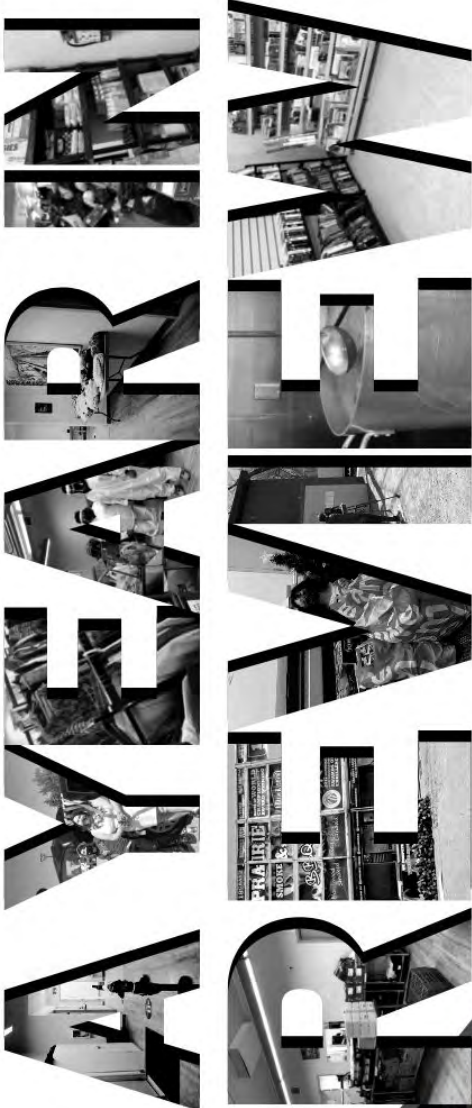




# ANNUAL REPORT



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**55,374**  
meals served

**518**  
average  
monthly  
volunteer  
hours

**>50,000**  
boutique  
items given

**820**  
housing  
interactions



# CATCH UP WITH CARMICHAEL

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# AN INTRODUCTORY MESSAGE FROM OUR EXECUTIVE DIRECTOR

My name is Rochelle Berengi, and I am the Executive Director of Carmichael Outreach. I have been with this incredible organization for just over four years now, and first moved into the role of Executive Director a little over a year ago. My, what a year it has been!

If this time has demonstrated anything, it is the true value of community. On top of the continued challenges of COVID-19, Regina was hit hard this past year by the overdose crisis and a rise in evictions. Further difficulty came at the end of February when I had to take a difficult and unexpected leave due to an illness in my family. Thankfully, our team rose to the challenge. Thank you to our amazing staff and volunteers who give their hearts and soul to Carmichael every single day. Your passion, devotion, and talents will continue to help to guide Carmichael towards the brightest possible future it could have.

I would also like to thank our Board of Directors for doing so much to ensure Carmichael's success over the past year. Whether it be assisting with fundraisers, finances, or friendly visits, our Board has really gone above and beyond. Thank you for taking such good care of this amazing organization.

I would like to thank Bettyann Cox who was appointed as Interim ED during my absence, and truly stepped up to the plate (a very full plate, I might add), and demonstrated such incredible aptitude and strength.

Next I would like to thank all of our partners and supporters who have stood by us for another year. It means so much to us to know that there are so many people out there who believe in us.

For my final extra special thank-you, I would like to extend my appreciation to all of the community members who utilize our services. It's been a hard couple of years, but your patience and understanding as we've navigated these challenges has been invaluable. We are so lucky to work with such amazing people.

Before I close my introduction, it is with great difficulty that I announce that this will be my final report as Executive Director of Carmichael Outreach. Due to some changes in my life, I will be leaving Carmichael at the end of October. Luckily, Bettyann Cox will be taking over in the new role of Chief Executive Officer of Carmichael Outreach, and is eager to lead this amazing organization into a bright future.

Cheers to another year. I truly cannot wait to see what the future brings. Thank you.

Sincerely,



Rochelle Berengi, Executive Director  
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# OUR TEAM

Carmichael Outreach would be nothing without our incredible team. Our 14 person roster consists of 11 full time and 3 part time staff. Every member of the team works together and supports one another through whatever the day may bring.

## Administration



The executive duo built of Rochelle Berenji (Executive Director) and Bettyann Cox (COO turned CEO) oversee the behind-the-scenes business of Carmichael's day-to-day operations, working together to ensure that the business side of things is taken care of, and that everything that needs to happen, happens.



Our next administrative team member is Ishema Mwanvaneza, who we count on to support a variety of administrative tasks such as finances and social media.



## Housing & Support

Long-time Carmichael Rock Star, Doreen Lloyd, is Manager of our Housing and Support Programming. This fall, we are excited for Doreen to shift her primary focus towards running an incredible and acclaimed Life Skills program, designed to meet people on their level and help build skills, self-worth, and confidence.



