



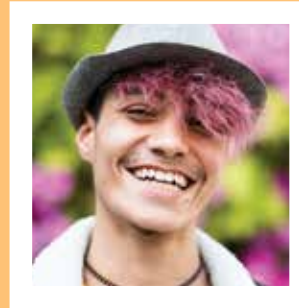
Annual  
Update  
**2021**



**THE DOORWAY**  
MAKING CHANGE POSSIBLE

## About The Doorway

- The Doorway supports young people (17-24 yrs.) to move off the streets by **changing the way they view themselves and the world around them.**
- We commit to a young person for a two year period. They learn lifelong skills like problem solving, goal setting, and planning. For every goal they identify they earn \$15. For many, this is the first chance they've had in life to make money legally.
- As young people continue to step through our door, set and track goals and build relationships with staff and volunteers, impactful changes happen. **They become more confident, hopeful and resilient.**



My experience at The Doorway has meant a lot to me over the last two years. As a person who's experienced homelessness, incarceration, and substance abuse my entire adult life, it has been important for me to access services The Doorway provides. **Trying to figure out the world and where you fit in can be hard enough without barriers like poverty, but The Doorway gives you hope.** Many times I would think about stealing food to eat, but went to The Doorway instead where I could spend time in a good environment, work on goals, and leave with a little bit of money to last me a few days. It's difficult for young adults to break through barriers and build healthy productive lives. From the time I started going to The Doorway in 2019, I've secured housing, managed my alcohol problem, and I'm starting my BA at the University of Calgary. I will always appreciate The Doorway and the services they provide to young adults and the important role they play in the community. Thanks Kaitlin, Sam, Richard, Phil, Leslie and Jennifer for the conversations and Carolyn for the delicious food! - **Matthew**

# Letter from our Board Chair

As I come to the end of my tenure as Chair and as a Director of The Doorway's board (ending May 2022), I thank you for the opportunity and inspiration to serve our society and community. Although it is my belief that our process in engaging young people speaks for itself, I believe we still have much to say. My hope is that our voice accelerates the hearts and minds of our community to listen and act upon our mission. Although the last year has brought major challenges in terms of a global pandemic and continuing transitions in operational leadership, thanks to our dedicated staff, volunteers, and partners, our process continues to provide an opportunity for young people to find a space, and time to think about and realize a positive future for themselves and others. More than ever, we are inspired to realize our vision of a world where all young people thrive in a society of trust and equity. And this is truly our why and what defines us. A world where all youth are believed in and supported by the community around them. The Board of Directors and staff continue to strive to realize this goal by creating opportunities for young people to make lasting and sustainable changes while engaging you, the community in this process. And for this we thank you.

I look forward to supporting The Doorway in other capacities and look forward to meeting you all again.

With respect and gratitude,  
Andrew Hunter

## Board of Directors

Jennifer Stacey, Executive Director (2020)

Andrew Hunter B.A., B.Ed., Chair (2016)

Michele Heighton, Vice Chair (2020)

Jim Empey, Treasurer (2016)

Eric Dahl, Director (2016)

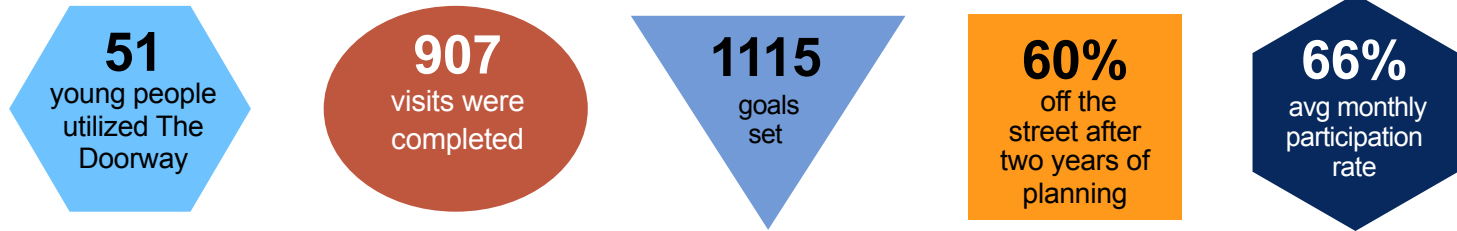
Akash Asif, Director (2021)

