

ANNUAL REPORT

bethechangeyyc.org

20
24



#BeTheChangeYYC



Organizational Mandate

Vision

Transforming Calgary into
a leader in Canada to
support all residents with
equitable housing options
within the continuum

Mission

Through volunteer power,
we provide tangible
necessities, systems
navigation & advocacy to
help end the cycles of
homelessness

Values

 Empowerment

 Collaboration

 Empathy

 Compassion

Introduction

BeTheChangeYYC facilitates homeless outreach every Tuesday, Wednesday, Saturday, and Sunday in Calgary, focusing mainly on those who are rough sleeping in the downtown core. Our organization is 90% volunteer run; these volunteers are made up of professionals in related fields such as social workers, paramedics, addictions counsellors, nurses and health professionals, and those with lived experience of homelessness. On outreach, the volunteers disperse items such as water, food, hygiene supplies, clothing, and harm reduction supplies in order to meet individuals' basic needs. Additionally, we focus on providing program referrals to help navigate services in the city. BeTheChangeYYC focuses on street outreach and the organization has grown to also emphasize advocacy by providing support to those who cannot access existing services and engaging with decision-makers to create policy changes surrounding homelessness. The ultimate goal of BeTheChangeYYC is to end the cycles of homelessness.



#BeTheChangeYYC

Overview of 2023

2023 proved to be another year of increasing the capacity and securing the future of our organization

Highlights of 2023 include:

- Organizational structure changes that allowed for more resources to be allocated to our street outreach work.
- Onboarding and introduction of Operations Director position to free up resources spent on administration and focus on our mission.
- Introduction of an Educator position to invest in the continued development of our volunteers, staff and external stakeholders.
- Introduction of volunteer management software, streamlining onboarding and training for volunteers and reducing administration to focus resources on our mission.

Successful fundraising events at Halloween and Pride.

- Spearheaded severe weather emergency warming shelter at
- Central United Church that served over 380 people.

Meet the Team



Chaz Smith

CEO/ Founder

Previously working with Calgary Homeless Foundation, and Avenue 15 Youth Shelter, Chaz brings both his lived experience of homelessness and professional experience fueling the creation of this non profit.

Tanya Clark

Vice President

Tanya Clark is our vice president with a 20-year background in project management. Her goal at BeTheChangeYYC is to be a facilitator and cheerleader for the organization and its mission.



Karen McPherson

Operations Director

For more than ten years, Karen has served as a dedicated community advocate, demonstrating a consistent ability to navigate complex systems in Canada. Karen works tirelessly to alleviate oppression experienced by marginalized communities.



Austin Deck, LPN, BHSc.

Health, Safety and Education Lead

Austin, a Licensed Practical Nurse, channels his passion for investing in people through his roles. Equipped with a Certificate in Adult Education from Mount Royal University and a Bachelor's in Health Sciences with a focus on Public Health, he directs his efforts towards the development of volunteers within his community.

Meet the Team Leads



Olivia Levy, PCP

As a primary care paramedic, Olivia is deeply committed to providing care for unhoused individuals. Her dedication extends to ensuring that Calgary's vulnerable community receives the support and attention they need.

Ladan Yousef, LPN

Ladan Yousef, a licensed practical nurse, brings a wealth of experience in trauma and emergency medicine to her practice. Grounded in a steadfast commitment to empathy and compassion, she consistently prioritizes the well-being and comfort of her patients.



Cassie Clibett, PCP

Cassie Clibett, a primary care paramedic, possesses a keen organizational sense and a contagious enthusiasm for collaboration within her team. Her expertise in street-level interventions has significantly contributed to saving the lives of many vulnerable individuals.





Garth Paynter

An adept team lead, Garth boasts extensive experience in outreach spanning several years. His expertise lies in skillfully promoting safety measures for both volunteers and clients, ensuring a secure environment for all involved.

Christina Toth, PCP

Christia is a dynamic go-getter, always on the move, driven by her passion for making a difference. Trained as a primary care paramedic, she wholeheartedly dedicates herself to providing vital support to vulnerable Calgarians in need.



