



help for today,  
hope for tomorrow.



## OUR MISSION

Collaborate with individuals and families to increase capabilities, realize possibilities, and facilitate personal development through resources and support while building resilience within our communities.

## OUR VISION

Striving for resilient individuals, families, and sustainable communities.

## OUR VALUES

- |                    |               |                   |
|--------------------|---------------|-------------------|
| Integrity          | Empathy       | Respect & Dignity |
| Proactive Response | Collaboration | Honouring People  |

## BOARD OF DIRECTORS

- |                    |                       |                |                 |
|--------------------|-----------------------|----------------|-----------------|
| Martha Fanjoy      | <i>President</i>      | Larry Wu       | <i>Director</i> |
| Lynn Robbins-Junor | <i>Vice President</i> | Nicole Bastien | <i>Director</i> |
| Allisa Park        | <i>Treasurer</i>      | Lovely Begum   | <i>Director</i> |
| Effat Mohamed      | <i>Director</i>       | Nicole Olsen   | <i>Director</i> |
| Irma Roberts       | <i>Director</i>       |                |                 |



# STAFF

Shauna Parks	<i>Executive Director</i>
Veronica Jara	<i>Executive Assistant</i>
Douw Vorster	<i>Team Leader</i>
Tracey Livingstone	<i>Community Advocate</i>
Sana Zaidi	<i>Community Advocate</i>
Taylor Heinzlmeir	<i>Community Advocate</i>
Marce El-Husseini	<i>Community Advocate</i>
Daniel Jong	<i>Program Coordinator</i>
Melissa Bohnsack	<i>Mobile Community Advocate</i>
Susie Ngo	<i>Student Community Advocate</i>
Karyn Jackson	<i>Community Advocate</i>
Chris Fenwick	<i>Operations Coordinator</i>
Marilyn Martin	<i>Taxation Coordinator and Benefits Navigator</i>

*This year we said goodbye  
to staff Robin Turner,  
Tobey Andersen and Lili Bunce.  
Thank you for your time,  
talent, and passion you gave to  
Sunrise over the past year!*



Reflecting back on this past year, Sunrise Community Link has experienced many significant milestones including the completion of our 5 year Strategic Business Plan, the start of the Community Resource Centre (CRC) Hub Initiative in partnership with BowWest Community Resource Centre, new funding relationships, and exciting new partnerships. While our focus has been primarily on the Greater Forest Lawn community, our scope of services and supports this year has far exceeded our geographic boundaries. We continue to balance assisting individuals and families in meeting their basic needs, while also connecting them to programs and services that will address underlying issues of concern for them.

We've learned so much from the community members we come in contact with on a daily basis. We know that 30% of community members we serve rely on some type of Alberta Works income, and that the struggle to make ends meet with limited resources is a significant cause of stress and tension within families. This year we saw a 30% increase in requests for housing support and access to our Basic Needs Fund. Singles served by Sunrise rose by 7%, and we saw a massive increase (51%) in requests for advocacy.

Families with children remain the dominant demographic served by Sunrise. While the needs of a family may shift



as children age, the reality of poverty remains the same. Sunrise works with individuals and families along this journey and supports them with appropriate services and referrals, while answering any questions they may have.

Domestic violence continues to be an issue of concern for community members we serve as we experienced a 41% increase in requests for support to leave a violent home situation. Our Community Advocates work closely with community members to help them find the supports they need. Each month our Advocates processed close to 400 referrals for community members and telephone contact rose significantly by 48% over the previous year.

We took a moment of pause and reflection in late November 2017 with our Board and Staff team to look at all we accomplished in the past 5 years. Our focus on developing new partnerships to address community members' needs led us to the creation of the Taking Charge!



program in partnership with CanLearn Society and developed with a group of Sunrise community members. We are excited to have secured funding for this program into the next year to run 3 more cohorts thanks to Calgary Learns! Another significant partnership has been with our friends at Action Dignity with the creation of the Greater Forest Lawn Community Connector Initiative. Over the past two and a half years, we have witnessed countless community members take action to address issues important to them, and together we have trained and developed community leaders through regular Community Conversation Circles, and Pay it Forward Community Action Events.

Our goal of enhancing Sunrise Community Link's profile in the community has been achieved through these partnerships as well as through our work with the Calgary Financial Empowerment Collaborative. Since 2016, Sunrise has led the Taxation and Benefits Community of Practice, made up of 18 community agencies who deliver

tax clinics to individuals living on low incomes. We have embedded financial empowerment strategies into the services we provide and currently offer monthly tax clinics and benefits navigation, financial coaching, assistance to families in setting up RESP's for their children, and two matched savings programs: Sunrise Savings and new this year, the Tax Time Savings Program.

One of the biggest changes we saw over the past 5 years has been with the diversification of funding resources. We went from just over \$292,700 in revenue in 2013, to almost \$890,000 in 2018, a massive increase of over 203%! We are grateful to the United Way of Calgary, Calgary and Area Child and Family Services, the Calgary Foundation, and many other incredible supporters and donors who have enabled us to address the needs of community members and truly make a difference.

Our volunteers continue to be a shining example of community resilience and pride. This past year, 182 individuals





volunteered 4,498 hours to various projects and events organized by Sunrise Community Link. KMITT, our social enterprise project, is solely supported by talented community volunteers who knit and crochet for the cause of raising awareness of poverty in Calgary. Our volunteer Board of Directors has grown and continues to provide exceptional strategic leadership and visioning for the organization. Thank you to all of those individuals who have generously given their time and talent through their volunteer efforts this year. We couldn't do this work alone, and our volunteers remain our greatest asset.

While we have faced many exciting times over the past few years, we've also faced some hurdles navigating new terrain and finding our footing as we continue our focus of poverty reduction in East Calgary. Our team of dedicated and

compassionate staff has worked hard and continues to work hard in supporting individuals and families in need. A huge thank you to these incredible individuals who, without hesitation or reservation, will go above and beyond to make a difference.

To the individuals and families we have the honour of working with, supporting and encouraging; we are continually amazed by your resilience, courage to make change, and desire to move forward in your lives. Thank you for trusting the team of Sunrise Community Link and sharing your lives with us.

While we are encouraged at the past 5 years of progress at Sunrise Community Link, we look to the future with a sense of optimism and hope.

