



HOPE LIVES HERE

Report to Community

April 1, 2024 - March 31, 2025

C A L G A R Y
DROP-IN
C E N T R E



About the Calgary Drop-In and Rehab Centre

At the Calgary Drop-In & Rehab Centre Society (the DI), we are dedicated to serving our community. Our mission, “working with community to end homelessness, one person at a time,” goes beyond providing immediate support; we strive to create an environment where individuals can regain their confidence and rebuild their lives.

Our dedicated team of staff and volunteers work tirelessly to ensure that everyone who walks through our doors feels welcomed, respected, and valued. What sets us apart is our holistic, housing-focused approach to support our community. We offer not only emergency shelter accommodation and meals but also access to essential resources such as health and recovery services, and housing supports.

We work with diverse vulnerable populations who may be un-housed or at risk of losing housing. Many have a history of significant trauma; some may also be facing substance use disorders and/or mental or physical health challenges. Our programs are low-barrier, trauma-informed, housing-focused, and recovery-oriented, aimed at supporting Calgary’s most vulnerable citizens. Our doors are always open.

We own and operate three affordable and deeply affordable housing buildings, ensuring individuals have a safe and supportive place to call home. Our Donation Centre serves as a vital hub for community support, where generous contributions from individuals and organizations come together to make a meaningful impact on vulnerable Calgarians. Its primary function is to collect, sort and distribute essential items and resources to those in need, ensuring people have access to items they need to make a house a home.

Together with our many partners, we are committed to fostering hope and providing pathways to a better future for all our community members. It’s about ending homelessness – one person at a time.



WE TREATY

The Calgary Drop-In Centre acknowledges that we are on Treaty 7 territory. Reconciliation is the responsibility for all. We respect the oral practices and cultures of the people of the Blackfoot Confederacy of Siksika, Piikani, and Kainai First Nations, the Îyâxe Nakoda of Chiniki, Bearspaw, and Goodstoney First Nations, the TsuuT'ina Nation and the people of Métis Nation of Alberta District 5 and 6.



ARE PEOPLE

All of whom have been and continue to be strong stewards of these lands and efforts to enrich our communities. We commit to being a learning organization in efforts of reconciliation and decolonization.

TABLE OF CONTENTS

Who We Are	03
Land Acknowledgment	04
Mission, Vision, and Values	07
Strategic Priorities	09
From our President & CEO	10
From our Board Chair	12
Housing	15
Free Goods Program	17
Housing-Focused Shelter	19
Health	21
Recovery	24
Shelter Transformation	26
Shelter to Stability	29
Volunteers	31
Orange Brunch	32
Our Supporters	34
Thank you to our Partners	37
From our Treasurer	38
Financial Statements	39
Board of Directors	40



MISSION

Working with community to end homelessness,
one person at a time.

VISION

A community where everyone can find their home.

VALUES

Kindness, Respect, Wellness, Accountability,
and Community.



**WE ARE
BUILDING
PATHWAYS
TO HOME**

STRATEGIC PRIORITIES

2024-2030

1

Our People

We will protect our most valuable asset by improving workplace safety and wellness, and provide a culture of continuous learning.

2

People Accessing the DI

Those we serve are the focus of all we do. We will offer a broad range of programming for maximum impact.

3

Organizational Vitality

We will use data-driven decision making to make the most of our finances, buildings, technology, and programs.

4

Collaborating with Community

We will lean into our respective strengths with partners, governments, and donors. We will advocate, remove bottlenecks and improve flow of service.

Year 1 Highlights

Accreditation

We successfully achieved 3-year accreditation from the Canadian Accreditation Council for our Health, Shelter, and Housing programs.

Rapid Response Program

We coordinated a frontline initiative that connects with individuals in crisis before emergency services are needed. The program has reduced 911 calls by over 80%, leading to significant cost savings for the city's emergency response system and is now being scaled in other jurisdictions.

Capital Modernization Project

We made upgrades and refurbishments to critical DI infrastructure, making our facilities safer and more comfortable.

Reconciliation Efforts

We continue to build relationships with Indigenous-led organizations and Nations to build seamless pathways and provide cultural supports.

Message from the President & CEO



As we close out another fiscal year, it's hard to believe how quickly time has passed. Reflecting on the past year, I am filled with immense gratitude for all we've achieved as an agency and energized by the opportunities that lie ahead.

