

2009/10 Annual Report

A year at a glance ...



CHILDREN'S
COTTAGE
SOCIETY

...safe children in healthy families

VISION

Safe Children in Healthy Families

MISSION

Preventing harm and neglect to all children and strengthening families through crisis, respite and support services.


DIFFERENCES ARE MADE ...

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... LIVES ARE CHANGED

**In 2009 we provided help to
1546 families, including
2401 children, providing
respite, crisis care and family support.**

**Since 1986, we have cared for
47,761 children thanks to you!**



In a perfect world every child
would be safe and healthy ...

A MESSAGE FROM THE CHILDREN'S COTTAGE SOCIETY

The Children's Cottage Society has been committed to providing assistance to those in need in Calgary and the surrounding area for over 24 years. The recent global economic upheaval has made our programs a growing necessity for vulnerable children and their families. While we worried there could be potential reductions in funding, we were fortunate and thankful that our funders, donors, and volunteers continued to support us so we could ensure children and families received the services and support they needed.

Providing children with safe shelter during a family crisis is important work; teaching and supporting their parents is imperative, and bringing the community together to ensure excellence is what makes serving those in need sustainable.

This past year, we focused on how we could improve our outcomes by enhancing our models of service delivery. Practice methods and job descriptions were reviewed in each program area to improve the delivery of our services. Although change is never easy, we are proud to report that staff rose to the occasion implementing new methods of practice. We look forward to seeing the benefit to children and their parents over the next year.

The execution of a new communication strategy saw the unveiling of new colours profiled in this report. Our logo was refreshed and maintains the image that we are known for. Sharing information about monthly events and stories is an important focus and now includes an e-newsletter. We still have much to do to complete our current strategy, and are working to obtain funding to communicate what we are and what we do for all Calgarians.

Our board focused on directions for sustainable funding and, to that end, created and launched our Circle of Hope program. The Circle of Hope represents supporters who make a multi-year commitment of \$10,000 or more annually. This investment enables the Society to plan for the achievement of our goals, with the security of financial stability. We welcome our Circle members to meet annually to discuss what their investment has done and to have a dynamic conversation and share ideas for the future directions of our programs.

Where children are involved, like any family, our agenda is not finished. More must be done to deliver care, support and education toward our mission of *"safe children in healthy families"*. We look forward to discussions with our stakeholders that will help us meet the needs of the most vulnerable.

We extend our sincere thanks to our dedicated volunteers, donors, corporate partners, funders and employees who ensure the thousands of children now impacted by our programs continue to receive the care, support and education they require.



Rick Noonan
President, Board of Directors



Patty Kilgallon
Executive Director



Charlie was heavily addicted to drugs and came to Calgary looking for change, from his life on the streets of Vancouver. He had turned to drugs and the streets to numb the pain of an abusive childhood. When he arrived here, he was back on the same path of destruction – until he met Judy.

Judy was a frightened young girl, who also fled an abusive home. Her mother abused her while her father ignored her cries for help. Escaping to the streets seemed like the best alternative – that is when Charlie came into her life.

Shortly after meeting, Judy became pregnant. She and Charlie were excited to turn their lives around and become great parents. She didn't know a lot about parenting, but one thing she was sure of was that they did not want to make the same mistakes their parents had.

Judy's lowest point was not the child abuse she suffered, nor her time on the streets. It was the feeling of helplessness and despair she endured after giving birth to Mya. The anticipated excitement was gone and Judy was diagnosed with post partum depression wanting nothing to do with her daughter.

Charlie struggled to care for Judy and Mya, while trying to stay clean. Charlie needed immediate support that would give him strength to keep he and his family strong and healthy.

Charlie learned of the Children's Cottage Society and showed strength by reaching out for help. Two week old Mya came to the Crisis Nursery when Charlie was at his wits end. Judy needed help and he needed time to take care of her.

Over the next year, Charlie called us when he was overwhelmed. Later he told us, that with no one to turn to, the support we gave his family helped him stay on track with recovery and become a good husband and father.

Charlie, Judy, and Mya have more challenges ahead of them. They've had many successes and tell us that with programs like the Children's Cottage they will be able to learn how to be strong and caring parents. For Charlie, being free of drugs for 5 years, seeing Judy get better, and knowing that they can turn to the Cottage for help gives his family hope toward the brightest future for little Mya.

CHARLIE AND JUDY'S STORY

PROGRAM HIGHLIGHTS ...