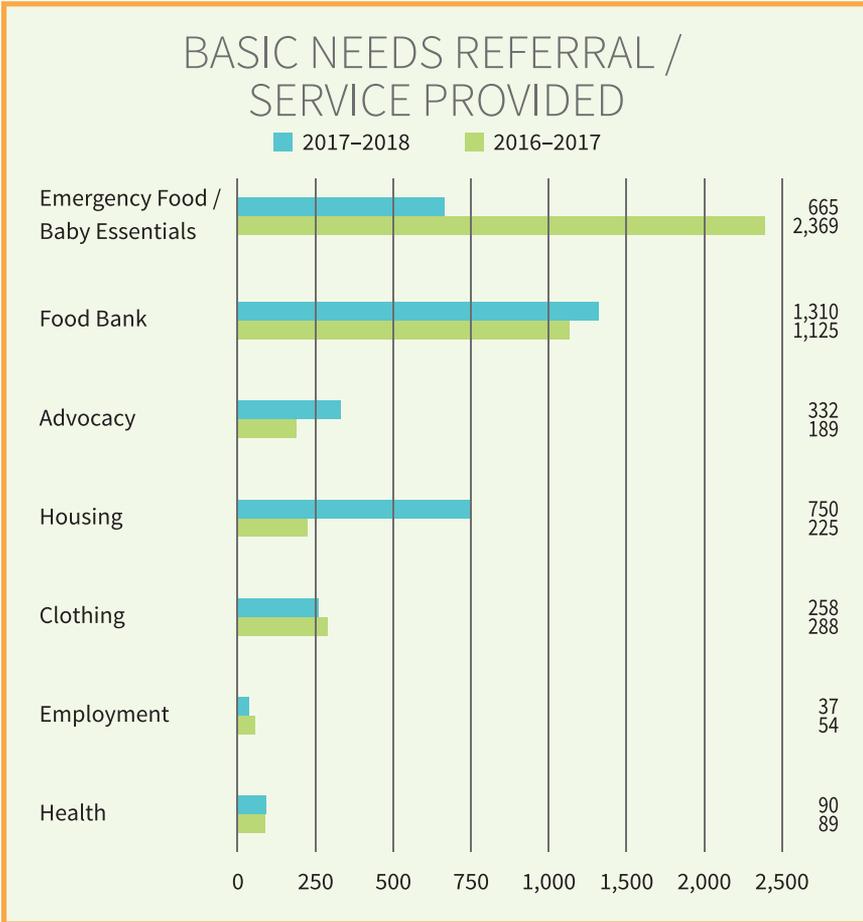
Respectfully submitted,

Martha Fanjoy  
*President*

Lynn Robbins-Junor  
*Vice President*

Shauna Parks MSW, RSW  
*Executive Director*

With the assistance of the Community Advocates, the following Basic Needs Referrals were made for individuals and families in 2017-2018:



This past year, we saw a significant reduction in the number of emergency food hampers we provided due to the new Food Bank Hub created in partnership with the Calgary Food Bank.



*“I have been able to cope with life challenges easier with the support I receive from Sunrise. Thank you.”*

Sunrise Community Link constantly strives to provide the best service we can to our community members. Community members are the experts in their own lives and experiences, and having their input helps us to improve our programs and services. Four surveys are offered through the year to each community member. A total of 327 surveys were completed for 2017-2018. The following graph represents the outcomes for the full year:

■ Strongly Disagree   
 ■ Disagree   
 ■ Neither Agree or Disagree

I know of more resources in the community because of Sunrise Community Link.

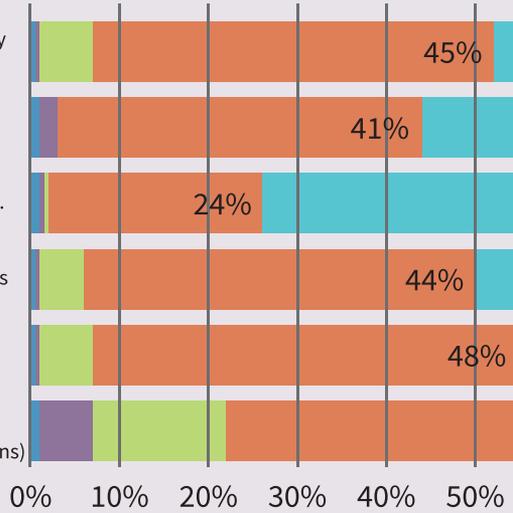
The information and support I received from Sunrise Community Link helped me to address my concerns.

I felt respected at Sunrise Community Link.

I am able to meet my household's basic needs because of the services and supports I received at Sunrise Community Link.

I am more stable because of the services and supports I received at Sunrise Community Link.

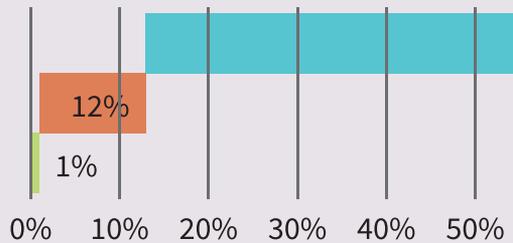
I have social supports where I live (ex: neighbours, extended family, friends, faith groups, other community organizations)



■ Bad changes

■ No changes

What, if anything, has changed in your life since coming to Sunrise Community Link?

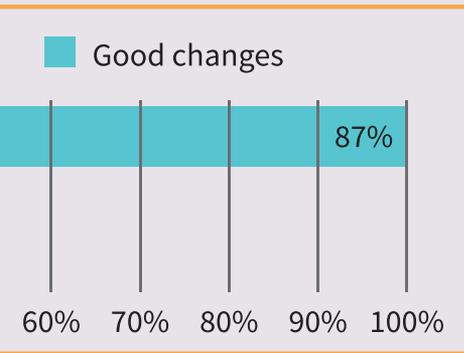


*“My boyfriend and I have been able to use the computer, access to food, phone and enjoy some coffee. My experience here has been delightful. I’m grateful to have these resources here.”*



*“I have become more independent as well as more outspoken. I have come out of my comfort zone with the encouragement of staff. I have also made some friends and met like-minded people. And I am trying to teach others how to knit and crochet at KMITT group on Thursdays.”*

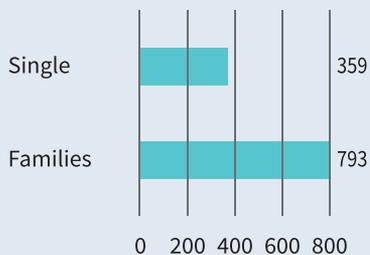
*“Sunrise helped me get back on my feet when I was about to get evicted. They provided informative information and resources to do better for myself.”*



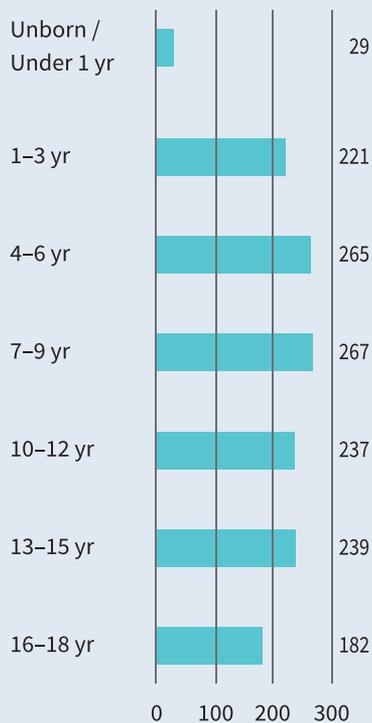
*“I have been able to access resources I wouldn’t otherwise be able to afford. 2017 Christmas was the best for my family because of Sunrise Community Link. We got all our gifts, food and Santa came to our house. Seeing the smile on my kids’ faces was priceless.”*



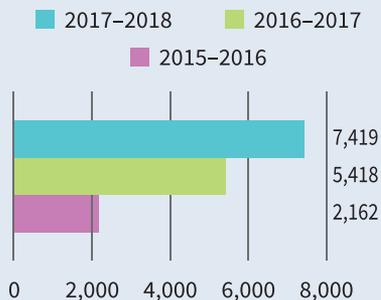
## COMMUNITY MEMBERS SERVED BY SUNRISE 2017-2018