Dr. Malika Hudani, MD, MScOT (2021)

Annelies Calnan, Director (2021)

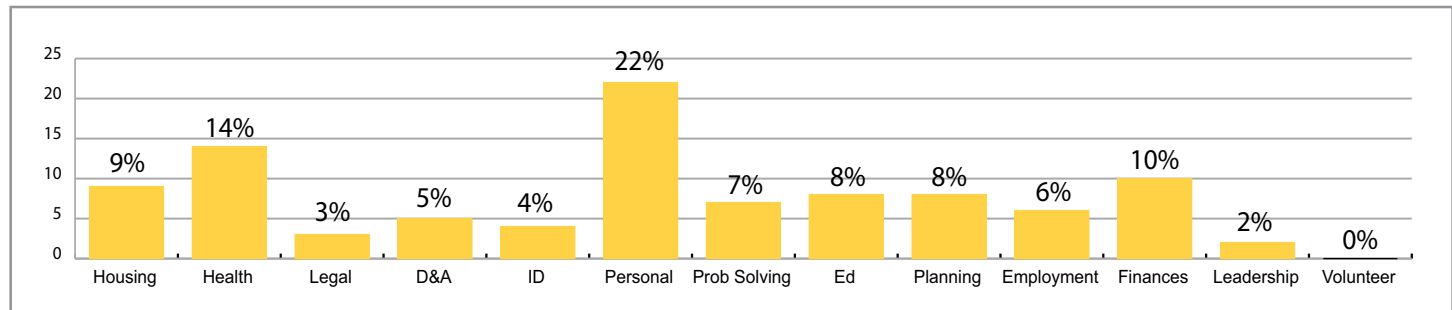
Athena Pulzoni, Director (2021)

# Year at a Glance



The impacts of COVID-19 are reflected in our numbers in a variety of ways. We have seen a serious decrease in the number of new participants which has impacted our total number of participants, participant visits and total goals set. Our efforts to keep current participants engaged and working towards their goals despite COVID-19 is evident in our average monthly participation rate and success rates being consistent with previous years!

## Area of Life for Goals Set



## Meeting Everyone's Needs

Consistently throughout the pandemic we have completed one-to-one check-ins along with anonymous surveys to get feedback from participants and allow them the opportunity to advise our pandemic response (service-delivery, health and safety rules etc.). One action participants advocated for was that both in-person and virtual supports be available, as a result we continuously offered a blended service-delivery model. Our commitment to having our space open at least two days a week amounted to only one closure which was during the December 2020 lockdown. Instead of our big holiday celebration we delivered care packs with a home-cooked holiday meal for each participant and their friends and family. Even though we were in lockdown, individual visits to our space were available to ensure participants had a safe place and people to be with.

## Steps Forward not Backwards

This year we raised new funds and created additional financial support to assist participants in overcoming barriers. Life can be expensive and not having money can create additional costs or setbacks. For example, moving costs are an expense (Ubers, gas, movers, etc.) but abandoning your belongings and having to replace them later is an even bigger expense. Our new financial support seeks to prevent these perpetuating cycles of poverty. This year these funds covered a newly unemployed participant's rent while they waited to get into an employment program, ensuring they did not lose their housing when they lost their job. These funds also supported the required psychological testing needed to qualify for a program and the necessary technology needed for post-secondary education.

77%

of participants said  
restrictions have  
impacted their ability  
to access support  
services

78%

of participants said  
restrictions have  
not impacted their  
ability to access  
The Doorway

# Responding to COVID-19 Challenges

This year we saw a significant decrease in new participants; insights from our current participants helped us understand the high level of risk they associated with accessing all support services during the pandemic. We also learned lockdown intervals resulted in hesitations to start new opportunities because of concerns they would not get the best experience. On top of these factors, research shows there are higher rates of mental health concerns and isolation as well as feelings of despair and hopelessness.

