



help for
today,
hope for
tomorrow.

Sunrise Community Link Resource Centre Society

2013-2014 Annual Report



Our Organization

Board of Directors:

Candace Witkowskyj	President
Lynn Robbins-Junor	Vice President
Gio Ho	Treasurer
Joanna Gee	Secretary
Nick Meehan	Director
Stasha Huntingford	Director

Staff:

Shauna Parks	Executive Director
Tracey Livingstone	Community Advocate
Melissa Bohnsack	Community Advocate
Natalie Adamson	Community Advocate
Julia Nicholls	Student Operations Coordinator



We were fortunate to have two different contract positions during the year and want to thank Jean Gould, Operations Coordinator and Kelsey Thompson, Student Operations Coordinator for their hard work and dedication.

Mission:

Collaborate with individuals and families in East Calgary to address vulnerabilities and facilitate personal development through resources and support while engaging them in contributing to the resilience of their communities.

Vision:

Striving for resilient individuals, families, and sustainable communities.

Values:

Integrity, Empathy, Respect and Dignity, Proactive Response, Collaboration, Honoring People.

Executive Director/President Report

What an exciting year for Sunrise and the community members and families we serve! After the launch of our 2013-2017 Strategic Business Plan last May, we worked diligently to build relationships and connections with families, community members, local businesses, funders and partners. One year into our Strategic Business Plan and we are already seeing tremendous results and progress made; new partnerships formed, new funding opportunities secured, new programs to meet family needs, and a new website and promotional materials to let people know about Sunrise Community Link and the work we are doing. Indeed, this past year has been marked by growth and new understanding.

In 2013-2014 we continued to serve community members and families through **Basic Needs Referrals** and Advocacy related supports as well as **Financial Literacy** workshops. We also continued to offer seasonal programs and services including the **2013 Holiday Hamper Program**, **2014 Tax Clinics**, and the **Kiwanis Club of Calgary Chinook Bike Program**. We partnered with the Forest Lawn Community Association to host our first annual **2013 Family Christmas Party**.

We remain indebted to our funder, Calgary and Area Child and Family Services, for their continued support in going the distance to serve families, to meet their basic needs and provide support in times of crisis. We are humbled at

the opportunity to serve community members and families at their most vulnerable; to provide *“help for today, hope for tomorrow”*.

We are incredibly thankful to The Calgary Foundation for their continued support of Sunrise Community Link and building our capacity as an organization. In doing so, they will help us reach community members and families who require our support the most.

Once again, we want to extend our most sincere appreciation and gratitude to our valued donors, partnering agencies, and volunteers. It is through their support and dedication that we are able to provide timely assistance, basic needs referrals, and systems navigation to individuals and families served by Sunrise Community Link. We would also like to acknowledge the hard work, dedication, and passion of staff and the Board of Directors during this past year. They have been adaptive to change, creative in responding to the needs of clients and supportive of the work we are doing in the community, and in the lives of individuals, families and children.

To the community members and families we serve – we applaud your resilience, strength during challenging times, and your willingness to seek help when you need it most. We are honored to be a part of your journey and look forward to continuing to serve the community.

Candace Witkowskyj
President, Sunrise Community Link

Lynn Robbins-Junor
Vice President, Sunrise Community Link

Shauna Parks MSW, RSW
Executive Director

“They have been able to help feed and clothe the children as well as given me support with programs. Thank you Sunrise!”

– Sunrise Client

“A hand up, not a hand out is reflected here [at Sunrise]. Knowledge and diligence with concern are only two of the many benefits...”