## CHILDREN SERVED BY SUNRISE 2017-2018



## PHONE CALLS TO SUNRISE



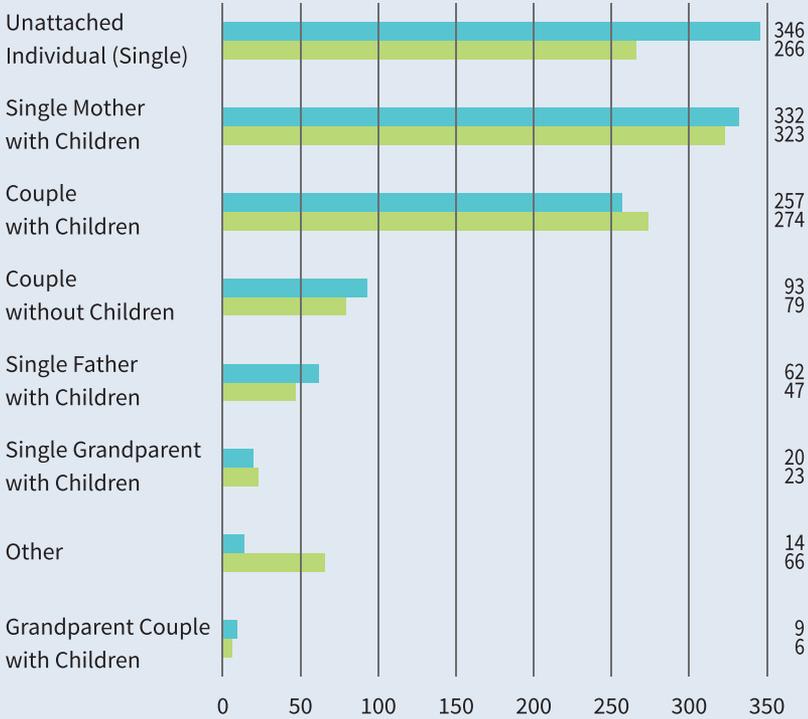
WHO WE SERVE



We had **15,643 in-person visits and appointments** at our Centre, or various CRC Hub locations during the year, an **increase of 37%** over the past year!

## FAMILY TYPE SERVED BY SUNRISE 2017-2018

2017-2018      2016-2017



WHO WE SERVE

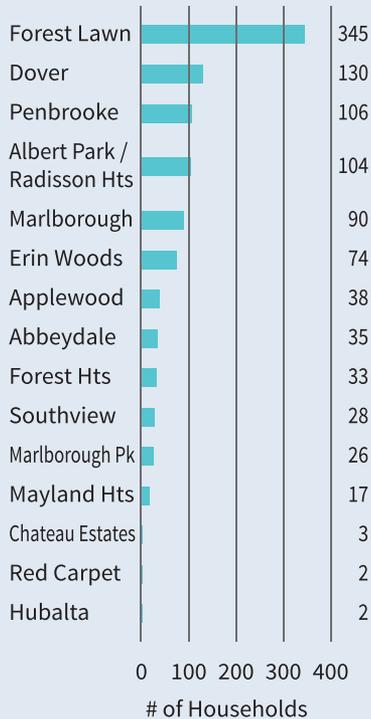


We served a total of **3,147 individuals and children** at our centre, representing **1,152 unique households**, an **increase of 9%** from the previous year.

## COMMUNITY MEMBER CULTURAL BACKGROUND 2017-2018



## COMMUNITIES SERVED BY SUNRISE 2017-2018

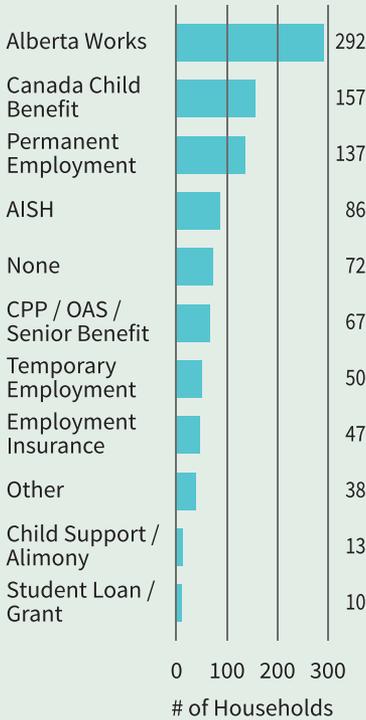


WHO WE SERVE



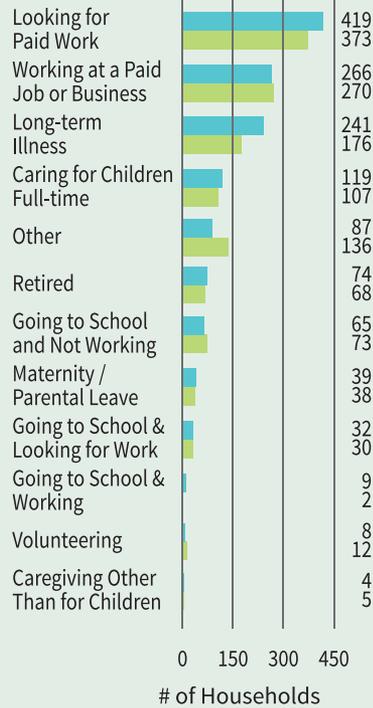
Community Advocates at Sunrise process, on average, **400 referrals** for individuals and families each month!

## MONTHLY SOURCE OF INCOME 2017-2018



## EMPLOYMENT STATUS

■ 2017-2018 ■ 2016-2017



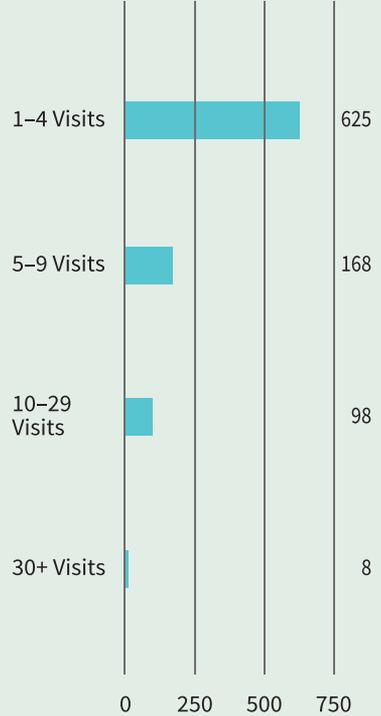
**9,030 phone calls and emails** were received requesting information, support, and referrals for services representing a **48% increase** from the previous year.