This year, several of our programs stood out as leaders in the field, receiving both accolades and awards. Our Rapid Response program is now being scaled in other jurisdictions, demonstrating significant cost and resource savings for the broader emergency response system. Meanwhile, our Free Goods Program was honoured with both the Art Smith Award and a City of Calgary Environmental Sustainability Award, continuing to generate powerful positive outcomes across multiple areas.

A major strategic priority this year was preparing for an accreditation review of all our shelter, health, and housing programs. This was a cross-agency effort, and we're proud to share that early feedback from reviewers suggests the DI is a model for others to follow. We are thrilled to share that we have successfully received full accreditation for a period of three years. Deep thanks to every staff member who contributed to this initiative—and to the guests who participated, ensuring the voice of lived experience was front and center in the process.

Our Finance team has also made tremendous strides, evolving our budgeting processes to provide sharper insights and data-driven decision-making. This work helped us achieve a seamless audit this year, with no adjustments required to close our financial statements.

We are now in the final weeks of a large and complex **Modernization Project**, bringing capital upgrades to every DI-owned facility. These improvements will extend the life cycle of our buildings and enable us to better leverage our physical assets. We are deeply grateful to our provincial and federal partners, as well as our private donors, for their generous support of this transformative initiative.

None of this would be possible without the incredible, dedicated, and compassionate team that chooses the DI as their place of employment. Every staff member, regardless of their role, is a vital part of our organization and essential to our ability to deliver impact for those we serve and for the broader community.

To the entire Board of Directors, thank you for your continued support and governance. We also want to extend our deep gratitude to the many community partners, agencies, volunteers, and collaborators who walk alongside us in this work. We cannot do it alone—your support, expertise, and shared compassion make a lasting difference in the lives of those we serve.

Looking forward, we face many challenges—and just as many opportunities. The Calgary Drop-In Centre is not a status quo organization, nor can it be. The needs of those we serve are increasingly complex. Compassion fatigue is rising. Ideological divides are deepening, often further marginalizing the most vulnerable.

We must respond with urgency, innovation, and resolve to disrupt the status quo and help build a more equitable world. We will continue to lead, adapt, and evolve to meet the changing needs of our community, and to act swiftly in times of crisis.

Thank you for your continued trust and partnership.



Sandra Clarkson
President & CEO

Message from the Board Chair

It is a humbling privilege to be a small part of this incredible organization, which I have watched navigate pandemic, opioid crisis and escalating mental health challenges over the past seven years, and responding to it all with calmness, conviction and creativity, while ensuring safety and wellbeing of our people and our clients remained our top priority.

The year behind us has been calmer than most I recall, and has been an invaluable time for the organization to focus its energy on progressing the key priorities we have jointly set in 2024 for the next five years. And the results have been impressive.

Our services have never been more impactful, delivering housing pathways, recovery care, homelessness prevention and shelter services to those in need, with kindness and respect. Our organization has never focused so strongly on building its capacity through capital investments, programs and services accreditation, employee programs focused on our people's wellbeing and incredible fundraising and volunteer engagement results driven by our accountability to those who trust us to deliver on our mission and vision.

As we look ahead, it seems the year behind us was an exception and we'll see more of turbulent times in the future.

With solid foundations, clear strategy and grounded in our core values, I am confident the organization will continue to work closely with our many partners in the sector: all levels of government, our homeless shelter peers, our public health and safety partners and our community at large, to continue to lead the transformation of homeless sector and thrive with grit and resilience in whatever challenges the environment around us presents. And our Board will continue to be there, engaged, thoughtful and vigilant, to support the DI in navigating them.

With gratitude,

Mirela Hiti
Board Chair







**WE ARE
ENDING
HOMELESSNESS**

Calgary continues to face a significant housing shortage, particularly affordable, deeply affordable and housing with supports. All the while, Calgary's most vulnerable citizens are experiencing financial hardship, physical and mental health challenges, and the impacts of a toxic drug crisis.

Since 2017, the Calgary Drop-In Centre has focused every program and service on one goal: supporting people to exit homelessness and secure housing. In that time, we've helped more than 3,100 people move into a place they can call home.

What many people don't realize is that most of these individuals didn't need supportive housing — they just needed a safe, affordable place to live. In fact, most housing outcomes were achieved independently, ongoing light-touch supports, or none at all. This proves what we've known all along: when affordable housing is available, people thrive.

Our housing and diversion teams work hard to find solutions that are a good fit for each guest. They are deeply connected in community — collaborating with landlords, other agencies, family members, and supportive housing providers when needed. Not everyone is ready for that next step right away, but we're here for them. We meet people where they're at, and we never give up. Because any conversation could be the one that plants the seed for change.

