



# EXECUTIVE DIRECTOR'S REPORT

Time goes by very quickly and as I reflect on all that transpired in 2005, I am once again reminded of the tremendous dedication and the genuine hard work of our staff and volunteers. This past year, the Inn team helped 223 homeless families in Calgary. That is truly making a difference!

While this year was not without its share of challenges, thanks to the amazing spirit and commitment of our team, we continue to make great strides forward in a number of areas. On the operational front, our search for suitable office space was a major hurdle to overcome. After 18 months of unsuccessfully looking for space, the Inn certainly felt the effects of the hot real estate market. However, as distracting and difficult as this time was, our staff and volunteers continued to provide the programs and services our guests required, taking every step to ensure the impact on our families was minimal.

We are very thankful to the Calgary Drop-In Centre for its generous offer of space at 110 – 11 Avenue SE. While Inn from the Cold and the Calgary Drop-In Centre continue to operate as independent organizations, this new location enables the Inn to remain close to public transit and the network of social agencies located in the downtown core that so many of our guests need to access. We are now fully operational and all of our programs are headquartered out of this location.

In October, we celebrated the official grand opening of Rainbow Lodge, our supported transitional housing project. Inn from the Cold has partnered with Aspen Family and Community Network and Metis Calgary Family Services to operate this 32-unit complex where families can live in a stable home environment for up to two years. During this time, they work with the Inn's outreach workers and participate in appropriate programming. Inn from the Cold has helped ten families move into Rainbow Lodge and begin this next – and very important – step in their lives. Of these ten families, five have already successfully moved to Calgary Housing.

The Inn team has also made great strides forward this year in supporting our volunteers. We developed a much-needed co-ordinator's manual and also hosted a series of seminars on a variety of topics, including street drug awareness, food safety and risk management. Volunteers play such an important role with the Inn and we are committed to ensuring that they have the support they need to care for our guests.

In 2005, I was able to visit and speak at almost 30 churches that host Inns. It is always enjoyable to get out and meet the people who give so much to the Inn and to introduce a "face" to our head office.

Finally, I am pleased to welcome several new staff members to our team this year. We have strategically grown and added new positions that will enable us to continue to grow and meet the changing needs of our guests.

Sincerely,  
Diana Segboer  
Executive Director



## **PRESIDENT'S REPORT**

Looking back over 2005 at Inn from the Cold, the word that best describes the past 12 months is "change". In many respects, the Inn turned a corner this year. While we faced a few challenges along the way, our profile within the community and support base has grown dramatically.

One of our goals for the year was to increase public awareness about the Inn and the unique niche we fill in the Calgary community, helping our city's homeless families. We knew that if the public was aware about the issues facing homeless families, they would respond. And they did, both with donations and as volunteers.

The local media played a significant role in helping the Inn raise awareness about homeless families. We received tremendous media coverage on a number of issues facing our families and guests and are very thankful for their support. Of course, the media's strong interest in our office space search resulted in many offers of help.

Another highlight this year was the introduction of a new Inn logo. As an organization, we are very respectful and proud of our Christian roots and these values will continue to be a part of who we are and what we do.

However, in order to become more inclusive and meet the needs of Calgary's homeless families, we need to expand our support base to include all faiths, as well as corporations. We also wanted to create an identity that immediately demonstrates our mission of providing shelter and hope. We believe that our new look highlights our focus on families and captures the warmth, compassion and acceptance that personifies our organization and its values. It is the image we need to move forward in the future.

One of the Board's priorities this year was to begin to develop a three-to-five-year strategic plan. We helped over 200 homeless families in 2005 and year-over-year, we see more people coming to us for shelter and assistance. We know that in order to meet this growing need, we need to develop a plan that includes a family shelter.

Our vision is to purchase a permanent building that would provide temporary pre-transitional shelter for families in conjunction with the existing Inn's. Our past experience with the Westgate project shows that families, especially children, greatly benefit from routine, and sleeping in the same place each night would help them in their journey out of homelessness. Church and corporate volunteers will still play a vital role in our shelter operations and if we require additional support, these organizations would still provide shelter at their respective churches and synagogues.

Finally, on behalf of the Board, I must extend my sincere appreciation and thanks to both the Inn staff and its volunteers. You are truly the heart of our organization and without your dedication, kindness and hard work, we would not be able to grow and adapt to meet the changing needs of Calgary's homeless families. You are the reason that we make a difference.

Sincerely,  
Eric Mailloux  
President