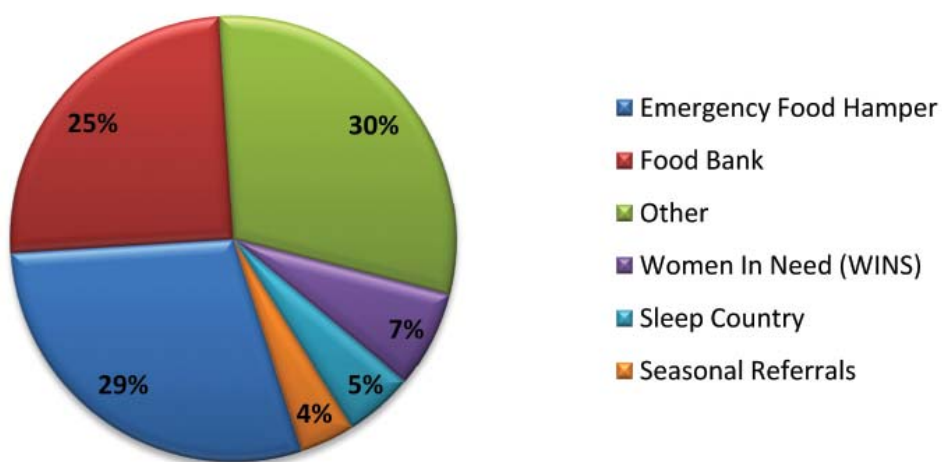
– Sunrise Client

2013-2014 Programs and Services

With the assistance of the Community Advocates, the following Basic Needs Referrals were made for community members and families in need:

Referrals	2013-2014	2012-2013	<i>Difference</i>
Food Bank	1,135	1,049	+ 8%
Women In Need	319	232	+27%
Sleep Country	215	229	-7%
Emergency Food Hampers (including hygiene products, and baby essentials)	1,328	1,062	+20%
Seasonal (Christmas Hampers, Backpacks, Project Warmth, Summer Camps, Tax Clinics)	188	181	+4%
Other (job search assistance, library cards, bus tickets, gift of sight, haircut, interfaith furniture, therapy, housing supports, EmployMe Calgary, TELUS Spark, Eastside Victory Outreach, Momentum, CUPS, Distress Centre, Best Beginnings, Calgary Legal Guidance)	1,346	658	+51%
Total Referrals	4,531	3,411	+25%

Types of Referrals 2013 - 2014



Achievements in 2013-2014:

We had **6,231 in-person visits** at our Centre during the year, an **increase of 36%** over the previous year. That means on average per month, over **500** individuals walk through the doors of Sunrise Community Link for services and support.

We served a total of **1,925 new and unique clients** this year, an **11% increase** from the previous year. We also supported **1,193 existing clients** through this year.

We provided over **110 Emergency Food Hampers** to individuals and families every month.

34,140 pounds of food were provided to individuals and families through our Emergency Food Hamper Program.

1,869 phone calls were received requesting information, support and referrals for services.

Bread and fresh produce were accessed a total of **3,496** times by community members.

794 individuals accessed the computer, phone, printing or faxing support while at the Centre.

2,460 volunteer hours were given to Sunrise by **76** committed and passionate individuals, equivalent to **103** days!

244 pairs of mittens were sold and donated through our social enterprise, KMITT.

61 clients took part in Financial Literacy Workshops.

1,300 bus tickets were given to low income and homeless individuals to access basic needs, attend job

training or interviews, doctor's appointments and other necessary appointments through our partnership with the Drop-In Centre's PICS Program.

62 Good Food Boxes were purchased through Sunrise Community Link and our partnership with Community Kitchen's Program of Calgary.

263 families received gifts and food through our 2013 Holiday Hamper Program, a **59% increase** over the previous year.

327 parents and children took part in our 1st Annual Family Christmas Party in partnership with the Forest Lawn Community Association.

15 bikes, helmets and locks were provided to parents and children through the 2013 Bike Program in partnership with the Chinook Kiwanis Club of Calgary.

26 Tax returns were filed by 5 volunteers from The Institute of Chartered Accountants of Alberta through our 2014 Tax Clinics, a **27% increase** over the previous year.

15 family representatives participated in the 2013 Together We Raise Tomorrow Community Discussions hosted by Sunrise with support from the Government of Alberta.

Over **2,000 community members** attended the 2013 International Stampede Breakfast hosted by Sunrise Community Link in partnership with the International BRZ.

60 community members, partners and clients attended our 2013 Open House in November.

"I feel like this organization is respectful and sensitive to my needs and I feel more confident and secure because of that."

– Sunrise Client

kmitt



2013 – 2014 marked the pilot year for our KMITT Knitting Circles. As the first ongoing and in-house program adopted by Sunrise Community Link, the year was full of surprises and lessons. From having to make weekly group meals using only a microwave, to writing feasibility studies and grant proposals, the program proved to be quite the undertaking. However, these challenges are overshadowed by the group's successes.