Despite Calgary's population growing by 45% since 2008, homelessness has decreased by 13%.

519

people found a place to call home

Compared to
2023-24: 394 | 2022-23: 553

4.4%

people returned to shelter

Compared to
2023-24: 4.8% | 2022-23: 4.19%

252

people avoided homeless by early intervention

Compared to
2023-24: 244 | 2022-23: 232

Are you a landlord? You can change a life by offering a home. Gain reliable tenants and support—while making a lasting impact. **Email landlords@thedi.ca**

A black and white photograph of a person's hands washing a bowl in a sink. The person is wearing a dark long-sleeved shirt. In the foreground, there are stacks of clean dishes, including plates and bowls, on a metal rack. The background is slightly blurred, showing a kitchen environment.

**WE ARE
TURNING
HOUSES
INTO HOMES**

With the affordability crisis impacting the cost of living, many Calgarians are forced to make tough choices—sometimes between food and furniture. This reality is even more pressing for those moving into an unfurnished space with few or no belongings to their name.

Our Free Goods Program and Donation Centre is really something special. A new apartment is a meaningful milestone—but it's the little things that truly make it feel like home. A bed to sleep in, a chair to sit in, pots to cook with and a plate to eat from, artwork that brings comfort, or warm towels after a shower—these are the touches that bring dignity, comfort, and stability. A house doesn't become a home by default. That's where we, backed by the community, step in to help.

In 2024 alone, we distributed 821,562 items to over 20,449 Calgarians—most of them donated goods that might have otherwise ended up in landfills. Gently used, overstocked, or returned items found new life in new homes.

Thanks to partners like the Calgary Food Bank, which donated 4,000 pounds of non-food items, and Just Junk, which contributed 191 one-ton truckloads of goods. Other generous contributors include IKEA Calgary, Costco Beacon Hill, local hotels, food services companies, and more.

Together, we're not only helping people rebuild their lives—we're also reducing waste and redefining what it means to care for community.



Legacy Project Recipient

821,562

items distributed that
made a house a home

Compared to

2023-24: 719,838 | 2022-23: 275,069

3,572

households served on
their journey home

Compared to

2023-24: 3,981 | 2022-23: 3,238

20,449

people served on
their journey home

Compared to

2023-24: 18,632 | 2022-23: 10,846

If you're passionate about making a difference and giving items a new lease on life, join us.
Together, we can reduce the impacts of poverty, protect the environment, and build a better community for all.

Visit freegoodsprogram.ca



**WE ARE
PROVIDING
FOOD +
SHELTER +
HOUSING**

According to the 2024 Point in Time (PiT) Count, 3,121 Calgarians experience homelessness on any given night with 74% of people staying in shelter. For a multitude of reasons, these folks do not have a safe and comfortable home of their own to rest, eat, socialize, and thrive.

For more than 60 years, our 24/7 emergency shelter has served adults who need access to food, a safe place to sleep, use of washroom and shower facilities, and to connect with others to help them feel less alone. Our services are low-barrier—no referrals needed and no eligibility requirements to access. All we ask is that people treat staff, other guests, and each other with kindness and respect. While we welcome anyone who walks through our doors, our focus remains on outflow into housing, ensuring that each guest's stay is as brief as possible and one-time-only. Some folks don't even stay a single night in shelter because of our fast-acting Diversion team. Though we successfully house an average of 50 people each month, we also see 167 new individuals access the shelter each month which highlights the continued need for our services.

Our housing-focused emergency shelter is sometimes described as chaotic. Sometimes it is chaotic. And sometimes it's quiet. A friend of the DI, Barbara, described the sounds perfectly: "Along with the sounds of shuffling chairs, the slow hum of conversation, and the clang of metal soup ladles, I also heard laughter." The shelter is a place for many unique people, and so the atmosphere can shift by the day. For those of us who call the shelter our office, we tend to crave the unknowing of how the day will unfold.

This past year, we saw an unfortunate rise in shelter usage as the economy and the weather continue to be unpredictable. However, we also helped folks avoid homelessness altogether at a higher rate than ever before. Our staff continue to go above and beyond and do the best they can to help these deserving members of our community.