WHAT WE'VE LEARNED FROM THE PEOPLE WE SERVE

## WHAT BROUGHT YOU IN TO SUNRISE COMMUNITY LINK?

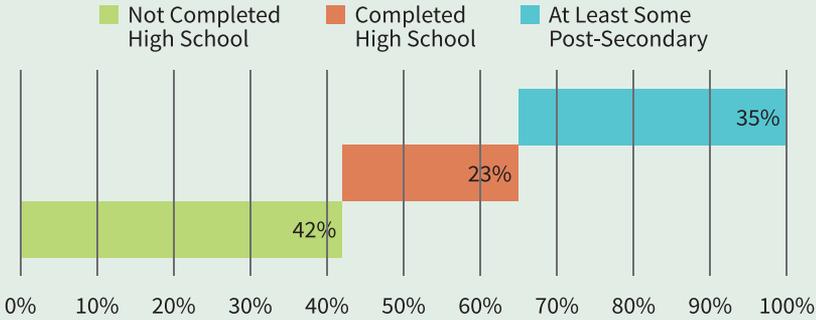


## COMMUNITY MEMBER VISITS TO SUNRISE 2017-2018

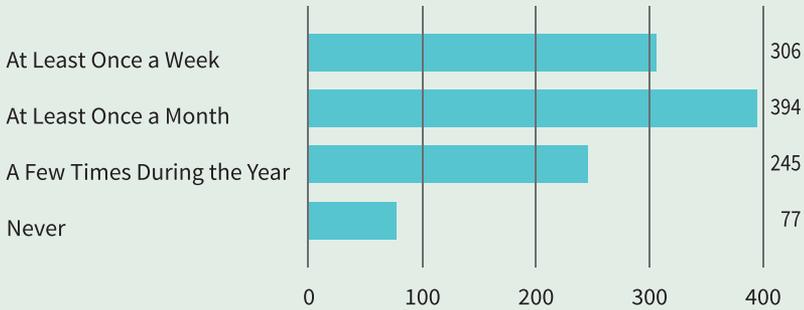


**247 Holiday Hampers** were provided to a total of **521 individuals, parents and children** through our 2017 Holiday Hamper Program, a **23% increase** over the previous year!

## EDUCATION LEVEL SUMMARY

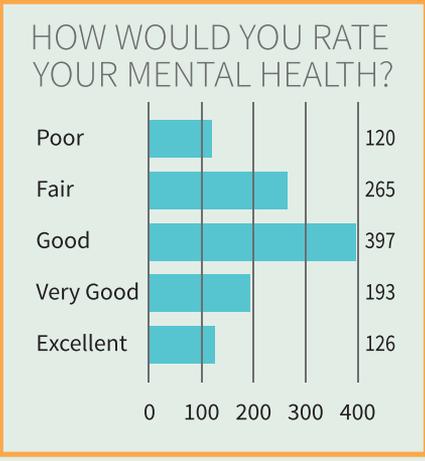
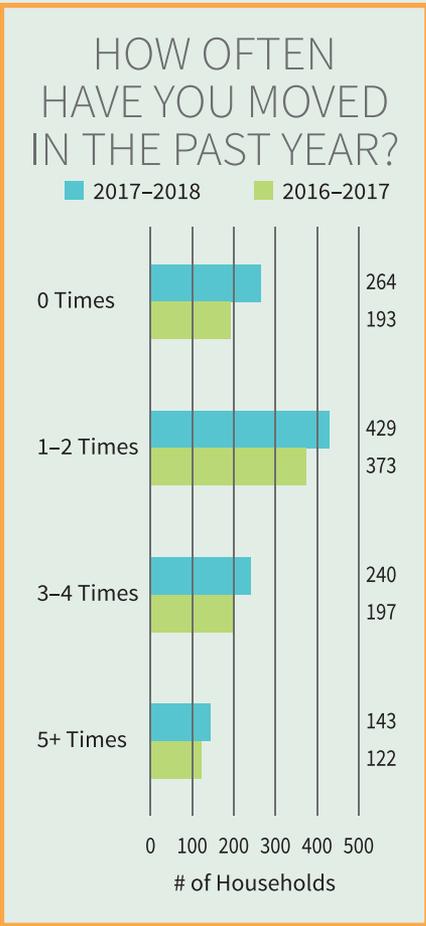


IN THE PAST 12 MONTHS, HOW OFTEN DID YOU WORRY THERE WOULD NOT BE ENOUGH FOOD IN THE HOUSEHOLD TO EAT?



In February 2018, Sunrise Community Link was honoured with a **United Way Spirit of Gold Engaging Communities Award**, for our work with the Greater Forest Lawn Community Connector Initiative in partnership with Action Dignity!

WHAT WE'VE LEARNED FROM THE PEOPLE WE SERVE



Sunrise ran a total of **13 programs** in 2017-2018 and introduced **three new initiatives** this past year: the Community Resource Centre (CRC) Hub Initiative, Financial Coaching, and the Tax Time Savings Program.

In 2017, BowWest Community Resource Centre and Sunrise Community Link Resource Centre partnered together on the Community Resource Centre (CRC) Hub Initiative. We worked together to build the foundation for neighbourhood based response, providing relevant and essential services close to home for community members with the goal to provide the right supports, in the right place, at the right time. Through the CRC Hub Initiative, Sunrise was present in 8 different community locations throughout the city of Calgary and supported **520 community members** during the past year.

New community member files opened	216
Individuals contained in files	520 (302 adults; 238 children)
Community member appointments	647
Families with children	95
Families without children	27
Singles	94
Community members new to social services	9
Phone calls	1,641
Emails	828

Our partners had incredible things to say about the work of the Community Advocates in these Hubs:

*“It has been invaluable having this resource right in our school. Many of our school parents have limited access to transportation, making accessing many resources a challenge. Having the Hub right here in our school has eliminated access as a barrier. In addition, the consistency of having the Hub each week on a specific day and time helps the school parents in developing a routine, sense of trust with the Hub personnel and a consistency that they so often desire. Having the Hub has taken some of the burden off of the school in trying to provide supports and services to parents that are often beyond our scope of expertise.”*  
 – Michelle Harvey,  
 Principal of Vista Heights School

*“This is an excellent initiative that is just beginning to bear full fruit, with significant beneficial opportunities yet to be realized.”*  
 – Joel Den Haan,  
 St. Andrews Centre

*“Our community members have benefitted from increased accessibility – having community advocates in our space means that residents don’t have the burden of travel when needing to access supports.”*  
 – Jenn Balderston,  
 Executive Director of Sunalta Community Association

Follow-up surveys conducted with community members who accessed the CRC Hub Initiative reported the following:

87% of community members know about more resources in the community because of their visit with the Community Advocate.

98% of community members have used the information and referrals provided by the Community Advocate.

85% of community members are able to meet their family's basic needs because of the services and supports they received from the Community Advocate.

75% of community members say their stability has improved because of the services and supports they received from the Community Advocate.



*"I witnessed one of the community members participate in the Pay it Forward program. She was in her early teens. She went to a couple waiting at the bus stop and gave them money for the bus. I wanted to cry because this program is teaching our young people how to be good community members."*

# CATALINA'S STORY

Catalina was referred to the CRC Hub by another community agency. She was living in a shelter with her four children for a few months, when she was prioritized into a housing unit very close to our Marlborough Park CRC Hub location.

Catalina had come into the hub one morning with a translator because she did not speak any English. Her translator was able to advocate on her behalf and she informed the Community Advocate about Catalina's situation as best she could. She explained that Catalina was living in Calgary under a refugee status and was hoping to become a permanent resident here in Canada. She wanted to provide her children with a better life, higher education, and give them opportunities she didn't have in her life growing up.