With Doreen running Life Skills, Steve Fox-Smith, has taken over as our new Rapid Re-Housing and Support Coordinator.



The rest of our housing team is completed by Velvet Anaskan, Joel Drover, Chandre Lerat-Yew, and Kobe Lerat-Yew, who work with Steve to deliver rapid rehousing and support services to those experiencing homelessness.



Our entire Housing and Support Team works hard to contribute to the reduction of homelessness in our community. Each and every day, they deliver supports that meet the unique and complex needs of each client, never backing down from a challenge. They are truly a remarkable team, and we are so lucky to have them.

# OUR TEAM

## Kitchen

Our new Manager of Food Services & Operations, Tyler Gelsinger, joined us in April and has been working hard to help us whip this place into shape!



Working hard inside the kitchen, you'll find Head Chef, Velma Peyachew, who has been with us for many years, and Cheryl Favel, who joined our team in May. Velma and Cheryl strive to put together delicious and nutritious meals for our guests, and we couldn't do it without them.



## Operations



Duncan Nord, Our Operations Coordinator, spends his days helping to keep Carmichael's gears turning. Whether it be picking up donations, repairing minor

damages, unloading supplies, or the myriad of other tasks he helps accomplish, we can always count on Duncan to help us get the job done.

Last but not least is Shawna Semaganis, who has had all kinds of roles in her many years with Carmichael. In her new role as Guest Services Coordinator, Shawna helps to oversee volunteers and coordinate programming for our guests. Shawna's friendly smile never fails to make every greeting a great one!



## Volunteers

While our staff fill many vital roles, we all know that Carmichael Outreach would be nothing without our reliable and dedicated volunteers.



Throughout the past year, we've seen an average of 518 hours of volunteer support per month, achieved by 78 helpful individuals. This wonderful support is in addition to volunteers for special events and fundraisers, which have included support from groups like the JDC West students at the University of Regina and the Regina Police Service Community Engagement Unit.



In addition to our ordinary volunteers, we are also lucky to be one of many organizations that works with the John Howard Society to provide people with the opportunity to work off fines through community service.

We see an average of 45 volunteer hours per month completed by our John Howard volunteers, many of whom have even decided to come back as an ordinary volunteer after their required hours were complete.

# PROGRAMMING: FOOD SECURITY



2020-2021 was a big year for our Food Security Programming, which exists to aid in the reduction of food insecurity in the community by providing guests with access to healthy and nutritious meals.

Operational funding for this programming is provided primarily by the Community Initiatives Fund, who contributed \$25,000 this year for wages, food, and supplies. We also rely heavily on donations of food items from many of our local partners. Some of these partnerships include: Red lobster, KFC, Olive Garden, Save-On Foods and the Loop Program, Sysco, Four Directions, Ready Bake, Reach, London Drugs, Lakeview foods, Coop Radville, and others. We are so grateful for the continued support we've received by our partners over the past year (and years prior).

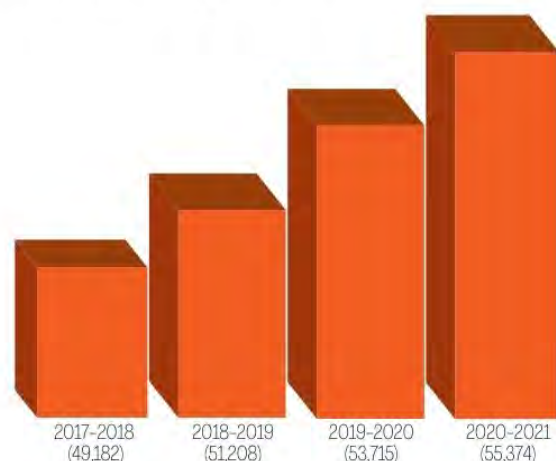
One of the biggest accomplishments of the past year was the completion of our commercial kitchen, supported in part by funding from Mosaic Canada Company and the Lean on Me Project. We completed the ventilation, installed our walk-in fridge and freezer, and are happy to say that we are officially a fully licensed kitchen!

Here are a few other exciting updates:

- In order to help meet the increased demand for food we began preparing extra snack-packs in addition to meals
- In May we partnered with the Queen City Wellness Pharmacy to provide meals and snack-packs to even more people.
- With support from our friends at the Newo Yotina Friendship Centre, we were excited to partner with Regina Community Fridge to build a 24 hour fridge and pantry.



The tough reality is that these developments come in response to a desperate need for food in our community. Between July 1, 2020 and June 30, 2021, we served a total of **55,374** meals (excluding snack packs and pharmacy meals). This follows the upward trend we have seen over the past few years, with demand for food continuing to increase in our community.



# PROGRAMMING: BOUTIQUE & ESSENTIALS



One of our most community-centric programs is our Free Boutique. Run almost entirely by our volunteers, this program takes donations from the community of various new and used goods, and puts them on display in the Boutique for Carmichael guests to “shop” for the things they need, free of charge.