639

people, on average, slept
in shelter every night

*Compared to
2023-24: 634 | 2022-23: 505*

8,789

unique individuals
accessed our services

*Compared to
2023-24: 8,731 | 2022-23: 6,839*

691,929

meals served to
shelter guests

*Compared to
2023-24: 671, 694 | 2022-23: 552,600*

**The Point In Time (PiT Count) is administered by the Calgary Homeless Foundation*



**WE ARE
SAVING
LIVES**

People experiencing homelessness often experience multiple disadvantages, including physical and emotional challenges and high levels of trauma. Accessing the mainstream public health system may be difficult due to stigma, physical constraints, or previous negative interactions.

During COVID-19, our operations team quickly realized that we needed to enhance our health services because of the rapidly escalating situation we were experiencing: a pandemic combined with a lethal drug supply causing more drug poisonings than we had ever seen.

Though we’ve always had on-site nurses who expertly cared for our shelter guests’ wounds, helped manage their medication and chronic diseases, as well as other health concerns, our Health & Recovery services have massively expanded. Our facility is now staffed with 24/7 health professionals who offer critical and timely supports in response to drug poisonings and other health emergencies, to support medical monitoring of individuals with health concerns, to oversee opioid withdrawal management, and to support a wide range of other episodic healthcare needs.

We asked the team why they chose to work at the DI: “I get to help people,” explains Kaitlyn, a Primary Care Paramedic. “I understand that there is previous trauma in most situations and so I try to meet them on their level rather than from a position of authority.”

Our health professionals have also implemented decision-making protocols that reduced over 650 calls to Calgary EMS and Fire last year, ensuring responsible use of emergency services and freeing these critical resources for the broader community.

This low-barrier approach to health has been highly successful—something we define as earning the trust of shelter guests, being utilized in a meaningful way, and having 29,731 health touch points with the medically vulnerable people we serve. Our health teams work closely with housing teams to ensure that once someone is housed, they are also connected to ongoing primary care in the community, helping to build long-term stability and support.

25,341

appointments at the
episodic medical clinic

Compared to
2023-24: 26,262 | 2022-23: 44,099

807

medical responses to
drug poisonings

Compared to
2023-24: 2,213 | 2022-23: 1,856

29,731

health touch points with
medically vulnerable people

Compared to
2023-24: 27,311 | 2022-23: 26,759

A black and white photograph of a person's legs and feet resting on a couch. The person is wearing dark pants and light-colored socks. Their feet are positioned in the lower left and center of the frame. The couch has a textured, tufted appearance. Overlaid on the image in a bold, orange, sans-serif font is the text "WE ARE PATHWAYS".

WE ARE PATHWAYS



PROVIDING TO RECOVERY

Hope in the Face of Crisis:

Meeting People Where They Are—With Urgency, Compassion, and Possibility

The Challenge

The toxic drug crisis continues to deeply affect Calgarians who face addiction and mental health issues. Despite a strong desire to recover, many individuals navigate complex paths to withdrawal management and recovery programs. This can be the difference between a turning point and a missed opportunity.

The “Five-Minute Window”

At the DI, our staff talk about a critical moment: the “five-minute window”. This is the brief time after someone has survived a drug poisoning—when they may be ready to take the first step toward recovery.

Here’s what often happens:

- A shelter guest unknowingly consumes a toxic dose of fentanyl and goes into medical distress.
- A staff member acts immediately, administering naloxone, supplying oxygen, and calling for help.
- As the guest regains consciousness, their response varies. Some are frustrated, others show a flicker of readiness—a nod, a whispered, “I’m ready.”
- That’s when our team steps in. This is the window. And we must be ready.

Immediate Path to Care

Before we opened our in-house withdrawal management and recovery support programs, our only option was to refer people to external detox programs—with multiple barriers and nowhere to go afterwards. Often, by the time a spot became available, the moment had passed.

Now, when someone says they’re ready, we don’t wait. We walk them upstairs and their journey to recovery begins.

Real Lasting Impact

Our in-house program can support up to 35 individuals at a time, preparing them for successful transition to recovery treatment programs in community.

This innovative approach:

- Saves lives
- Provides timely, accessible care
- Supports long-term recovery and housing stability

Every day, we see the possibility of change. With dignity and support, people are choosing recovery—and finding a new path forward.



In May, ROSC clients painted the aurora borealis during a fun and creative art night. While some took their work home, several beautiful pieces are now on display on the 5th floor—brightening our space and showcasing the talent in our community.

Recovery is Possible. We're Ready When You Are.