## Our Response

To reduce risks and barriers for inquiring young people we provided more phone and text message opportunities. We thought critically on how to reach disconnected street-entrenched people and decided to start building relationships with people directly on the streets. In March, we began developing a street outreach process fit for The Doorway. We took weekly shifts out with HIV Community Link and completed online trainings. In June we launched The Doorway's Street Outreach program, a process that takes treasured pieces of The Doorway to the street! We approach individuals with genuine care and conversation, we listen and we seek ways to instill dignity, hope and possibility. We carry fresh fruit, healthy snacks, and hygiene supplies. And we assist people in thinking through tasks or problems, provide them with access to a phone and make referrals. We encourage young people to come to The Doorway and are happy to support adults when we are out because no person on the street should feel their livelihood is entirely up to them. **With every conversation we strive to change the trajectory of a person's day or even life.**

To learn more about our outreach program please visit: [www.thedoorway.ca/street-outreach](http://www.thedoorway.ca/street-outreach)



" Thank you for listening.  
And for treating me like a real person.

So many people treat us like we're parasites.  
Do you think I wanted this life for myself?

If I could see myself now then,  
I'd probably slap myself for being an addict.

But bad things happen to people..  
Traumatic things you don't know how to live with.

Thank you for listening."

A snapshot of a conversation from our connections with people out on the streets.



# Bringing The Doorway to the Streets



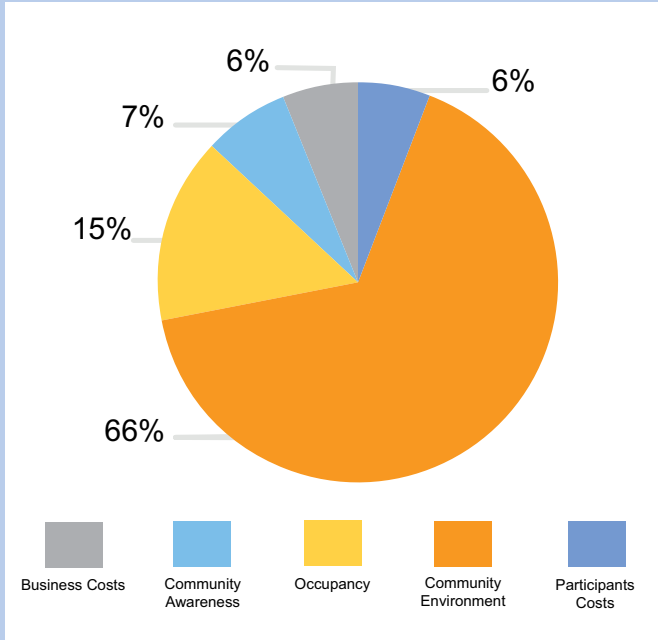
Our generous community made our Street Outreach possible by donating and clearing out their PC and Optimum points to drop off items we requested on our social media pages!

My journey before The Doorway was filled with a lot of negative emotions, no sense of where I was going in life or even if I would be alive another year. There was no such thing as a positive relationship in my life, with others or myself, and I certainly didn't see the importance of setting goals. I came to The Doorway such a broken man who thought no one in the world would care about me or what or where I was going in life, nothing really mattered to me at all. When I first started accessing The Doorway, I honestly just wanted the money for drugs and would write pointless stuff that I knew deep inside I was never going to follow through with. I really didn't see the point and didn't think anyone cared enough to sit down with someone like myself to see what was really going on in my life. The one thing I started to notice was that the staff there really did care about me. They believed in me and knew I could do better. They saw me at my worst and still tried to help me, while trying to show me the importance of goals and how setting them could help me better myself and change my life. **For once in my life, I felt like someone cared enough about me to make me want to be a better person, start helping others and start taking a long hard look at myself and what I wanted to change about the way I was living.** Without The Doorway, I honestly believe I would still be doing drugs and living on the streets. The Doorway gave me a safe place to focus on myself and try to improve my life. I didn't ever think I would be where I am today, and I don't think I could have done it without the help of The Doorway believing in me and never giving up on me. I am so grateful for everyone at The Doorway who has helped me in my journey.