The Crisis Nursery

Our 12 bed Crisis Nursery provides short term emergency child care for children age newborn to eight during times of family crisis.

2009 Program Statistics:

- We made a difference in the lives of **1097 children**, from **692 families**, providing **2486 days** of crisis care.
- The average length of stay for a child at the Crisis Nursery was **2.3 days**.
- **98%** of children were returned to the care of their parents.
- **1043 children** were turned away due to lack of resources.

We read 1097 bedtime stories.

We served 3291 nutritious meals.

Parent Profile:

- **78%** of parents helped were parenting on their own.
- **87%** were living below the poverty line.
- **20%** of parents reported having mental health issues.

In 2009 we experienced successful outcomes!

- **30%** told us that using the Crisis Nursery prevented the abuse or neglect of their child(ren).
- **80%** reported that the Children's Cottage services helped them resolve the problem that brought them to us.
- **74.5%** felt they will be a better parent after receiving crisis care.

"In times of stress when most people can call on family, friends or a spouse to take care of their children to give them a break, or to simply do things that need to be done, I have no one. The Cottage is my family. Words cannot describe the gratitude I feel for having a place like the Children's Cottage to lean on. To everyone who makes the Cottage possible. I love you all." - Catherine

"I want to thank all of the adults of the cottage. This place is comfortable, fun, great and the people that are in this place take real good care of me. This place is so clean so that's why I love this place because it is so big and colorful. I wish I could stay here forever." - Abbie, Age 7

... WE HAVE MADE A DIFFERENCE

Brenda's House

Our re-housing program operates a shelter owned by the Brenda Strafford Foundation. Using the "housing first" model we aim to support families toward independence and their own housing.

2009 Program Statistics:

- We served **125 families** - **368 adults** and **181 children**.
- The average length of stay for a family at Brenda's House was **39 days**.

We sheltered 549 people.

Family Profile:

- **76%** of families earned less than \$15,000 in the year prior to intake.
- **49%** of families were parenting on their own.
- **92%** of families who stayed with us had children or were expecting.

In our first year of operation we achieved positive outcomes!

- **71%** of families moved into market housing and are no longer homeless.
- **18.5%** went on to second stage housing or to stay with family.
- **43%** of clients utilized referrals to community services such as general counselling or basic needs agencies, to address their issues.

"When I had to take in my four grandchildren because my daughter was unable to care for them, I ended up losing my job and my house. I needed to find somewhere to house us temporarily, until we could work on finding a home. Brenda's House not only took us in, but they worked with me daily through my custody court battle, and my struggle to find affordable housing for me and my four grandchildren. I do not know what I would have done had it not been for the lovely staff and homey environment that made what was such a stressful and difficult time in our lives, a little less painful." - Ruth

... a shared conviction can
make so much possible





VOLUNTEER PROGRAM REPORT

Crisis Nursery Volunteers

- **154 volunteers** completed **5178 hours** of service at the Crisis Nursery.
- **13 Days of Caring Groups** including **133 people** provided **456 hours** of service.

Brenda's House Volunteers

- **53 volunteers** completed **741 hours** of service at Brenda's House.

Administrative and Event Volunteers

- **74 volunteers** provided **534 hours** to the Society.

Volunteer Day Homes and Day Cares

- **37 Day Homes and Day Cares** volunteered **106 days** of respite free of charge

451 people contributed 7651 hours.

"Every shift is an adventure and you never know what to expect. It is very rewarding especially when you see a shy child come out of their shell... Not once have we left a volunteer shift and not felt satisfied with the evening" - Bob

Volunteers make a difference in the programs offered by the Children's Cottage Society. Individuals and corporations continue to reach out and make a positive difference. Volunteers are the Children's Cottage Society's best ambassadors and the quality of programs could not be delivered without the help of the dedicated volunteers that we have the privilege of working with daily. **Thank you for your dedication to vulnerable children in Calgary.**

FINANCIAL REPORT

A Message from our Treasurer

For the fiscal year ended March 31, 2010

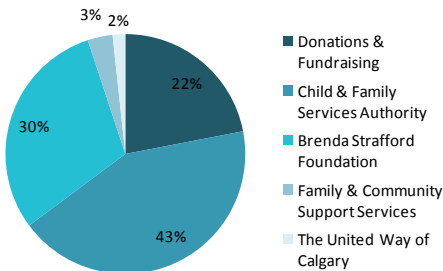
This past year, the Children's Cottage Society continued to increase its reach to serve more children and families. The success of our programs is attributed to funders and donors. We wish to thank the Calgary and Area Child and Family Services Authority, the City of Calgary Family and Community Support Services, the United Way of Calgary, the Calgary Homeless Foundation, the Brenda Strafford Foundation, and the many donors who have invested in supporting Calgary's vulnerable children and families. We are very grateful for your support and will continue to use your gifts as effectively as possible so that every dollar makes a difference.

