



2021 – 2022 ANNUAL REPORT



CARMICHAEL OUTREACH INC.
1510 – 12TH AVENUE
REGINA SK S4P 0L5
P. 306.757.2235 F. 306.757.2205
www.carmichaeloutreach.ca
info@carmichaeloutreach.ca

Carmichael Outreach acknowledges that we are situated on the territories of the nêhiyawak, Anihšīnāpēk, Dakota, Lakota, and Nakoda, and the homeland of the Métis/Michif Nation.

Message from the Chief Executive Officer

It is with a deep sense of humility and respect that I present my first Annual Report on behalf of Carmichael Outreach for the 2021 – 2022 fiscal year. In a year where we continued to address the challenges of COVID-19, the escalating crisis of homelessness and drug overdoses, and the ongoing off-loading of government responsibility onto community-based organizations whose capacities are reaching a breaking point, it might seem contradictory to describe it as both joyful and celebratory while despairing and heart-wrenching. But undoubtedly these are the roller coaster of emotions one experiences on a regular basis in doing our work.

I cannot overstate how appreciative I am for the hard-work and effort of our amazing team of employees and volunteers who rise to the task of our mission with fearless passion, commitment and determination every day even while struggling with the loss of someone who has been a client and friend of Carmichael. This has been the first-time in my working career that I have worked for a non-profit. While it makes me recognize how “privileged” I have been in working for organizations that have not had to rely on the generosity of donors to survive, I am humbled by their passion and thankful for the support and patience I have been afforded in navigating this new venture. I am proud to be a part of this great team and cannot thank you enough for all that you do for our community and organization.

I also wish to express my appreciation to the volunteer Board of Directors for your support and guidance throughout this past year. Your commitment to Carmichael and its mission is evident in all that you do – from participating in fundraising activities to strategic planning sessions and being community advocates – your contributions are invaluable and insightful as community representatives.

The generosity of our donors, partners and supporters over this period has been amazing and truly reinforces the caring and compassionate nature of the community in which we live. We simply could not do the work that we do without your ongoing support. Knowing the people of the community support our efforts reinforces our commitment to carrying out our mission in the difficult times.

I acknowledge and express my gratitude for the support and cooperation of other community-based organizations and entities both within the Heritage neighbourhood and beyond that assist Carmichael staff in our day to day work. Working in partnership helps to find solutions where otherwise there may be none – the saying “it takes a village” has never rang so true.

Last, but certainly not least, to all of the community members who utilize our services and place your trust in us to assist you with your needs. Thank you for your understanding and support while we navigate through challenging times. You frequently brighten our days.

While challenging times are ahead, with ongoing support and engagement it is remarkable what we can do.

Respectfully;



Bettyann Cox
Chief Executive Officer

bettyann@carmichaeloutreach.ca

The Year in Review

Carmichael Staff

The last fiscal year saw a number of staffing changes:

Saying farewell - Duncan Nord, Shawna Semaganis, Velvet Anaskan, Joel Drover, Velma Peyachew, Ishema Mwuanevaneza, Nick Faye, and Rochelle Berenyi. We express our sincere appreciation for their many contributions to Carmichael and wish them well in their future endeavours wherever they may lead.

Our new team, from back left: Tyler Gelsinger, Food Services & Operations Manager; Bettyann Cox, CEO; Steve Fox-Smith, Housing & Support Coordinator; Darlene Walliser, Housing & Support Worker; Ashley Stonechild, Cook; Cheryl Favel, Cook; Doreen Lloyd, Housing & Support Manager/Life Skills Coordinator; Kobe Bean (Lerat-Yew), Housing & Support Assistant; Aurora Marinari, Development Coordinator; Alexis Csada, Housing & Support Worker; Jamal Minni, Reception & Administrative Assistant; Amanda Benesh, Volunteer Coordinator; Starla Eashappie, Housing & Support Assistant/Food Hamper Coordinator; and DeAnne Csada, Financial Assistant Coordinator.



Missing from the photo are: Chandre Lerat-Yew, Arts, Culture & Community Liaison Coordinator; Cheri Taylor, Facility & Maintenance Coordinator.

Carmichael Volunteers

While our staff are an amazing and dedicated team, without the support of our volunteers, Carmichael could not function in the way that it does. Our Boutique is run primarily by volunteers who sort through the thousands of pounds of donated clothing and household goods we receive and assist guests with their shopping, primarily look after the Children's Needs Program which includes the milk and diaper program, fill containers of donated dog and cat food, fill in at reception when we are short-staffed, help to assist guests in the multi-purpose room including helping to run the bingos and other social events in the hall, help out in the kitchen, help in serving food to guests and responding to their needs and help with our community clean-ups, to list but a few of their ongoing contributions. Carmichael partners with John Howard Society and RAMP so that folks can work off fines through community service resulting in a number of these volunteers returning to Carmichael to volunteer on an ongoing basis once their required community service is complete. In the last fiscal year, we had an amazing 9,237 volunteer hours or 770 hours per month, which does not include the volunteer hours from the JDC West students from the University of Regina, the Regina Police Service Community Engagement Unit or a number of secondary school students who come in to volunteer, or the time donated by the Board of Directors and staff.