Together, through 400 cumulative hours, our knitters lovingly produced over 300 pairs of mittens. 122 of these

mittens were donated to Sunrise clients in need. For the matching 122 that were sold, Sunrise collected \$2,095.00 in revenue. These sales were achieved at various sales venues, but the most successful opportunities happened to be through Board Members' social and professional networks. KMITT continues to meet on a weekly basis at Sunrise, with volunteer knitters taking on higher levels of involvement within the program. Throughout the year, their ideas have helped set the tone and the direction of the group. KMITT would not be possible without their contributions.

"KMITT has helped my social anxiety and [helped me] meet wonderful people. Food hampers have helped when I otherwise would be starving."

– Sunrise Client

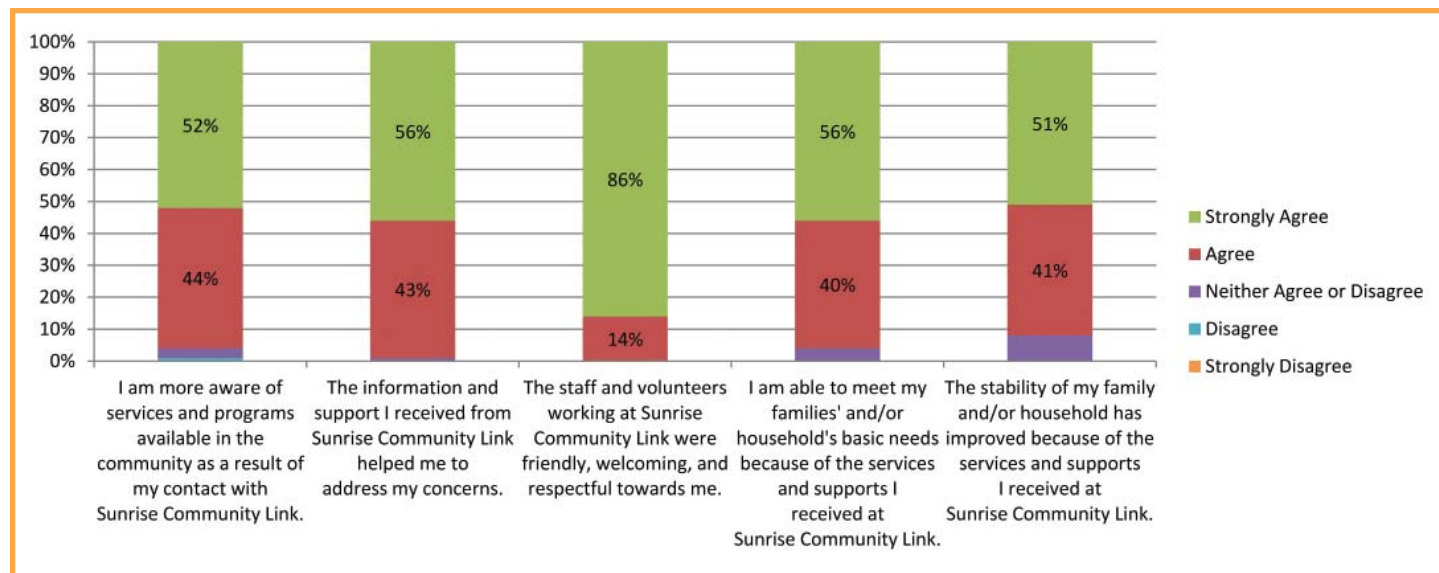


"I got into volunteer work to be with people and to do something good, rather than just sit at home and do nothing. I'm afraid I would have become a very bad hermit without it. [KMITT] makes me feel that I have a contribution to make; that what I do is important to somebody."

– Doris Matthews, Valued KMITT Volunteer

2013 - 2014 Client Satisfaction Survey

Sunrise Community Link Resource Centre administers a quarterly satisfaction survey with clients each fiscal year. These surveys are given throughout the months of June, September, December and March and are offered to each client. The information collected from the surveys assist Sunrise Community Link in ensuring that services and supports not only meet but exceed clients' needs. A total of 297 surveys were completed for 2013-2014. The following graph represent the outcomes for the full year:



Client comments about what has changed for the better as a result of their contact with Sunrise Community Link:

"Since finding this service in my community, I have had less stress and have had a better quality of life."

"I am more prepared to go out to work, because I received clothing help. Thank you."