375

DI guests attended
Withdrawal Management

Compared to 296 in 2023-24

299

new people entered
Recovery Transition

Compared to 230 in 2023-24

290

people were referred
to the DI for Withdrawal
Management

Compared to 113 in 2023-24

Canadian Shelter Transformation Network

Established in 2019, the Canadian Shelter Transformation Network (the Network) is a network of homeless shelter leaders and organizations committed to shifting their philosophy from offering only immediate support, like food and shelter, to working alongside guests to talk about housing options, providing housing supports, and liaising with landlords to help people access the housing rental market. Every program offered is intentional and driving toward positive housing outcomes, ending a person's experience with homelessness.

The Calgary Drop-In Centre continues to be a leader, role model, and source of learning across Canada. Our President & CEO, Sandra Clarkson, is a founding co-chair for the Network and she, along with key DI representatives, continue to share how we've adapted, and continue to transform in the face of new complex challenges that folks experiencing homelessness continue to encounter.

The Network membership shares resources with one another through a community of practice, hosts webinars, and is represented at conferences across Canada. We believe in being open and transparent about what's worked well for us, what continues to challenge us, and how we can improve services for the people we serve. As a network, all members share learnings, ideas, and stories of hope with our peers across the country to learn from and inspire one another.

"Shelters are at the centre of most homeless systems in Canadian cities. We really believe – and we're starting to see – that if shelters shift their focus to housing, we can become engines of ending homelessness in our communities. Shelters are a process, not a destination."

Sandra Clarkson, President & CEO





**WE ARE
LEADING
WITH
HOUSING**

Shelter to Stability: Leading Calgary's Housing-Focused Transformation

Many Calgarians recognize the DI as a vital emergency shelter, but fewer are aware of its significant role in providing long-term housing solutions. The DI owns and operates three mixed-market housing buildings—Sundial Apartments, Bridgeland Manor, and Greenview Rise—offering a blend of affordable and deeply affordable options. These buildings are designed to support both community tenants and individuals transitioning out of homelessness, with dedicated case management services to ensure sustained housing stability.

This housing-focused approach prioritizes providing appropriate and right-fit permanent housing solutions, with or without supports, depending on the unique needs of each individual. Since adopting this model in 2017, the DI has seen remarkable success—with less than 5% of residents returning to shelter and an approximate 80% decrease in chronic or long-term shelter stayers.

Sandra Clarkson, President and CEO of the DI, has been instrumental in this transformation. Inspired by a talk from Iain De Jong of OrgCode Consulting, Clarkson embraced the idea that shelters should be a process leading to housing, not just a destination. Under her leadership, the DI has shifted its focus to integrate housing-focused principles, trauma-informed care, a recovery mindset, and person-centered services.

The DI's commitment to expanding affordable housing continues as we explore the feasibility of building more affordable and deeply affordable housing.

Through these efforts, the Calgary Drop-In Centre is not only providing shelter but also creating lasting solutions to homelessness, demonstrating the power of housing-focused strategies in transforming lives.





**WE ARE
MAKING
STRONG
FRIENDS**

There is endless work to be done and without our volunteers, we wouldn't be able to achieve many of our day to day tasks. Fortunately for us, we have a long list of amazing volunteers who work so hard to keep food on plates, clothes in bins, and smiles on faces — among so many other things.

Our volunteers are a truly wonderful group of people. Collectively, they gifted us an incredible 51,376 hours of their time — that's the same as more than 27 full-time team members! This kind of dedication and heart makes an extraordinary difference and we extend our deep appreciation and thanks to each of our volunteers.

Every day at the Calgary Drop-In Centre, volunteers make powerful things happen. A warm meal becomes a message of care. A few hours of time become a step forward for someone finding their way home.

Your presence says, "You matter." And that can change everything. Volunteers and practicum students are essential to our work—sorting donations, preparing meals, offering smiles, and bringing compassion into every corner of the DI. But more than tasks, it's your humanity that makes the biggest impact.

This is more than volunteering. It's showing up as a neighbour. It's community in action. From hands-on help in the shelter to representing the DI at public events like the Lilac Festival, every moment you give builds connection, dignity, and hope in the heart of Calgary.

Whether you're here to give back, grow personally or professionally, or simply to do good—you belong here.