Kyla Ricard

CMHA Peer Support Graduate and Lived Experience Expert

A graduate of CMHA Peer Support and a lived experience expert, Kyla offers invaluable insights into the pathways that foster connection among vulnerable Calgarians. She brings passion to to impart knowledge to her fellow volunteers.

In 2023 BeTheChangeYYC Served....

16,016 Individual Contacts



3942 Female



56 Gender Diverse



7839 Male

17.6%
BPOC

35.0%
Caucasian



386 Youth
Contacts

47.4%
Indigenous

In 2023, 15% of individuals served self-identified as those who were sleeping rough, meaning that they were not accessing any sort of emergency shelter that night

In 2023 BeTheChangeYYC Gave Referrals For.....



housing to individuals that were unaware of the resource prior.

645 times



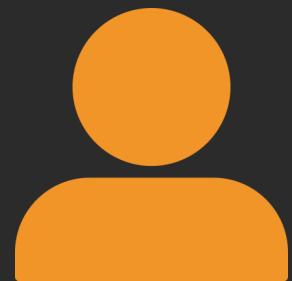
emergency food and shelter to individuals who were unaware of the resource prior

218 times



harm reduction and medical supplies to individuals who were unaware of the resource prior

182 times



10% of all of our clients seen in 2023.

Meaning roughly

1500 people

Our outreach team not only supplies custodial care to our clients, but also shares resources in the city that a client may not know about

Our Volunteers...

Braved the elements to serve those on the streets of Calgary every Tuesday, Wednesday, Saturday and Sunday for a total of 201 shifts.

201
shifts



Prepared and distributed 10,020 Sandwiches.

Gathered donations, cleaned, organized, planned, educated advocated, administrated and much much more! For a Total of more than 4,400 hours.

>4,400
Volunteer
Hours



In 2023 BeTheChangeYYC Distributed.....

10020	9072	26847
Sandwiches	Bottles of Water	Snack Items
2460	2404	1033
Soup	Juice Boxes	Meal Replacements
4496	5672	1947
Emergen-C	Fruit	Protein Items
223	3366	>71,000
Meal Items	Cereals	Total Food Items

Hygiene Items

Our teams distribute hygiene items during each shift to lower the risk to physical well being and preserve the dignity of our clients.



Hygiene Kits



Wipes



Underwear



Tampon/Pad



Dental Kit



Sanitizer



Shaving Kits



Tissues



Nail Clippers



Comb/Brush

Hygiene items have been known to increase the self confidence of clients as well as decrease the risk of conditions such as lice, scabies, dental problems, and athletes foot.

Harm Reduction

BeTheChangeYYC distributes harm reduction supplies to reduce the risks associated with substance use as well as the intersection between addiction and living unhoused.

In 2023 our teams distributed the following harm reduction supplies to clients:

Bubble Pipes:	4249
Straight Pipes:	1284
Naloxone Kits:	1161
Short Needle Kits:	887
Long Needle Kits:	289
Sharp Disposal Bins:	318
Mini First Aid Kit:	381
Condoms/Dental Dam:	131

We would not be able to accomplish this without the supplies and education provided through partnership with Safeworks and Alberta Health Services.



We Distributed...

1175
Scarves



2291
Toques



3355
Gloves/Mitts



622
Jackets/
Sweaters



5837
Pairs of
Socks



2199
Emergency
Blankets



217
Blankets



5994
Hand/Foot
Warmers



236
Rain
Poncho





Winter Coat Drive



Our Valued
BeTheChangeYYC Volunteer
Raj Chana Set up donation
boxes throughout the city
and rallied troops to donate
hundreds of winter coats and
clothing items.

For supporting **BeTheChangeYYC**
Thank you

Summer 2023

- During the Summer months demand for bottled water doubles as more people sleep rough and temperatures rise.
- From April - August our teams handed out over 4000 bottles of water during outreach.

Bottled Waters vs Month



- We also distributed more than 50 bottles of sunscreen to clients during the summer.