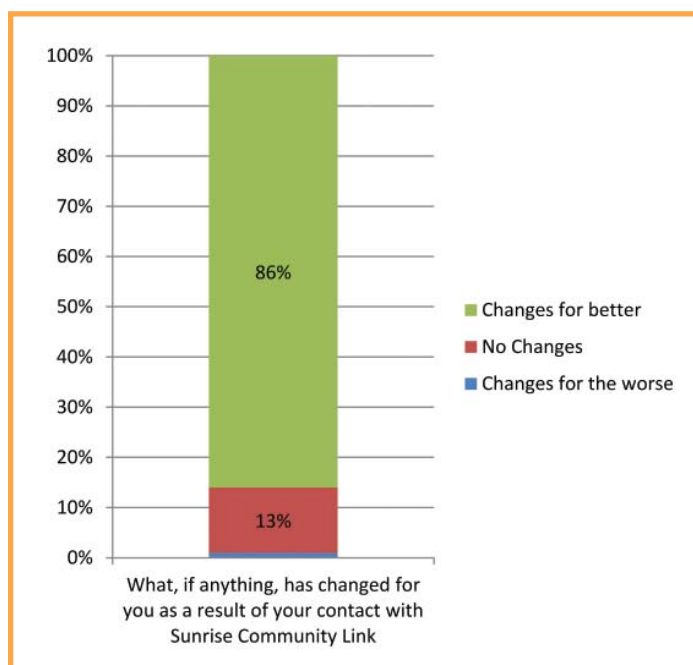
"They helped me to find an agency that could help me get my ID, have food in the fridge and to get clothing."

"I have an opportunity to volunteer with them and learn new skills."

"We have gotten new beds and a warm place to live along with new furniture. A new start."

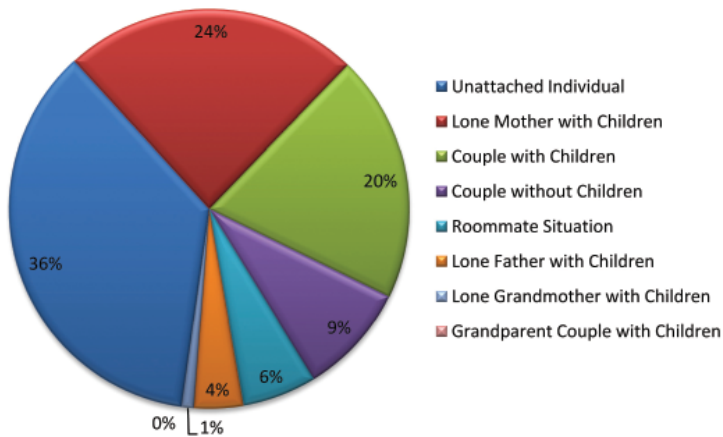
"The friendly staff at Sunrise have helped lower the stress in my household and given me valuable information to use to continue lowering my stress."

"I have a lot of help with food, clothing, finding work and all this makes a great difference in my household. I am very grateful for the help I receive from Sunrise."