Interested in volunteering? Contact volunteering@carmichaeloutreach.ca for an application form and more information. It will be an amazing and memorable experience.

Programming:

Food Security

Our Food Security Program provides hot, daily meals 6 days a week (Monday – Friday & Sunday) to Carmichael guests as well as giving out hot and cold beverages and snacks. In the last fiscal year, we served a total of 64, 487 meals, which does not include snack packs, beverages or sandwiches prepared for the Queen City Wellness Pharmacy. Nor does it include food that is provided to the Community Fridge. This was an increase in our meal count from the previous fiscal year of over 9,000 meals, sadly demonstrating just how much of an increase in demand there is in the community. These meals were primarily served out the front door of Carmichael as we did not open our doors for in-house meals until July 2022.

While we rely primarily on donations of food items from many of our local partners we also received significant financial donations and sponsorship for our Food Security Program, as can be seen upon review of our audited financial statements, which shows an increase in funding of over \$62,000. This was due in large part to donations from Mosaic Canada Company and SGI sponsored meals, and allowed us to supplement food donations with purchased products as well. We also rely on grant funding to assist in the delivery of our Food Security programming. One of our significant food-related costs is the use of “to-go” containers, Styrofoam cups and plastic ware – regrettably, while the products that we use are not the most environmentally friendly, they are the cheapest and with the changes to the type of disposable containers that are being allowed in 2023, these costs will potentially more than triple in having to use more environmentally-friendly products and given the increase in demand.

Included in our Food Security programming is our Food Hamper program. We provide food hampers on a bi-weekly basis to a number of our housing clients that we have housed over a

number of years, and who still rely on our hampers to supplement their food supplies. Providing food hampers has a dual function in not only supplementing clients' food supply but also in allowing our housing & support employees to perform wellness checks on these clients in an effort to ensure they are keeping up with their tenant responsibilities so as to remain housed. In the last fiscal year, there were approximately 1,500 food hampers delivered –125 hampers per month.

Housing & Support

Rapid Rehousing & Support Program

Our Rapid Rehousing Housing and Support Program is funded primarily through the federal government's Reaching Homes Strategy administered through Namerind Housing. This program is also supplemented by donations from the community for many items needed to support individuals in their homes (beds, bedding, dishes, furniture, etc.) and significantly supplemented by Carmichael fund-raising efforts as well as financial donations, both individual and corporate. We received no funding from the provincial government during this fiscal year even though the changes they made in phasing out the Saskatchewan Assistance Program (SAP) and implementing the Saskatchewan Income Support (SIS) program have exacerbated and made it more difficult for many of the people whom we work with in trying to find housing for them. At no time was this more apparent than with the establishment of Camp Hope in Pepsi Park in October of last year. Fortunately, while the community of Regina stepped forward with financial donations to try and assist, the underlying problems that lead to the creation of Camp Hope continue to exist and grow in size and number. There simply is not sufficient affordable, wrap-around housing that would provide support in addressing underlying issues which lead to chronic homelessness. The challenges are significant and we are losing many people – some estimates are as high as 1 in 5 people who were at Camp Hope have passed. It is demoralizing and heartbreaking for our Housing & Support Team.

In the last fiscal year Carmichael staff were successful in officially housing 76 people. The interactions that they would have had with folks seeking their assistance would have been between 12,000 and 15,000, during the course of the fiscal year. It is little wonder that they are feeling discouraged and bordering burnout.

HIV/HEP C Housing & Support Program

Our HIV Strategy Housing & Support Program focuses on providing support to people living with or who are at risk of contracting HIV/Hep C. Previously the Saskatchewan Health Authority had provided funding for this program but did not renew the funding in April 2021. We were able to secure some funding from ViiV Healthcare to continue to carry-out this program but it was difficult to deliver some of the programming do to the COVID restrictions that were in place. In addition to providing housing and support to these clients, assistance is provided in getting them to medical appointments, to the pharmacy and ensuring a healthy diet through food hamper delivery as well. Client referrals are received from the Infectious Disease Clinic (ID). With the increase of HIV in the Province, we will be looking to the SHA to renew the funding for the 2022 – 2023 fiscal year.