51,376

total hours of compassion
shared by volunteers

Compared to
2023-24: 53,991 | 2022-23: 42,352

15,203

total hours of practicum
student contributions

Compared to
2023-24: 7,766 | 2022-23: 9,642

Volunteering at the DI is more than giving your time—it's offering dignity, connection, and hope to neighbours in need. Join us and make a meaningful impact by visiting calgarydropin.ca/volunteer



Orange Brunch

COMMUNITY APPRECIATION EVENT

Honouring the Heart of Our Community

Orange Brunch is more than an annual tradition—it's a celebration of the people who make our mission possible. Each year, we come together to recognize and thank the incredible community members who stand with us, support us, and inspire us.

Through the Orange Brunch Values Awards, staff from across our organization nominate those who embody compassion, generosity, and unwavering commitment. These awards shine a spotlight on Calgarians who go the extra mile to create a better future for everyone.

This event is a heartfelt reminder of what we can achieve together. It's a moment to pause, reflect, and celebrate the power of community, shared purpose, and the belief that real change happens when we lift each other up.

2025 Values Award Recipients

Individual Category

Respect – Bob Willson

Kindness – Linda Waldner

Accountability – Alexandria Ahluwalia

Wellness – Scott Robinson

Community – Maximiliano Lozano-Sarmiento

Newcomer – Sarah Boyle

Legacy – John Mabey

Group Category

Respect – Canadian Natural

Kindness – Starbucks District 2010

Accountability – Corex Resources

Wellness – Igbo Cultural Association of Calgary

Community – Team England

Newcomer – EllisDon

Legacy – McLennan Ross LLP

Free Goods Program Community Awards

Sustainability – La Tablee des Chefs

Newcomer – Costco Beacon Hill

Legacy – IKEA Calgary



This work isn't possible alone — it takes deep community collaboration, generous donations, and unwavering resources to make lasting change happen.

Thank you to all of our incredible donors. Your financial contributions and gifts in kind are a big part of what keeps our organization running. Last year, we made some new friends whose contributions made a meaningful impact on our programs, services, and those we serve. These are just a few of our supportive and unique donors to whom we are so grateful.



Wayne Foo Foundation

Foundation

We extend our deepest gratitude to the Wayne Foo Foundation for their generous support of our Meals Program. Wayne Foo, together with his son Malcolm, have provided more than just nourishment — they've offered our community a profound sense of comfort, security, and hope.

Their commitment to addressing hunger is felt daily in our kitchen, where Malcolm often volunteers his time with compassion and care, helping to prepare meals and support fellow volunteers in service. The impact of their kindness reaches far beyond the plate, reminding us of the power of generosity and community.



bp Canada

Corporation

Since 2003, the Calgary Drop-In Centre has been deeply grateful for the enduring partnership of bp Canada in powering our Meals Program. Over 22 years, their steadfast support has helped serve approximately 16,500 meals to some of Calgary's most vulnerable residents. But the impact goes far beyond food — through generous donations and the monthly presence of dedicated volunteers, bp Canada has brought comfort, dignity, and hope to those experiencing homelessness. Because of this long-standing collaboration, thousands have received more than a meal — they've found a moment of hope and a step forward on their path to recovery and a home of their own.



IKEA Calgary

Partner

At IKEA Calgary we believe that everyone deserves a comfortable, dignified space to call home. Our vision is to create a better everyday life for the many and that includes those facing some of the toughest circumstances in our communities.

That's why we're proud to support the Calgary Drop-In Centre and its Free Goods Program. This unique initiative provides individuals and families transitioning out of homelessness with essential household items. They are provided everything from beds and tables to kitchenware and linens - all at no cost.

For us at IKEA, it's more than just furniture. It's about restoring a sense of stability, ownership, and pride. It's about giving someone the tools to rebuild, settle in, and feel safe again.

Supporting the Free Goods Program means turning empty spaces into real homes. It means helping someone start over with dignity. And it aligns with our journey to support a fairer and more equal society. Equality is the foundation of creating a better everyday life for the many and we've committed to integrating equity, diversity, and inclusion into all aspects of our business - putting people at the heart of everything we do.

122

monthly donors providing ongoing support

Compared to
2023-24: 107 | 2022-23: 102

\$58

was the average monthly gift from monthly donors


Compared to
2023-24: \$57/mo | 2022-23: \$56/mo

\$84,500

total raised by our monthly donors

Compared to
2023-24: \$73,477 | 2022-23: \$68,813

Want to make an ongoing impact? Become a monthly donor today at calgarydropin.ca/donate



“The Calgary Drop-In Centre is more than a shelter, it’s a lifeline. With compassion at its core and innovation in its vision, it not only meets immediate needs but also drives systemic change. As a housing-focused shelter, it leads the way in innovation and collaboration, making it one of Calgary’s most vital pillars of support.”

