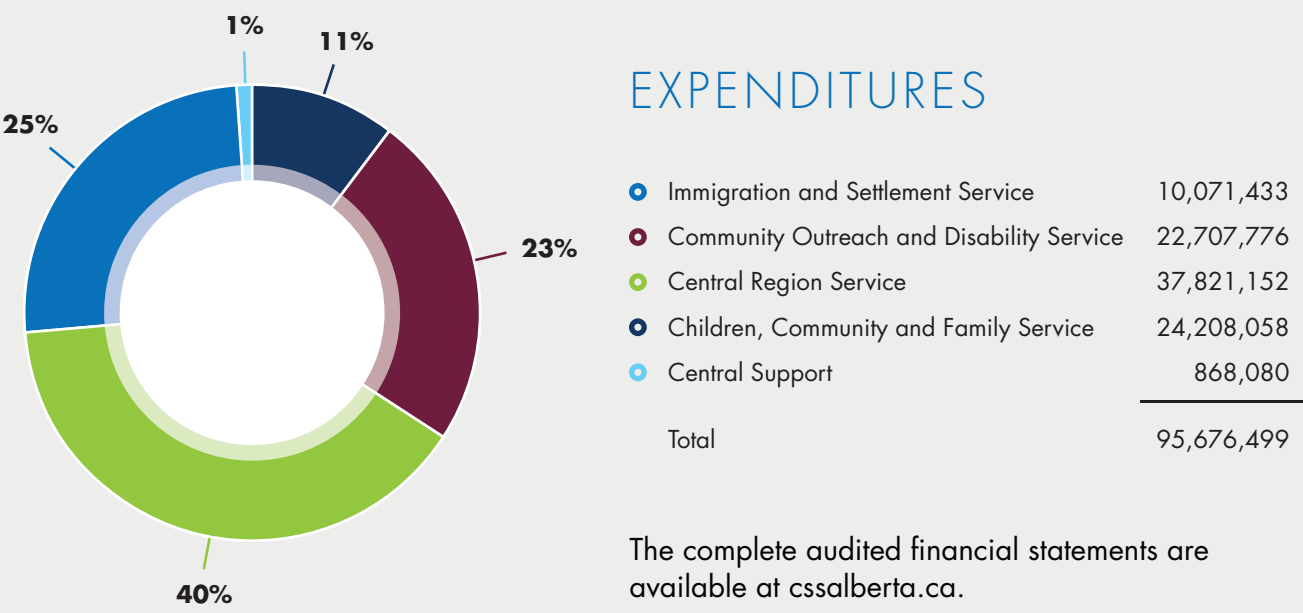
## EXECUTIVE LEADERSHIP TEAM

Dr. Troy Davies	<i>Chief Executive Officer</i>
Ms. Michelle Christie	<i>Chief Services Officer</i>
Ms. Glenda Rouleau	<i>Chief Administrative Officer</i>
Ms. Lenka Stuchlik	<i>Chief Financial Officer</i>
Ms. Karen Murphy	<i>Vice President, Central Region Service</i>
Mr. Chris Simonson	<i>Vice President, Children, Family and Community Service</i>
Ms. Alice Colak	<i>Vice President, Immigration and Settlement Service</i>
Ms. Charlotte McKay	<i>Vice President, Community Outreach and Disability Service</i>
Mr. Sandy Morrison	<i>Vice President / Controller</i>

## REVENUE



## EXPENDITURES



The complete audited financial statements are available at [cssalberta.ca](http://cssalberta.ca).







[www.cssalberta.ca](http://www.cssalberta.ca)

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