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



Our Free Boutique is open weekday mornings, where up to 3 guests at a time have 15 minutes to browse the items in a relaxing and comfortable environment. This structure helps to ensure that guests have equal and fair opportunities to shop, without the chaos that comes from too many shoppers at once.



We currently see approximately 30 Boutique guests per day, who we are able to connect with roughly **7,000 items per month**. Even with COVID limiting our boutique access, we were able to provide over **50,000** free items to people who needed them over this past



None of this would be possible without support from the hundreds of community members who choose to donate their items. This generosity has been especially evident over the past year, as we have barely gone a day without a fully stocked sorting room. We have seen so much generosity that we often reach capacity for storing donations after only a few hours of being open to accept them! I can't say enough how lucky we are to have so much support.

# PROGRAMMING: HOUSING & SUPPORT



Our Rapid-Rehousing & support programming exists to aid in the prevention and reduction of homelessness in our community. This is accomplished by working with those experiencing, or at risk of experiencing, homelessness to help them find and maintain acceptable, appropriate, and affordable housing, a job easier said than done! Our incredible housing team strives to always meet clients where they're at tailor supports to meet their unique needs.

This program is funded primarily through the Federal Government's Reaching Homes (RH) Strategy. This year, in addition to the RH funds received, we were also fortunate to receive funding from the Lloyd and Duna Barber Foundation and the SaskTel Employee TelCare fund to support our Rapid Rehousing program, as well as funds from the Lorne and Evelyn Johnson Foundation and the CIF fund to support our new Life Skills Programming (which we are excited to have started up this fall).

The housing programming is also supplemented by donations from the community of many of the items needed to support individuals in their homes (e.g., bedding, dishes, etc.).



Our housing team performs a broad range of activities such as developing and publishing a weekly housing list, helping clients to find housing, helping move people into housing, helping clients find items for their homes, advocating for clients, providing emergency hampers, performing wellness checks and follow up support, and more.

## Total Intakes: 225

Repeats within fiscal year: 14

Unique within fiscal year: 210

CHIP Referrals: 8

Walk-Ins: 217

## Total Interactions: 820 *(excluding intakes)*

Crisis Interactions: 249

Off-Site: 33

## Total People Housed: 62

CHIP: 4

Walk-Ins: 58



# PROGRAMMING: HARM REDUCTION



Carmichael Outreach has always believed in the importance of Harm Reduction through a variety of avenues. Many of the individuals we work with have experienced significant amounts of trauma throughout their lives, and may struggle with addiction, 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) provides an important tool for promoting overall quality of life.



With the added stresses of COVID-19, our Harm Reduction and Wellness Programming has helped to connect community members with various health and wellness supports. One of our partnerships, with the Queen City Wellness Pharmacy, has allowed us to host sporadic COVID-19 Testing and Vaccination clinics throughout the year.

We have also partnered with 4 Directions to host nurses on site at our building on Tuesday afternoons in order to provide COVID-19 Testing, COVID-19 Vaccinations, Influenza Vaccinations, Naloxone Kits, and other information and supports.

While we do not have statistics for the entire fiscal year, the impressive results from January 2021 onward speak to the incredible importance of this partnership and the supports that we have been able to offer to the community.

***Since the beginning of January 2021, we have been able to provide:***



With flu season creeping up in the fall, we look forward to connecting our community to even more influenza vaccinations.

We have also given out 96 Naloxone Kits since January, and are working with our partners at the Saskatchewan Health Authority to once again host a needle exchange on site in our Harm Reduction Office in the coming months.

# FUNDRAISING



With the pandemic getting in the way of some of our regular fundraisers, this past fiscal year was another that depended on creativity and hard work from our team, and incredible generosity from the community.

Despite being unable to host our annual "Merrill Brinton Tournament of Hope" for the second year in a row, we are proud to say that we were still able to raise over \$19,000 with our replacement "Merrill Brinton Summer of Hope" campaign.

This could never have been achieved without our 14 generous sponsors:

## Platinum:

JLE Financial  
Redhead Equipment  
SGEU  
LiUNA! #180  
RBC Dominion  
Securities

## Gold:

MNP Jay's  
Transportation

## Silver:

Westridge  
Construction  
P3 Architecture  
RBC  
H2 Consulting

## Bronze:

SaskLotteries

This was an incredible highlight of the past year, and we are so grateful to each and every one of these sponsors, as well as those who donated and bought raffle tickets. Thank you!



Another highlight came from our friends at the University of Regina with the Hill Business Students Society, and the annual 5 Days for the Homeless Campaign. Despite being unable to hold any of their regular events, these incredibly passionate students were still able to go above and beyond, having raised over \$30,000 this year. Thank you to the Hill BSS and the whole 5 Days team!

These are just two examples of the fundraising success we've seen this past year, and we are so grateful to each and every one of our donors, partners, and supporters! Thank you for always being there for us, even during difficult times.

# PARTNERS



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.