Patricia Jones
President and CEO
Calgary Homeless Foundation

Thank You to Our Partners:



We deeply value the contributions of our community partners whose support enables us to continue our mission of providing essential services and assistance to those in need. Together, we're ending homelessness one person at a time.

Financial Summary

The Society has ended off the financial year 2024-2025 in a strong position with positive increases in our cash balance, and net assets. Operating cash flows and net position decreased but remained positive, demonstrating consistent performance in support of the Society's mandate. This is a result of excellent fiscal management by the Society together with the ongoing Capital Modernization project - which delivers upgrades and enhancements across a number of our facilities that will allow us to better deliver our services and support those experiencing homelessness.

Given the ongoing uncertainty in the current political and economic climate, management should remain vigilant in monitoring the financial position, ensuring prudent stewardship of resources and the flexibility to adapt as conditions evolve. Despite this, I am reassured through the significant effort by management and the safeguards and processes in place that the Society remains financially strong and viable.

I would like to compliment management for all of the work to improve processes and controls, while also looking for ways to provide deeper value and financial insight to the organization.

Each year, I am increasingly humbled to be privy to the incredible work being done by this organization in our communities and I would like to extend thanks to all my fellow Board members, as well as the Management, Staff and Volunteers who make this possible.

Regards,

Sydney Frazer

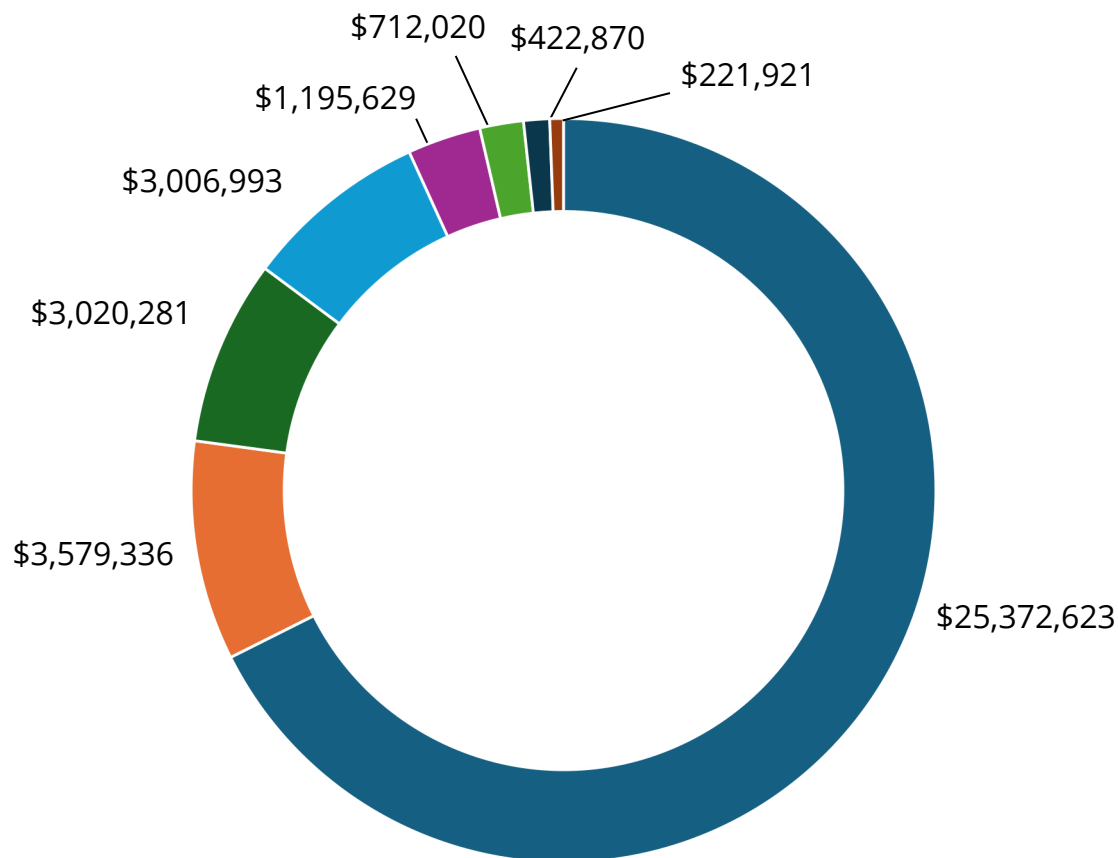
Treasurer of the Board



Total Revenue

\$37,531,673

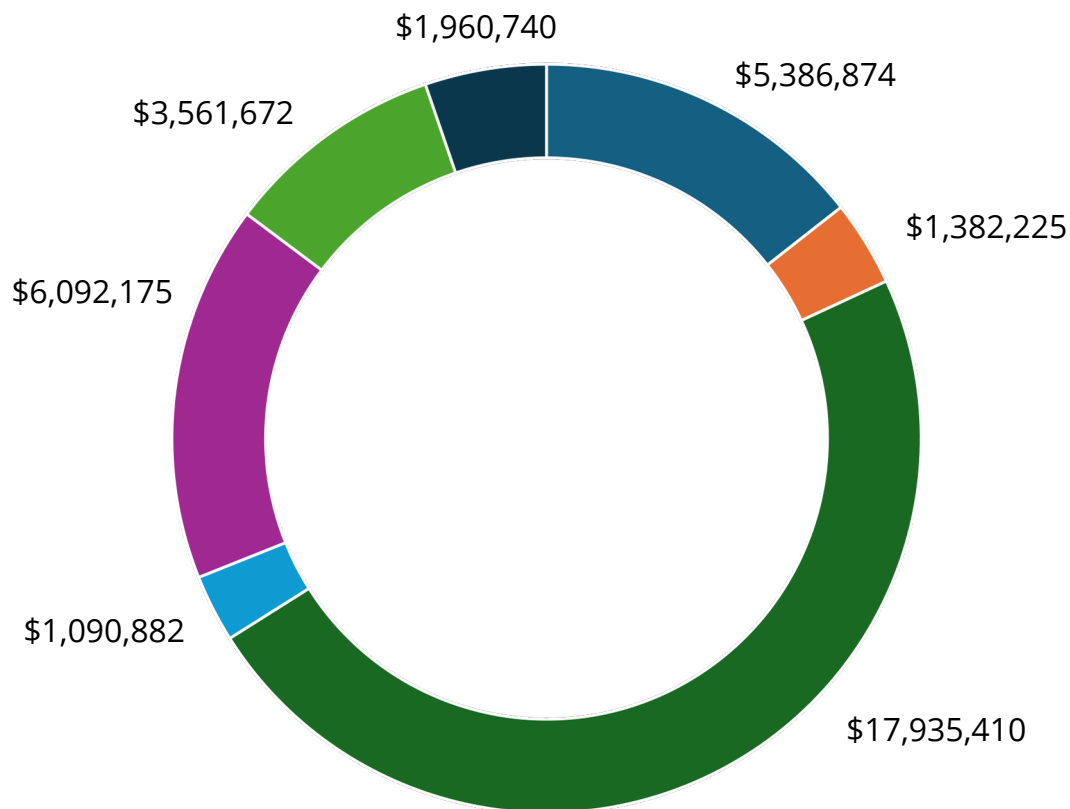
- Government of Alberta
- Other Grants
- Rental Revenue
- Donations
- Amortization
- Gifts In Kind
- Interest Income
- Other Revenue



Total Expenses

\$37,409,978

- Emergency Shelter
- Health & Recovery Services
- Agency Support
- Housing
- Mixed Market Facilities
- Amortization
- Free Goods Program



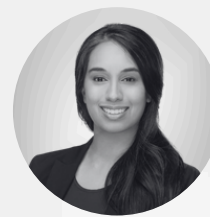
OUR BOARD OF DIRECTORS



Mirela Hiti
Board Chair



Aman Bagga
Director



Sangeeta Lalli
Director



Colan Kee
Vice Chair



Nathan Drury
Director



Chris Montgomery
Director



Sydney Frazer
Treasurer



Catherine Hamill
Director



Asif Rashid M.O.M.
Director



Kyle Russell
Secretary



Ayesha Khory
Director



Lawrence Rice
Director



Duane Alexander
*Strategy & Risk
Liason*



Morgan Laboucan
Director



Lubna Saleem
Director



**WE ARE
BETTER
TOGETHER**



HOPE

LIVES

HERE



Community isn't an idea— it's an action.

Join us now to make a difference!

www.calgarydropin.ca

Calgary Drop-In Centre

1 Dermot Baldwin Way SE
Calgary, Alberta T2G 0P8
(403) 263-5707

calgarydropin.ca
community@thedi.ca

Charitable Reg. #: 11882 3459 RR0001