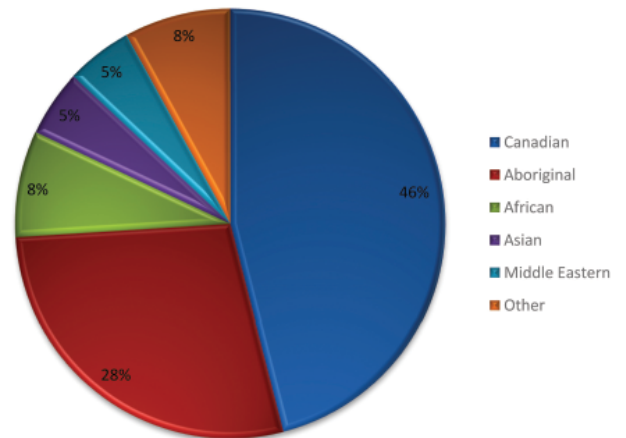


Client Demographics and Information

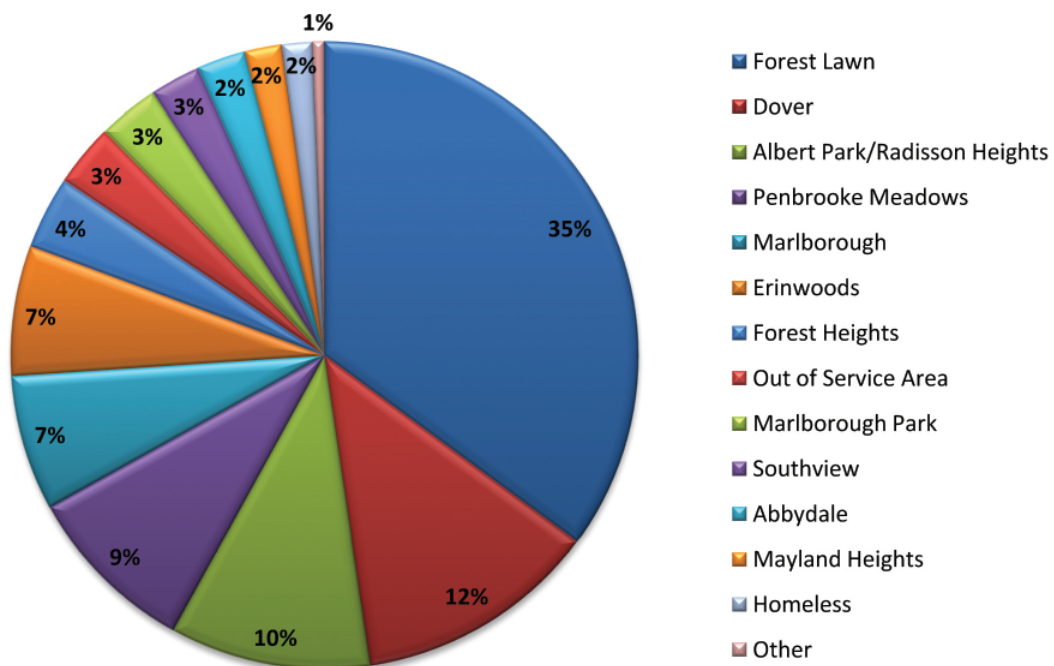
**Family Household Composition
2013 - 2014**



Client Cultural Background 2013 - 2014



Communities Served by Sunrise 2013 - 2014



Partnerships and Collaborations

12 CSI – Communities Safety Initiative
 2-1-1
 Alberta Health Services – Youth Addiction Services
 Alberta Health Services – Mobile Response Team
 Alberta Works
 Aspen Family and Community Network
 ATB Financial
 Best Beginnings
 Bromwich & Smith
 BowWest Community Resource Centre
 Calgary Drop in Centre
 Calgary Eye Way Society
 Calgary Interfaith Food Bank
 Calgary Interfaith Furniture
 Calgary Legal Guidance
 Calgary Police Service
 Calgary Poverty Reduction Initiative
 Calgary Public Library – Forest Lawn
 Calgary Red Cross
 Canadian Mental Health Association
 CanLearn Society
 City of Calgary
 Community Kitchens Program of Calgary
 Cups Health and Education Centre
 Discovery House
 Distress Centre
 East Side Victory Outreach
 Family Centre for Inner City Communities
 Families Matter
 Federation of Calgary Communities
 Forest Lawn Community Association
 Garden Path Society
 GlobalFest
 Greater Forest Lawn 55+ Society
 Heart of the Northeast Community Solutions Resource Centre

HIV Community Link
 Hull Services
 Institute of Chartered Accountants of Alberta
 International Avenue BRZ
 Junior League of Calgary
 Kids Up Front
 Kiwanis Club of Calgary Chinook
 Lenscrafters – Gift of Sight Program
 Making Changes Association - Walk in Closet
 Momentum
 Mount Royal University
 Native Network Family Resource
 NeighbourLink Calgary
 North Central Community Resource Centre
 North of McKnight Community Resource Centre
 Okotoks Healthy Family Resource Centre
 Our Lady Queen of Peace
 Parent Link Centre's
 Project Warmth Society
 Propellus
 Prospect
 Riel Institute
 Ronald McDonald Care Mobile
 Saint Jude's Health Management Institute
 Salvation Army Community Support Services
 Samaritan Club of Calgary
 SE Calgary Community Resource Centre
 Sleep Country Canada
 SouthWest Communities Resource Centre
 The Magic of Christmas
 West Central Community Resource Centre
 Western Rocky View Family and Community Resource Centre
 Women in Need Society
 Women's Centre of Calgary
 Woods Homes

Our partners have great things to say about Sunrise Community Link:

"I just wanted to say that the Sunrise staff work well with me and are always supportive in adapting to changes...It is great to have your organization in our community as we have at times directed general phone calls and walk-ins to Sunrise. I know if I need anything from Sunrise staff I can call on them. Keep up the great work!"