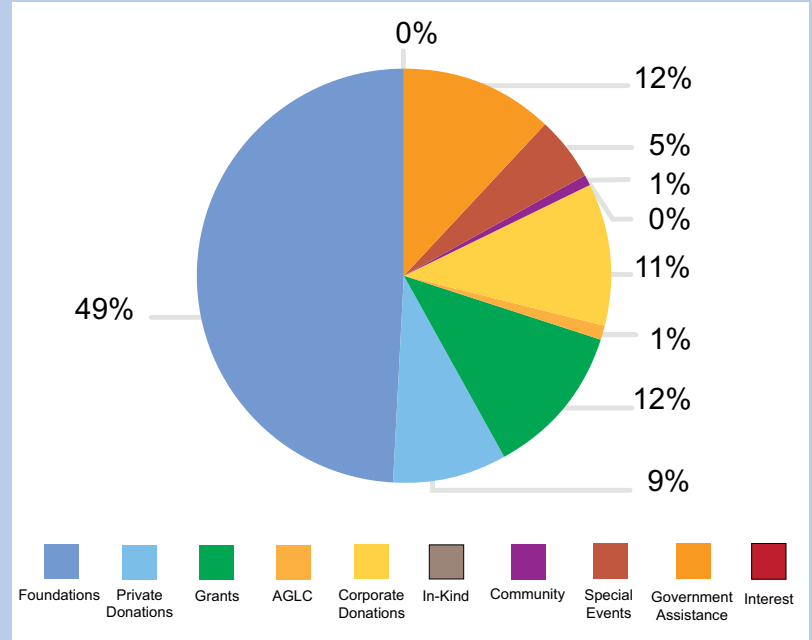
- Richard

# Financial Summaries

## Investing in Young People Total Expenses \$465,705



## Community Investment Total Revenue \$603,408



Please visit the website to see the full breakdown of finances: <https://www.thedoorway.ca/financial-statements/>



## 2020 Shaw Birdies for Kids Presented by Altalink

The 2020 Shaw Charity Classic was cancelled by organizers due to the ongoing pandemic but Shaw Communications made the generous decision to continue to support the Shaw Birdies for Kids presented by Altalink with a \$1 million donation. New in 2020 was Chip in for Kids, which gave people the opportunity to text to donate. Many donors to The Doorway stepped up to help, particularly after our Steps Off the Street was cancelled. As a result, The Doorway received **\$41,343!**



The Doorway grabs a hold of you and you are forever changed. I have learned an undeniably large amount from our young people...both sad and wonderful. I struggle to put into words the inspiring amounts of resilience and rawness participants bring to our space. I now know how meaningful it is for everyone, when a community empowers and raises young people up. I am grateful everyday for this opportunity and for each and every volunteer, donor and friend of The Doorway who find numerous ways to give.

**Kaitlin O'Grady**, Program Manager

## Steps off of the Street Virtual Run/Walk

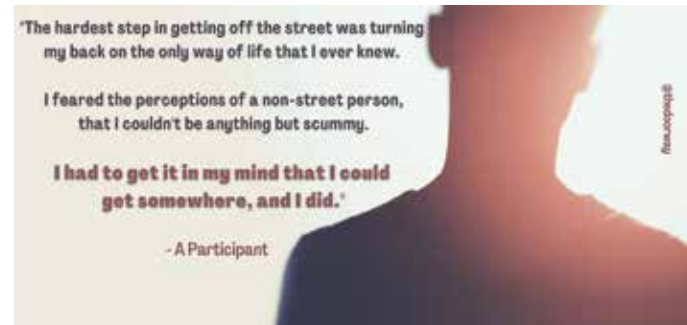


# Giving and Volunteering

We are extremely grateful for the ways in which our community continues to support The Doorway – through donations of financial contributions and supplies, participating in events like Steps Off the Street and fundraising on our behalf, volunteering as a board member or as a member of our on-site community who interact with our young people. Thank you for making change possible.