It was not easy for Catalina to live in the shelter and not know the language, but she was ecstatic when she was able to move to a private home. Catalina needed furniture. The Community Advocate was able to provide her family with mattress referrals to Sleep Country and a furniture referral to furnish their new home that they were so proud to call their own. Catalina needed food. The Community Advocate completed a food bank hamper, and then the family was set to begin their new journey.

In the weeks going forward, Catalina was able to enroll her children of in the school walking distance from the home. She started going to the library. She attended group meetings, where others alike, would practice their English-speaking skills.

One day, Catalina dropped into our Hub to speak with the Community Advocate she first worked with. She brought in her resume and asked if the Advocate could take a look at it and assist her in revamping the details. She was seeking employment but was nervous her resume was not what employers were looking for. The Community Advocate was overjoyed to see Catalina's English language capacity had grown immensely! They worked on her resume together, provided her with a list of websites where she could look for employment, and spent time helping her understand how to navigate it.

After a few months had passed, the Community Advocate received an email from Catalina requesting a food hamper. Catalina explained that she sent out the resume that she and the Advocate worked on and was able to find work at a local hotel. In a matter of months, a busy mom of four children was able to situate her kids in school, learn to speak English by practicing at the library, and gain full-time employment.

She said to the Community Advocate: *"I think this will be one of the last food hampers I order"*.

*(name changed to protect the identity of the individual)*

Through the Calgary Financial Empowerment Collaborative and the City of Calgary's "Enough for All" Poverty Reduction Strategy, Sunrise has been instrumental in embedding financial empowerment strategies into our day-to-day work with community members since 2015. Through our unique combination of assisting community members in meeting their basic needs, as well as offering financial empowerment opportunities like matched savings programs, Tax Clinics, Financial Coaching and help to open up RESP's, we are making our mark in reducing poverty in the city of Calgary, one family at a time.

## SUNRISE SAVINGS

**23 Sunrise Savings participants** graduated from the program last year and 13 are currently enrolled and actively saving money each month. Participants in this past year **saved a total of \$6,720.00** during their time in the program, a **19% increase** over the previous year!

Some of the assets participants purchased over the past couple of years include education savings for a child, post-secondary education, an emergency savings fund (Tax-Free Savings Account), computers, medical equipment and household furniture.

Sunrise Savings participants shared their experience of the program:

*"This program motivated me to save and share the information with classmates at school."*

*"I feel more confident than before regarding saving money."*

*"Very, very helpful especially when I felt hopeless."*

*"I appreciated the inclusiveness and... cultural differences with the group."*

*"I learned more about loans, credit, and trying to budget."*

*"I'm so glad and thankful for this program. I am now more knowledgeable in managing my budget."*

# HENRY'S STORY

Before joining Sunrise Savings, Henry accessed the Basic Needs Fund when he first came to Sunrise Community Link. Henry was extremely stressed during this time because he had been laid off from his job, and was relying on Employment Insurance in order to support his family.

Once the request for his rental arrears was approved through the Basic Needs Fund, Henry was able to better focus on building a sustainable financial future for himself and his family. Henry joined Sunrise Savings in order to learn more about money management and financial literacy skills. He attended all the workshops and saved \$20 each month during the program. Henry used his savings and matched contributions towards a Tax-Free Savings Account (TFSA). He wanted to build an emergency fund in order to prevent a situation like before from ever happening again.

Henry is now working full time as a Business Operations Coordinator and is more confident about his financial future after taking Sunrise Savings.

*(name changed to protect the identity of the individual)*



*"You guys have helped me so much. I'm using the things that we learn every week."*

*-Taking Charge Participant*



# TAXATION AND BENEFITS

**588 Tax returns** were filed at Sunrise for Calgarians living on low incomes by **11 incredible volunteers** in partnership with the Community Volunteer Income Tax Program and the Chartered Professional Accountants of Alberta, a **339% increase** over the previous year! A total of **\$226,517.00 in tax refunds** were processed for community members through our Tax Clinics this past year!

Sunrise Community Link, in partnership with First Lutheran Church, co-lead the Taxation and Benefits Community of Practice, made up of 18 community organizations assisting people living on low incomes in filing their taxes and accessing government benefits they are entitled to. Together, our Community of Practice filed 8,445 tax returns in 2017, representing over \$3.7 million dollars of refunds back into the pockets of people living on low incomes!

This past year, Sunrise developed our very own Government Benefits Guide to support agencies in providing more intensive benefits navigation to community members. In February 2018, we trained over 90 staff and volunteers from various agencies to use the Government Benefits Guide and implement it into their tax clinic work.

We also launched the new Tax Time Savings program, a partnership between ATB Financial, Momentum, Sunrise, First Lutheran Church and Centre for Newcomers, that incentivizes tax filing and encourages people to save their tax return. We look forward to sharing outcomes of this program in our next annual report!

After a follow-up survey completed in early January 2018, community members who filed their tax returns through one of our clinics reported the following:



83% feel better about their financial situations after filing their taxes.

63% are more confident in managing their finances as a result of filing their taxes.

88% reported that filing their taxes had a positive impact on their financial situations.

100% reported that filing their taxes at Sunrise was a positive experience.

Community members are grateful for the taxation and benefits support and have said the following:

*“I was years behind on my taxes and always worried or anxious about money. Now I feel relieved.”*

*“After filing 10 years of back tax returns I had not filed, my partner and I received over \$18,000 in refunds and a new start.”*

## TRINA’S STORY

Trina attended a Sunrise Tax Clinic in the summer of 2017 and had 2 years of tax returns filed at that time. She was thrilled to learn that she would be receiving a large refund. Trina used her refund to pay off bills and buy a washer and dryer. She was also able to leave \$1,000 in her saving account to use for future needs. Trina was appreciative of the help she received from the volunteer at the Sunrise Tax Clinic. She now has some financial security and can move forward and focus on her future.  
*(name changed to protect the identity of the individual)*

## REGISTERED EDUCATION SAVINGS PLANS (RESP’S)

**123 Registered Education Savings Plans (RESP’s)** were opened for children in low-income families through Sunrise. This represents a **262% increase** over the previous year!

## KIMBERLY’S STORY

After having her taxes filed through a Sunrise Tax Clinic, Kimberly came into the office in December to learn more about RESP’s for her 4 children, including her newest son, just 5 months old at the time. She was proud to take the steps to ensure her children would have access to post-secondary savings after they complete high school.



# FINANCIAL COACHING

Thanks to the support of the United Way of Calgary and Area and Momentum, Sunrise was selected to participate in the first Financial Coaching Pilot offered in the city alongside of 7 other community organizations. Since the start of the program in September 2017, Sunrise provided financial coaching support to 31 community members. The participants have achieved goals such as creating a savings plan, paying off debt, and creating a monthly budget. We are thrilled to continue this exciting work this year with the support of Ecclesiastical Insurance Office and the Government of Alberta's Community Initiative Program.

## DOMINICA'S STORY

Dominica met with a Sunrise Community Advocate for a Financial Coaching session earlier in the year. She was a participant in Sunrise Savings who wanted more information about RESPs and building her credit rating.