-Pat Beland, Women in Need Society

"Sunrise Community Link is a vital organization for those living in the Forest Lawn area...We have very open communications with Sunrise and that benefits both agencies."

-LeeAnn Fielding, Calgary Interfaith Food Bank

"...I love your organization. They have been so helpful with our S.O.S. team".

-Street Outreach and Stabilization Program, Canadian Mental Health Association, Calgary

Valued Donors

Sunrise Community Link Resource Centre cannot do this work alone. We gratefully acknowledge the kindness and generosity of our supporters and donors in 2013 - 2014:

Alison Howden
Annette Lowe
Anonymous Donor
Ariel Learoyd
ATB Financial
Bisaoffs Barber Styling - Brian Franks
Calgary and Area Child and Family Services
Calvert Home Mortgage - Charitable Foundation of the
Family
Canada Safeway
COBS Bread
CO-OP - Forest Lawn
Copy Repro Inc.
Cooneys Trucking
DeliverGood
Executive Mat Service
Exhibit Studio
Government of Alberta - Community Initiatives Program -
Alberta Culture
Government of Alberta - Community Spirit -
Alberta Culture
Government of Canada - New Horizon's for Seniors
Program
Gunnar Office Furnishings
Green Grato Restaurant - Ena Bennett
Julie Poulter
Keri Prystay
Kristina Prins

***"I asked for help when I had
nothing. Sunrise provided me
with help on everything I needed
to survive..."***

- Sunrise Client

***"Sunrise makes me feel
included."***

- Sunrise Client

Larry and Ralph Rogers
Leanne Strickland
Lindsay Seymour
Litwiniuk & Company
Lynn and Mike Junor
Madisyn Lewis
Margaret McCord
Marlborough Mall
McKenzie Wellness Centre
Merv Newton, No Frills
Paula Wannacott
Perry Colp
Rajesh Dhakal
Rytech - Rudy Yagos
Sara Ovadiya
Service Canada - Canada Summer Jobs
Scotiabank
Sharon Todd
Sobeys Forest Lawn
Suncor Energy Foundation
Talisman Energy
Tammy Pomper
TELUS Spark
Terry Roberts
The Calgary Foundation
The Samaritan Club of Calgary
Tracy Rainkie
Vermilion Energy

Volunteer Appreciation

A special thank you to our amazing volunteers who gave 2,460 hours, equivalent to 103 days, to Sunrise Community Link Resource Centre in the past year assisting us to provide services and support to thousands of community members and families. To you we extend our heartfelt thanks and appreciation.

Larry Adamson
Michelle Anscombe
Maryann Barriault
Raman Basi
Joy Beauchamp
Karen Bodor
Doris Bohnsack
Teyen Bohnsack
Manfred Bohnsack
Keeston Bohnsack
Thomas Boudreau
Kirsten Brassard
Jasper Buckskin
Saroeun Cheam
Stephanie Cheung
Indrajit Chowdhury
Barry Cottoy
Pastor Pat Dennis
Brad Devetten
Amandeep Dhindsa
Alessandro Di Tomaso
Mel Dyke
Widad Eltahir
Hichem Fiadh
Joanna Gee
Jean Gould
Tom Gould
Christie Hardcastle
Richard Harris
Gio Ho
Solvieg Holmes
Stasha Huntingford
Lois Ironman
CJ James
Katerina Jansen
Erika Jennings
Lee Anne Jobin
Mike Junor
Sabah Kurji
Deborah Lawrence
Ashley Lewis
Annette Lowe
Daisy Mallick

Doris Matthews
Nick Meehan
Rosa Metu
Carlos Mogollon
Effat Mohamed
Julia Nicholls
Roxanne Oke
Brian Oreel
Georgina Oteri
Sara Ovadiya
Caleb Parks
Lynn Robbins-Junor
Ashley Schiller
Mike Tapuska
Roy Webb
Charlene Wilson
John Wilson
Candace Witkowskyj
Vera Woolford
Youth Central Volunteers (Celina, Fatima, Gautam, John,
Julia, Katherina, Kristen, Leo, Mandy, Mary,
Michael, Nathan, Nelson, Vivian)