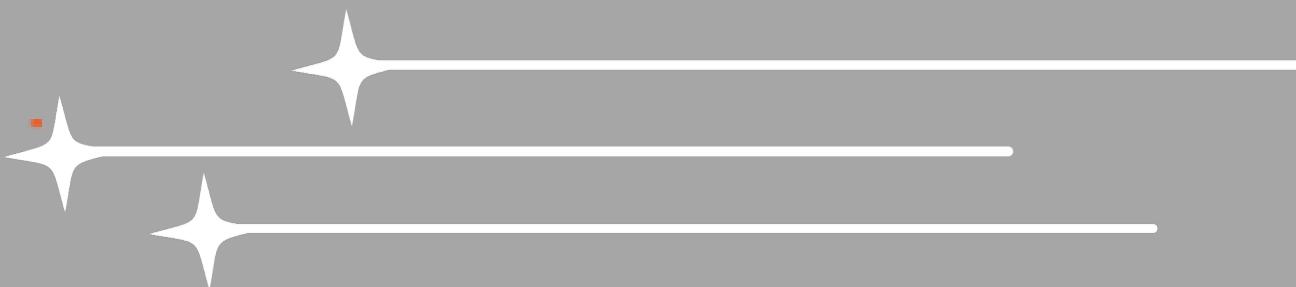
Calgary Pop-Up Care Village

In 2022 We started Calgary's First Pop Up Care Village with LavaMae. During this reporting period, BeTheChangeYYC hosted January's second Calgary Pop-Up Care Village event. The January event was held at the Kerby Centre in downtown Calgary on January 24th, 2023.

Some achievements of these events include:

- 450 guests
- 80 massages
- 67 haircuts and 20 mini manicures
- 200+ Accessing Naloxone supplies
- 200 accessing clothing resources.
- 110 volunteers
-
-
-

Thank you to the event funders!



Accolades



Kramer Mazda honors Local Legends who make exceptional impacts within their communities.

**Congratulations
Olivia Levy and Ladan Yousef**

**For your amazing contributions to
BeTheChangeYYC and Your community**

**Congratulations
Chaz Smith**

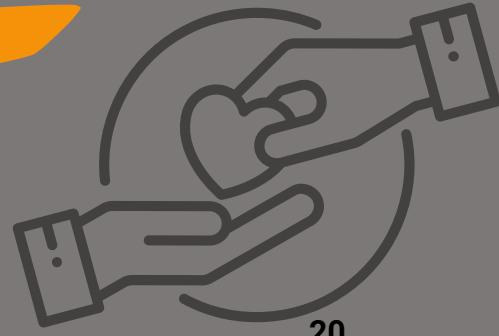
**For receiving a certificate of
Recognition from the Community
Service Award from Love With
Humanity presented by MP Hallan**



SUSTAINING CHANGE MAKERS

James
Hamilton
Derek
Ida
margaret
Cameron
morgan
Heilman
arianny
joanne
jordan
gibbs
colette
cooney
donly
cheryl
chris
page
hallisey
nelson
karen
heron
mcgowen
newsted
mackinnon
trisha
kurchak
xiao
charlie
moore
michael
john
marian
peppard
labarre
corey
kristy
choma
ramona
tracy
marquez
kathi
sherry
chandler
lyman
claassen
mckeown
catherine
shen
barry

Thank you to our donors,
we can't do it without you!



Fundraising

In 2023 BeTheChangeYYC held two successful fundraising events in thanks to the planning of our newly established Fundraising Committee.

Pride Fundraising Event

- We raised over \$5000 for BeTheChangeYYC on August 27th, 2023 during Calgary Pride.

Halloween Bash Fundraiser

- We raised over \$5000 for BeTheChangeYYC on October 28th, 2023.

Special Thanks to

Twisted Element



The Cat & Fiddle Pub



21

For Hosting our fundraisers

Thank you to our partners in 2023



Government
of Canada

Gouvernement
du Canada

Canada



Alberta



CALGARY
DROP-IN
CENTRE



Calgary Homeless
FOUNDATION