The Community Advocate was able to assist Dominica to obtain her credit report for free. She had assumed that her credit was really poor, and was looking into obtaining a secured credit card to start rebuilding her credit.

Upon receiving her credit report, Dominica discovered she in fact had good credit. After hearing this news and working through a number of Financial Coaching sessions, Dominica is feeling more confident about her money management skills and her overall credit score.

*(name changed to protect the identity of the individual)*



# BASIC NEEDS FUND

**\$68,092.72** was distributed through the Basic Needs Fund in 2017-2018, an **increase of 31%** from the previous year! During this year there were 125 distinct applications for the fund, 73 of which were approved. Funds were used to prevent eviction and utility disconnection.

## JASMINE'S STORY

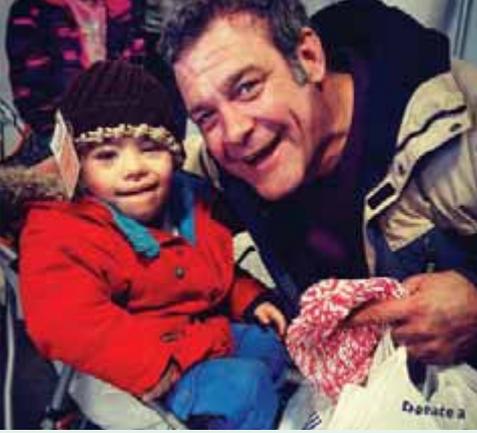
Jasmine came to Sunrise at the beginning of June facing an eviction notice from her landlord. As her mother had fallen gravely ill back in her home country, Jasmine was sending money over to cover the medical expenses, and was unable to pay her rent for the month. As a single mother, Jasmine was working hard to make ends meet while supporting her mother's medical needs back home. Unfortunately, her mother's health declined and she passed away.

A Community Advocate worked with the Distress Centre to share the cost of Jasmine's rent. While the Community Advocate attempted to notify the landlord, he did not understand what was happening which led to him to filing legal papers with the court. The Community Advocate wrote a letter to the court explaining the situation and how we were trying to assist Jasmine. The court ruled favourably for Jasmine and we were able to pay her August rent, while the Distress Centre helped cover the July arrears. Jasmine was able to stay in her place for the next month while her daughter looked for work and together built up their savings again.

Seeing Jasmine after the court proceedings, she looked like a different person. She was able to work through the grief experienced through the loss of her mother and built resiliency, which ultimately improved her families' quality of life.

*(name changed to protect the identity of the individual)*





**766 items** were lovingly created by our group of amazing KMITT volunteers including mittens, toques, scarves, slippers, socks, dishcloths, and bags.

Participants have the following to say about their experience with KMITT:

*"If it weren't for KMITT, I would be stuck at home."*

*"I started coming to KMITT after my husband passed away. I felt grateful to find a place with so much support."*

*"Even if I am having an awful day, I have a change of heart when I come to KMITT."*

*"KMITT is my entire social circle. It's my only chance to come out and hang out with people I care about."*



## YVONNE'S STORY

Having faced years of poverty and homelessness, Yvonne doesn't always see the world in the same way someone else might. She was afraid to talk to people, didn't trust people she didn't know, and often felt like an outsider. On her first night attending KMITT, the person who invited her never showed up, so Yvonne was left in a room with total strangers, leaving her to feel terrified. Much to her surprise, however, group of KMITT volunteers treated Yvonne like one of their own from that moment on. *"They didn't treat me like an outsider, which was the first time I felt like that in a really long time."* Since then, KMITT has been an important outlet for Yvonne. *"KMITT gave me the courage to go back to work, and because of KMITT I am trying to make friends wherever I go."*



Yvonne's philosophy is: *"You need it, I've got it, and it's yours."* That same philosophy embodies the work of KMITT and the 1:1 model of serving the community. Every Thursday night you'll see Yvonne knitting up a storm to create beautiful products to help her community, and if you don't see her, you'll know she's there because you'll very likely hear her joyous bursts of laughter that absolutely light up the room.

Thank you, Yvonne, for your contribution to KMITT through the gift of your time and talent.



Relationships matter, especially when trying to address complex issues related to poverty. So much of what Sunrise does is in partnership with other incredible organizations and supporters in the community. Here's a snapshot of some of the incredible work we did together with our partners this past year:

- We provided **665 Emergency Food Hampers** to individuals and families this past year through our partnership with the Calgary Food Bank. Through the new Food Bank Hub which started July 1, 2017, we gave out **736 hampers**, and made an additional **574 referrals** to the Calgary Food Bank.
- Through our partnership with the Drop-In Centre's PICS Program, we provided **990 bus tickets** to community members to help them integrate into the community and attend necessary appointments.
- **64 Good Food Boxes** were purchased through Sunrise Community Link and our partnership with Community Kitchen's Program of Calgary.
- **84 haircuts** were provided to community members through our partnerships with Addis Ababa Beauty Salon, The National Institute of Wellness and Esthetics, as well as a community volunteer sharing his time and talent, Akram Sabhan.
- **Over 600 parents and children** took part in our 5th Annual Family Christmas Party in partnership with Hope Mission, a **86% increase** from the previous year.
- **49 bikes and 47 helmets** were provided to parents and children through the 2017 Bike Program in partnership with the Kiwanis Club of Calgary Chinook, an **11% increase** from the previous year.
- **7 Taking Charge participants** graduated from the program in the last year. This program is delivered in partnership with our friends at CanLearn Society.
- **142 unique community members** used their voices to participate in our monthly Community Conversation Circles in partnership with Action Dignity, a **21% increase** over the previous year!
- **308 community members** participated in our quarterly Pay it Forward Community Action Events and an estimated **4,500 community members** were impacted by thousands of random acts of kindness as a part of the Greater Forest Lawn Community Connector Initiative in partnership with Action Dignity! This was a **35% increase** over the previous year!



*"Sunrise is a safe place to come and you always feel welcome."*

A huge thank you to our valued partners who have been so supportive in collectively working together to address poverty in the City of Calgary:

12 CSI  
2-1-1  
Aboriginal Learning Centre  
Alberta Animal Rescue Crew Society  
(AARC's)  
Alberta Park Centennial Garden  
Action Dignity  
Addis Ababa Beauty Salon  
Alex Community Food Centre  
Aspen Family and Community Network  
Society  
Albert Park/Radisson Heights Community  
Association  
ATB Financial Forest Lawn  
Awo Taan Family Resource Centre  
Bow Valley College  
BowWest Community Resource Centre  
BowBottom Community Coalition Hub  
Blue Plate Special  
Bromwich & Smith  
Café Institute  
Calgary Alternative Support Services  
Calgary Catholic Immigration Society  
Calgary Chamber of Volunteer  
Organizations  
Calgary Drop in Centre  
Calgary East Constituency  
Calgary Financial Empowerment  
Collaborative  
Calgary Food Bank  
Calgary Fort Constituency  
Calgary Police Service  
Calgary Public Library – Forest Lawn  
Calgary Sexual Health Centre  
Calgary Vietnamese Women's Association  
Cambrooks College  
Canada Revenue Agency – Community  
Volunteer Income Tax Program  
CanLearn Society  
Carya  
Catholic Family Service  
Chartered Professional Accountants of  
Alberta (CPA)  
City of Calgary Community and  
Neighborhood Services  
City of Calgary  
Community Kitchens Program of Calgary  
– Good Food Box  
Community Development Learning  
Initiative  
Comrie's Sports Equipment  
Crafty Bee's  
CUPS Health and Education Centre  
Distress Centre  
Dover Community Association  
East Calgary Constituency Office –  
Robyn Luff  
East Calgary Rotary Club  
Eastside Victory Outreach  
Erin Woods School  
Fair Calgary Community Voices  
Federation of Calgary Communities  
First Lutheran Church  
Forest Lawn Club - Boys and Girls Club of  
Calgary  
Forest Lawn Community Association  
Forest Lawn High School  
Forest Lawn United Church  
Fur-Ever Rescue Home  
Giant Tiger – Forest Lawn  
HG Smith and Associates  
HIV Community Link  
Hope Mission  
Hull Services  
Huntington Hills Community Association  
Institute of Chartered Accountants of  
Alberta  
Kids up Front  
Kiwanis Club of Calgary Chinook  
Leftovers Foundation  
Litwiniuk and Company  
Made by Momma  
Making Changes Association –  
Walk In Closet  
Marlborough Park Community  
Association  
Milican Ogden Community Association  
Momentum  
Money Mentors  
Mount Royal University  
Mustard Seed  
National Institute of Wellness and  
Esthetics  
Native Network Family Resource Centre  
Niitsitapi Aboriginal Learning Centre  
No Frills Forest Lawn  
North Central Family Support Program  
Penbrooke Club - Boys and Girls Club of  
Calgary  
Project Warmth Society  
Propellum  
Prospect  
Red Cross  
Salopek & Associates  
Samaritan Club of Calgary  
Sleep Country Canada  
Southview Community Association  
St. Andrew's Centre  
Sunalta Community Association  
TELUS Spark  
The Magic of Christmas  
The Mustard Seed  
The Mustard Seed Neighbour Centre  
University of Calgary  
Vibrant Communities Calgary  
Vista Heights School  
Women in Need Society  
Women's Center  
Woods Homes  
Youth Central

## PARTNERSHIP PROFILE: ADDIS ABABA BEAUTY SALON

When Mesfin Zenaw heard about Sunrise Community Link Resource Centre years ago, the first thought he had was *“what can I do to support people?”*

Mesfin runs Addis Ababa Beauty Salon in Forest Lawn, who has been partnered with Sunrise Community Link for the past 3 years providing free haircuts to community members in need. Within one minute of meeting this man, you can tell by his handshake and the way his eyes smile that he is caring and thoughtful.

*“I wanted to be a part of it”*, Mesfin stated when he first heard about Sunrise and the opportunity to help his community. Mesfin said that since offering free haircuts to Sunrise community members, *“people are surprised. They are happy. Some of them cry... a lot of them cry. They appreciate us.”* When it comes down to it, Mesfin feels good when he serves others and wants to give back to the community for all the good he has received. Mesfin and his wife Elsa, plan on expanding their giving program at Addis Ababa to cut hair for those who cannot leave their homes, including elderly people in senior homes and hospitals.

While he is cutting hair, Mesfin explains that some of his clients tell him about the help they've received with food hampers and clothing from Sunrise. Hearing this makes Mesfin feel that he is one of us, and we certainly believe he is.

Thank you Mesfin and Addis Ababa for your important partnership with Sunrise Community Link and supporting community members in need!



Sunrise Community Link Resource Centre has an amazing group of supporters and donors who recognize the value of the work we are doing with community members and families each day, and give generously to support people in need. We sincerely acknowledge the kindness and generosity of our supporters and donors in 2017-2018:

5 Shades of Grey	Eastside Victory Outreach
AARCS	Electris Design
Adjust Your Health	Eric Vibert
Addis Ababa Beauty Salon	Evelyn Tanaka
Alberta Gaming and Liquor Commission	First Book Canada
Anonymous Donor	Forest Heights Community Association
ATB Financial Forest Lawn	Forest Lawn High School
ATCO	Giant Tiger – Forest Lawn
Aussie Rules Foodhouse & Bar	Government of Alberta – Community Initiatives Program
Alex Community Food Centre	Heather Inscho
Benevity	Holy Batman
Blue Plate Special	International Avenue BRZ
Bondar's Furniture Store	Jennifer Diaczun
Butterfield Acres Farm	John and Robin Galloway
Calaway Park	Kim (Hoan) San
Calgary and Area Child and Family Services	Leftovers Foundation
Calgary Firefighters Association	Margaret McCord
Calgary Foundation	Melrose Café & Bar
Calgary Immigrant Education Society	Merv's No Frills
Calgary Peruvian Community Association	Momentum
Calvert Home Mortgage – Charitable Foundation of the Family	North Star Ford Social Committee
Canada Alberta Job Grant	Oscar Jara
Canada Summer Jobs	Pacific Hut
Canlan Ice Sports Corp. Great Plains Recreation Facility	PLC Construction Management Inc.
Charlene Wilson	Repsol
Charitable Foundation of the Family	Resorts of the Canadian Rockies
Church of Jesus Christ of Latter-Day Saints (NE)	Rexall – Forest Lawn
City of Calgary - FCSS	Robyn Luff
Coast Plaza Hotel & Conference Centre	Robin Turner
COBS Bakery Coventry Hills	Rytech – Rudy Yagos
Co-op – Forest Lawn	Sharon Watkins
Comrie's Sports and Equipment Bank	Shauna Parks
Dave and Marilyn Martin	Smart Saver
Devon Canada Corporation	Sobey's Forest Lawn
Douw Vorster	Stantec Consulting Ltd.
Calgary Fire Fighters Association	Sunrise Village Ski and Snowboard Resort
Devon Canada Corporation	Susan and Martin Thumwood
Dover Community Association	The Sheraton Cavalier Hotel
Dr. Neetash Patal	Trademark Work Wear
Ecclesiastical Insurance Office	United Way of Calgary and Area
	West Jet
	Westside Recreation Centre

**4,498 volunteer hours** were given to Sunrise by **182 committed and passionate individuals**, equivalent to over **187 days**, a slight increase of 3% from the previous year.

If considered at \$15.00 per hour these volunteers provided \$67,470.00 worth of time to Sunrise! We sincerely thank you for your time and talent in supporting our work at Sunrise Community Link.