Hi, my name is Phil and I have been volunteering at the Doorway since the summer of 2019. I have not regretted a day that I have spent time in the Doorway and am excited about hearing more and more about the impact this organization has on the youth of our city. I initially volunteered, perhaps as other people do, to give back. I have enjoyed a relatively comfortable and fulfilling life but I recognized not everyone has had the same experience and I wanted to be a part of making life better for them. Hopefully, I am accomplishing some of this, or at least contributing to this. But, the biggest 'win' is in what I am learning from the young people I interact with. I think the biggest thing I recognize is the courage they are bringing to their circumstances. They are not blaming others even though many of them would be justified in doing that. They are not accepting their circumstances as inevitable with no way out. They are not simply hoping for things to turnaround. They are saying with their words and their actions that they want to do all they can to develop themselves to be the people they have the potential to be, people who are productive and who will have a positive impact on others. They motivate me to emulate them. "I need to be more courageous. I need to risk failing and continue to try. I need to worry less about tomorrow and make today the best day it can be. I need to stop looking back and continue to look forward." Thank you to The Doorway for this opportunity and thank you to the participants who inspire and encourage me every time we talk.

**Phil Bauer** *Cultural Interpreter since 2019*



# 2021 Steps Off the Street Runaway Success!

Our Steps Off the Street Run/Walk has been an annual event to bring the community together and support young people at The Doorway. After cancellation in 2020 because of the pandemic, we were cautiously optimistic that we could hold an event in 2021. However, due to escalating COVID-19 cases, we made the decision to host a virtual event and you really came through! Runners and walkers sent us pictures of themselves in their favourite environments and April weather was remarkably warm.



As our presenting sponsor, **Servus Credit Union** launched us on our way and gave us the ability to tell our story through X92.9 and other media and social media. Sponsors **Inter Pipeline**, **Shaganappi Insurance** and many prize sponsors helped to make it the best year yet.

**With 72 attendees, together with our sponsors, we netted an amazing \$43,092!**

This year we also linked it to the Shaw Birdies for Kids presented by Altalink to be eligible for matching funds and maximize the benefit to our young people. We will see the final numbers in November 2021. Stay tuned for an update!



**Prize sponsors:** Biosenta  
Bragg Wear  
Hayden Block  
Joey Restaurants  
Original Joe's  
Pizza Culture  
Milestones  
MYo Lab Health & Wellness  
Original Joe's  
Pizza Culture  
Safeway/Vega

**Media Sponsors:** X.92.9.  
CJSW and CTV Calgary



## Your support changes the life of a young person on the street, forever.

The following lists foundations and businesses who have been instrumental in supporting The Doorway in 2020-21. We want to thank all the individual donors who have supported us generously through our events, through monthly and annual donations and by providing in-kind support.

Ad Meliora Foundation

Air Miles/Loyalty One

Alex and Wendy Campbell Flow Thru Fund at the Calgary Foundation

Armstrong Land Corp

ATCO Ltd./ATCO Group EPIC

B & B Fitness

Bears paw Benevolent Foundation

Benevity

Calgary Heritage Lions Club

Calgary Minerva Fundraising Foundation

Calgary Shaw Charity Classic Foundation

Capsule Pharmacy

Children's Hospital Aid Society

Dahlars Inc

Enbridge Inc.

Family & Community Support Services – The City of Calgary

Field Law

Gatzsch Family Foundation

Geremia Charitable Trust Fund

Gibson Energy Ltd.

Glasswaters Foundation

Hawthorn Blossom Investments Ltd

Instamek

Inter Pipeline Ltd.

Junk in the Trunk Inc.

Maunder's McNeil Foundation Inc.

Maveriq Brands

MYo Lab Health & Wellness

Nelson Arthur Hyland Foundation

Nexen Energy ULC

Nickle Family Foundation

Ovintiv Canada ULC

Prosser Charitable Foundation

Ptarmigan Charitable Foundation

Purple Orchid

QV Investors Inc.

Rotary Club of Calgary Sarcee

Salden Foundation

Servus Credit Union Ltd.

Shaganappi Insurance Services Ltd

TC Energy

Telus Corporation

The Ed Stelmach Community Foundation

The Gwyn Morgan & Patricia Trotter Foundation

Twin Sales Inc.

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Workday