Client Success Stories

Gerald's Story:

As a hard-working single father, Gerald knows how systemic barriers and challenges can affect anyone, and even cause them to experience poverty. ***"Truthfully, I thought I was in the wrong place the first time I came to Sunrise. I felt like I didn't deserve to be here. I had a good upbringing and a good education, and there are people much worse off than me."***

In his home country of Australia, Gerald has a PhD in Psychology, but is unable to practice in Canada because he does not yet have permission to work. He says that people are surprised to learn this about him, because often they just assume that he's in ***"lazy-time."*** Gerald has been goal-oriented and as independent as possible his whole life, but says ***"being a single dad is tough, so I decided to put my foot down and bite the pride to get some help."***



Since coming to Sunrise, Gerald and his children have received assistance with their rent and were ***"helped a lot in exploring different options, since a lot of things were not available to me as an immigrant."*** His kids have also become avid gardeners at Sunrise's community garden plot. ***"The kids have really taken to it; watering & planting. It's a great way to keep them from staying home all day and it's just across the way."***

Staff at Sunrise often see clients who, like Gerald, face barriers to reaching their full potential. If you or someone you know would like more information on how Sunrise can help overcome these barriers, or if you are interested in volunteering at our community garden, please contact (403) 204-8280 or info@sunriselink.org.

Gloria's Story:

Gloria came to Sunrise about two years ago in tears. She was a newcomer to Canada and felt abandoned by the system. She is a single mom of two and she could not feed her children. Sunrise Community Link worked with Gloria to access the Food Bank, Emergency Hampers, and bread and fresh produce. This extra help allowed her to free up enough money to pay a little extra on her bills, as her Alberta Works allotment was not enough to cover her family's living expenses.

Gloria was desperately looking for work. She was a Nurse's

Aide prior to coming to Canada and here she could not afford to re-train so she was looking for work anywhere she could find it. A Sunrise Community Advocate supported her in writing a resume and connected her to Columbia College. From there Gloria took the reins herself and continued her education. For months we did not see her at Sunrise, until one day she came in and told us that she had just been accepted to the University of Calgary. She was full of thanks and gratitude for all of the help she received from Sunrise Community Link.

Client Success Stories

Nyibol's Story:

Nyibol, her husband and their two oldest children came to Canada in 2005 from their homeland in South Sudan. Shortly after arriving in Canada, Nyibol gave birth to her third child.

Leaving Sudan was difficult for Nyibol and her family; they were leaving behind their extended family and the supports that they had always depended upon.

Nyibol is a strong, resilient woman who describes herself as ***"beautiful and tall"***. Faced with the challenges of raising three young children, with one parent working full-time and the other part-time, Nyibol and her husband had little time to develop a social network of supports. The added difficulty of having English as a second language only contributed to their hardships. Although faced with many barriers, Nyibol and her family persevered and have found a sense of home within their new surroundings.



Nyibol heard of Sunrise Community Link through an acquaintance of hers. She shared that she had a utility deposit that was billed to her, and if she did not pay it on time her utilities would be disconnected. Her friend suggested contacting Sunrise Community Link.

Nyibol's first impression of Sunrise Community Link was the warm and welcoming atmosphere of the office. ***"The staff at Sunrise listened to my needs and took the time to hear what I had to say. Shauna came out and gave my***

children gifts, she doesn't know me and to do that means she is a kind person and always will be".



Nyibol's utility deposit was waived due to her good credit and a little assistance with advocacy from a Community Advocate. Nyibol is pleased that her friend told her to come to Sunrise Community Link. She says, ***"I am happy to have found support and kindness in the community where I live"***.