Life Skills Program

We were excited to be able to have Doreen Lloyd once again be able to offer her life skills program commencing in September 2021. In the course of the fiscal year, she was able to offer 3 semesters of classes to people interested in taking the course. She did 78 intakes and we had 38 people who were successful in graduating or partially graduating from the course. Upon the completion of the course, Carmichael puts on a graduation ceremony for the grads, and it is a wonderful event to see the sense of pride and accomplishment on the faces of the graduates. Many of the grads expressed interest in wanting to pursue additional educational opportunities. We did not have sufficient space within Carmichael to hold the classes and are extremely grateful to the Trinity Lutheran Church down the road who have not only provided space to hold the classes but the Pastors have participated in the classes as well assisting with grief counselling sessions as well as others. Kokum Brenda Dubois has also contributed in providing traditional parenting sessions and medicine wheel teachings. We have been fortunate to obtain grant funding from the South Saskatchewan Community Foundation (Lorne and Evelyn Johnson) to support this program as well as a donation from the Métis Nation of Saskatchewan among others.

When you see the life changes that occur with the help of this program, it is critical that we obtain the necessary financial support to have it continue.

Harm Reduction Program

The importance of harm reduction has always been of importance to Carmichael. Many of the folks with whom we work have experienced significant amounts of trauma throughout their lives and may struggle with addictions, substance use, mental and physical illness, nutritional deficiencies and other health and wellness challenges. Harm Reduction, whether in the form of education, safe access to substances or tools, and more all play a role in promoting quality of life. In addition to the Housing & Support programs already touched on, we partner with Four Directions to host nurses on site on Tuesdays. They provide COVID -19 vaccinations as well as influenza vaccinations. We have partnered with the Detox Centre so that we are an official supplier of Naloxone Kits. It is difficult to keep track of the number of individuals our staff have saved from overdose, particularly our Food Services & Operations Manager, Tyler Gelsinger. Our Housing & Support staff also walk through the neighbourhood when they have the time to pick up needles and offer information, Naloxone Kits and support to folks they encounter on their travels. While we were looking to host a needle exchange on site and were working to this end with the Saskatchewan Health Authority, they preferred to have a mobile unit provide that service in front of Carmichael which is what happens now.

Operations Programming

Boutique & Essentials

One of our most community-centric programs is our Free Boutique, which as previously mentioned, is ran almost entirely by our volunteers. This program accepts community donations of various new and gently used goods, which are then sorted, placed out on the Boutique floor and open for guest to shop for the things they need free of charge. The Boutique continues to be open weekday mornings with 3 – 5 guests at a time who have 15 minutes to browse and shop

in a welcoming and accepting environment. From our boutique space, we also provide various essentials to community, including things like tooth brushes, toothpaste, shampoo, conditioner, soap, pads, tampons, deodorant, underwear and more.

In the course of this fiscal year as we opened up more to the public, we would be see roughly **45 – 50 Boutique Guests** per day, with whom we were able to provide some **10,000 items per month or 120,000 items** in the fiscal year.

The Children’s Needs program, which allows folks to register for milk, and also provides limited supplies of diapers, wipes and baby food, to children is primarily run through our Boutique and the volunteers who work there. So too, requests for cat and dog food will be provided through our Boutique and the donations we receive from the Community.

None of this would be possible without the generous support of the community who choose to donate their items to us. It is overwhelming.

Shower & Laundry Program

During the later part of the fiscal year, we were able to start offering showers to those who requested and provide laundry services as well. We average approximately 5 showers per week.

Arts, Culture & Community Engagement Program

Throughout May and June, we were successful in starting our Art, Culture & Community Engagement Program, which ran into the summer 2022 as well. Engaging with community is of critical importance to Carmichael and we are excited about building this program through grant funding that we have received. Our Healing Room is complete and provides a safe space for people just to be and enjoy in whatever way they choose. We are excited to continue building on this program in the new fiscal year.

Other

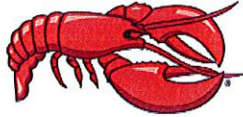
Last but certainly not least, we were so pleased to be able to finish the outside landscaping with the installation of the east side patio and community garden boxes, the front garden boxes and grass, and the installation of the Community Art Panels on the front of the building. Everyone who accesses our services was delighted with the transformation and the patio is a hub of conversation at all times of the day and likely the night.

While we have not yet had the opportunity to hold our “official” grand opening, stay tuned as plans are in the works. There is so much that can be done but it takes the support of the Community and our Partners to get it all done. A listing of some of our Partners follows.

PARTNERS



Northgate Bakery



HARVARD MEDIA
— A HILL COMPANY —



Building Community Block by Block



We are lucky to have so many fabulous partners, and these are just a few of our partners, funders, and friends who have helped us to do the impossible once again this past year.

Even if you aren't listed here, just know that we are incredible grateful for all your help.

THANK YOU to everyone who has provided their support and joined us in the fight to see the end of poverty and homelessness in our community.



5 Days for the Homeless



6 convenient locations serving Regina and the surrounding area



City of Regina



Connect • Engage • Thrive