Abdelouhab Fiadh  
Akram Sabhan  
Adam Hume  
Agmad Habib  
Ahmoore Min  
Aily Vedoya  
Alfred (Dusty) Derald  
Alisha Argenault  
Alisha Constable  
Alison Fox  
Alison Locke  
Allan Kane  
Allisa Park  
Andrea Davis  
Angel Lowe  
Angela Irwin  
Annette Lowe  
Austin Heinzlmeir  
Bethel Tesfay  
Bev Brooks  
Bob Kosko  
Brad Paton  
Brady Marrell  
Brandon Sleeman  
Brianna Anggraeni  
Bronwyn Bragg  
Brooklyn Niemi  
Caleb Parks  
Cameron Gwynn  
Carol Rose  
Catherine Mathison

Charlene Wilson  
Chelsea Kaupp  
Chinda Sivilay  
Christina Edwards  
Christina Acevedo  
CJ James  
Clifford McGuire  
Corine MacNeil  
Daisy Mallick  
Darlene McKinnon  
Debbie Ardent  
Deborah Hess  
Deborah Sears  
Diane Derksen  
Donna Evans  
Doris Matthews  
Doris Bohnsack  
Doug Brooks  
Doug Reeh  
Douw Vorster  
Drayvin Raju  
Effat Mohamed  
Elizabeth Powder  
Emily McMillan  
Fraser Flamond  
Gary Warnes  
Gaylene Poultan  
Georgia Peacock  
Georgia Schultz  
Gerry Desroches  
Gordon Lawlor

Grace Tessman  
Greg Greekas  
Guy Carrier  
Hannah Coderre  
Harleen Gill  
Hasib Ullah  
Heide MacAlister  
Huiying Liao  
Ian Lakins  
Irma Roberts  
Isabelle Desbiens  
Jack Oke  
Jam Marie Antoniette  
Macaraeg  
Jamie Brooks  
Jamie Grassby  
Jane Hlady  
Jasper Buckskin  
Jeff Lowe  
Jenna Marrell  
Jennifer Diaczun  
Jennifer Landsiedel  
Jessica Wu  
Jilleen Kosko  
Joanell Shykora  
John Couto  
Jovita Antonio  
Joy Beauchamp  
Juanita Golueke  
Judy Hrabinsky  
Kamiya Parmar

# VOLUNTEER APPRECIATION





Kayleigh Pearce  
 Keeton Bohnsack  
 Ken Armstrong  
 Kimberly Wilbur  
 Kim (Hoan) San  
 Kori-Leigh Arcand  
 Kristin Roneil  
 Kush Agrawal  
 Larry Wu  
 Lauren Bosch  
 Letitia Rautenbach  
 Lewis Heinzlmeir  
 Lindsey Heinzlmeir  
 Ligia Yanéz  
 Lisa Rumsey  
 Lisa Vedoya  
 Lovely Begum  
 Lynn Robbins-Junor  
 Malika Parks Fiadh  
 Marce El-Husseini  
 Marcy Fogal  
 Margaret McCord  
 Marilyn Martin  
 Martha Fanjoy  
 Marty Cane  
 Mary Migoth  
 Mary Niaker  
 Matias Alderete  
 Megan Kinsella  
 Megbow Boukr  
 Melanie Dyke

Mellisa Nichol  
 Michael Howden  
 Michael Mathison  
 Michelle Bos  
 Michelle Coleman  
 Michelle Miles  
 Mike Junor  
 Mitchell Godor  
 Nale Poromon  
 Nazir Walji  
 Neonilla Canete  
 Nhung Truong  
 Nicole Bastien  
 Nicole Olsen  
 Nina Smith  
 Nyadak Koang  
 Oscar Jara  
 Patricia Chaudry  
 Patti Hagel  
 Peter Dsouga  
 Priyanka Gandhi  
 Rachel Beatty  
 Rhonda Deaville  
 Rhonda Poluck  
 Ricardo Carranza  
 Robinson Clemente  
 Ron Motteram  
 Ruper Ong  
 Ryan Costello  
 Ryley Richards  
 Samantha Enz

Sandy Bissell  
 Sara Rodriguez  
 Sarah Gauthier-Turner  
 Saroeun Cheam  
 Sergii Volodarskyi  
 Shauna Constable  
 Shandra McGraw  
 Sheila Pogmore  
 Solviég Holmes  
 Stan Dmytruk  
 Susan Thompson  
 Sukhwant Pramar  
 Thanusha Veeraperuman  
 Theresa Hendricken-  
 Lawlor  
 Tieoni Richards  
 Tobey Andersen  
 Tom Boudreau  
 Tuyet Tran  
 Tricia March  
 Ty Richards  
 Tyler Livingstone  
 Valentina Hansen  
 Vera Woolford  
 Veronica Jara  
 Widad Eltahir  
 William J. Goudnier  
 William Martens  
 Yvonne Sieben



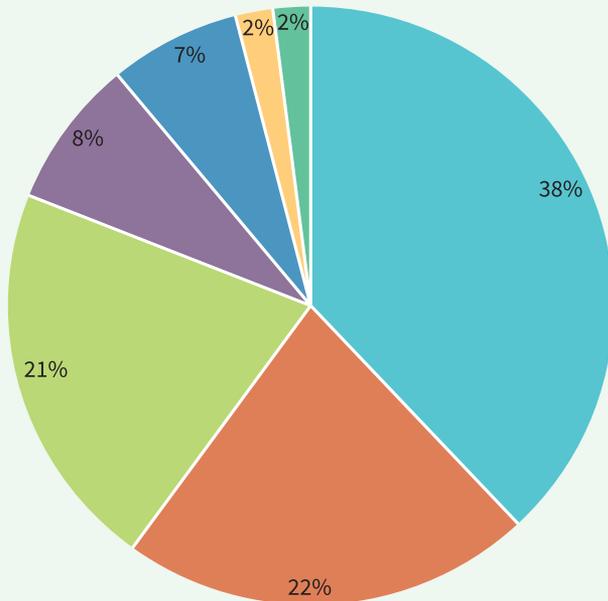
SUNRISE COMMUNITY LINK RESOURCE CENTRE SOCIETY  
STATEMENT OF OPERATIONS (AUDITED)  
FOR THE YEAR ENDED MARCH 31, 2018

	<u>Total 2018</u>	<u>Total 2017</u>
<b>REVENUE</b>		
Other grants	\$ 627,249	\$ 371,032
CFS grant	202,633	202,633
Casino contributions	29,938	62,528
Donations and fundraising	17,643	7,134
Insurance refund	5,327	-
Sale of goods	5,151	5,922
Interest	97	69
	<u>888,038</u>	<u>649,318</u>
<b>EXPENSES</b>		
Salaries and benefits	583,954	403,615
Basic Needs Fund	68,093	52,533
Office rental/facility costs	54,308	54,434
Program expenses	32,544	11,691
Office supplies and administration	27,205	19,204
Consultant	26,451	35,170
Community engagement	19,016	16,777
Utilities, telecommunication	12,244	8,306
Accounting/audit	9,723	11,061
Staff training	8,664	11,881
Staff travel	8,399	5,158
Facility maintenance and supplies	6,038	4,949
Insurance	4,713	3,531
Volunteers/board/AGM	4,318	4,845
Bank charges	15	59
	<u>865,685</u>	<u>643,214</u>
Excess of revenue (deficit) before amortization	22,353	6,104
Amortization of deferred capital contributions	1,021	1,021
Amortization of property and equipment	<u>(2,868)</u>	<u>(2,868)</u>
<b>Excess of revenue (deficit) after amortization</b>	<u>20,506</u>	<u>4,257</u>



## SUNRISE COMMUNITY LINK REVENUE 2017-2018

- United Way
- Child & Family Services
- Other Government Funding
- Other Revenue Sources (Foundations)
- Alberta Gaming and Liquor Commission
- Momentum
- Fundraising / Donations / KMITT Revenue



SUNRISE COMMUNITY LINK RESOURCE CENTRE SOCIETY



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Charitable Business Number: 863566592RR0001