Financial Statements

SUNRISE COMMUNITY LINK RESOURCE CENTRE SOCIETY STATEMENT OF OPERATIONS

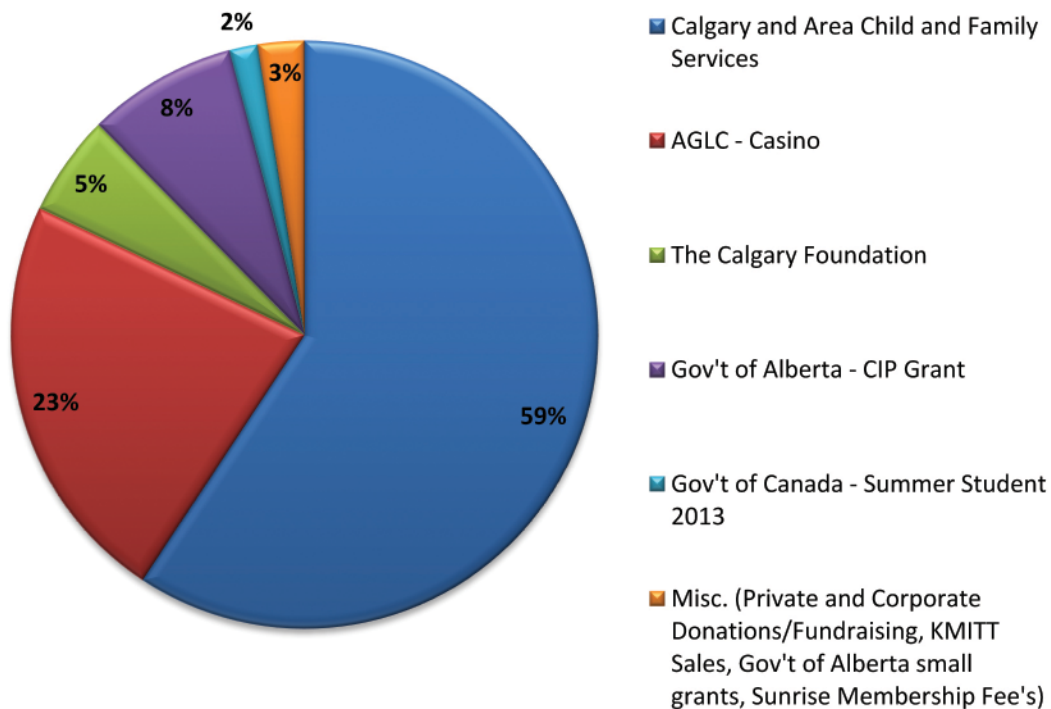
(Audited)

For the Year Ended March 31, 2014

	Operating	CFS	Total 2014	Total 2013
REVENUE				
CFS Grants	-	194,680	194,680	190,406
Casino Contributions	74,819	-	74,819	41,440
Other Grants	52,607	-	52,607	59,125
Sale of goods	2,195	-	2,195	-
Donations and fundraising	3,815	-	3,815	1,637
Memberships	120	-	120	80
Interest revenue	13	-	13	12
	133,569	194,680	328,249	292,700
EXPENSES				
Salaries and benefits	65,938	159,152	224,990	213,425
Office rental/facility costs	36,063	5,379	41,442	22,397
Facility maintenance and supplies	2,969	1,000	3,969	5,467
Utilities, telecommunication	2,751	2,100	4,851	4,617
Program advertising	-	-	-	537
Accounting/audit	2,276	7,000	9,276	9,404
Office supplies and administration	1,952	11,321	13,273	12,816
Staff training	717	1,600	2,317	1,590
Volunteers/board/AGM/community consultations	666	1,400	2,066	5,004
Community engagement	461	1,000	1,461	1,646
Bank charges	84	200	284	154
Insurance	-	2,903	2,903	2,856
Staff travel	-	2,305	2,305	1,475
Consultant	8,890	-	8,890	17,495
Lease/rental of vehicles	-	-	-	620
	122,767	195,260	318,027	299,503
Excess of revenue (deficit) before amortization	10,802	(580)	10,222	(6,803)
Amortization of deferred contributions	1,671	-	1,671	1,442
Amortization of property and equipment	(2,598)	-	(2,598)	(2,368)
Excess of revenue (deficit) after amortization	9,875	(580)	9,295	(7,729)

Financial Statements

Sunrise Community Link Resource Centre Revenue 2013-2014



"I am able to find other programs that help me succeed. I am grateful to community centres as they help everyone in every walk of life who needs it the most."

- Sunrise Client

"After two years and four months of homelessness [Sunrise] worked with me and found me a place I now call home."

- Sunrise Client



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Charitable Business Number: 863566592RR0001