In 2009/2010, our revenues reached \$3.4 million, reflecting a 30% increase from the prior year. There was a corresponding increase of 28% in our expenses to \$3.5 million; substantially all of this increase was attributable to staff and operating expenses related to the ongoing operation of Brenda's House, which opened its doors in February 2009. Salaries and benefits for our dedicated team of program staff continue to be our primary expenditure, comprising 78% of total expenses.

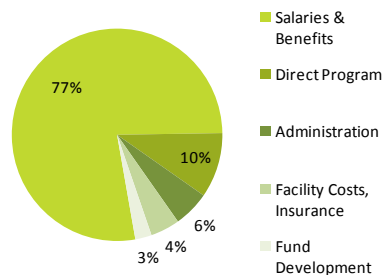
We were able to realize the benefits of our strong cash position from previous years to fund the shortfall from operations and, including the investment income realized during the year, we achieved a modest surplus of \$154K (deficit of \$272K in prior year). As we look to the future, we will continue to manage our assets responsibly and conservatively to ensure that the Society is well positioned to provide support to children and families in our community. *A full version of our financial statements and accompanying notes is available on our website at www.childrencottage.ab.ca*

Leslie Dang, CA
Treasurer, Board of Directors

2009/2010 Sources of Operating Revenues (Total \$3,406,990)



2009/2010 Operating Expenses (Total \$3,508,495)



... YOU HAVE MADE A DIFFERENCE

WITH MANY THANKS...

The community support received this past year was extremely positive. Through various events and initiatives - individuals, corporations, foundations, clubs and groups continued to reach out to the Children's Cottage Society.

Over 1500 donors contributed \$748,000.

The Children's Cottage Society prides itself on running excellent programs for children and their families. We would not be able to do this without the generosity of the Calgary community - **thank you for your ongoing support.**

CIRCLE OF HOPE

John & Susan McWilliams
Cenovus Energy Inc.

Nexen Inc.

Royal LePage Benchmark

COTTAGE PATRONS

Prime Communications Services
TELUS Corporation

United Way of Calgary and Area -
Community Angels Luncheon
Donors Choice Program
Scott Smed Golf Tournament

GOLD DONORS

The Calgary Foundation -
Kayak Foundation
Olwen Priestnall Foundation
Canadian Oil Sands Trust
CIBC World Markets -
Children's Miracle Foundation

Cenovus Energy Inc.
EnCana Cares Foundation
Maitland Family Foundation
McKesson Foundation
Paul B. Lee
Prosser Charitable Foundation

SILVER DONORS

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Canadian Natural Resources
COBS Bread - Elbow Drive
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Judith Kneller
Murphy Oil Company Ltd.
Penn West Energy Trust
Rotary Club - Calgary Olympic
Scalar Decisions Inc
Stewart & Dianna Gossen
Suncor Energy Foundation
Taco Time - MTY Group
The Village Moms
XL 103 fm

Andreas & Cheryl Cordsen
Bow Valley High School
The Calgary Sun
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ConocoPhillips Canada Inc.
Ellie Haasen, *In memory of*
First Calgary Financial Savings
Husky Energy
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Golf Tournament
La Cie McCormick Canada Co.
Myron & Jennifer Stadnyk
Progress Energy Resources
Rundle Energy Partners
Shelley C. & David Kehrig
Sun Microsystems of Canada
Sysco Food Services
TD Canada Trust
William Lacey

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***Due to space limitations only those who contributed over \$500 this past fiscal year are listed, but please be assured that each and every gift is appreciated. Every effort was made to ensure the accuracy of this list, if you discover any errors or omissions please call (403) 283-4200 ext. 225.*

... TOGETHER WE HAVE MADE A DIFFERENCE!



CHILDREN'S
COTTAGE
SOCIETY

845 McDougall Road NE
Calgary, Alberta T2E 5A5
(403) 283-4200

www.childrenscottage.ab.ca

The Children's Cottage Society would like to thank
our generous funders:



Calgary
Homeless
Foundation



United Way
of Calgary and Area

BUILDING STRONGER COMMUNITIES