



# *Many hands, many stories*

*Annual Report 2018/19*





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[HullServices.ca](http://HullServices.ca)

# Message from Executive Director & Board Chair

It is a delight to bring you Hull Services' 2018 Annual Report. Many of the activities and achievements you will read about were in flight when I joined Hull in September 2018, and it has been exciting to come along side and work with our Senior Management Team, Board, front line staff, volunteers, donors and community partners to realize amazing results. Everything we do at Hull is predicated on strong relationships, and it is incredible what has been accomplished in the past year through partnerships and shared commitment to those we serve.

We have given much time and attention this year to refreshing our mission and values and identifying strategic directions to guide our work. This was an inclusive process that saw engagement throughout our programs and services and participation from a variety of our stakeholders. The resulting Strategic Directions document represents the beginning of an iterative process that will continue to be operationalized, refined and measured over time. I am excited to see where this will lead us as we *"partner with young people and families, building resilience today for a brighter tomorrow."*

Our Board has shown incredible leadership through this time of transition. Many thanks to Kerry Dyte, outgoing Board Chair and to Stuart O'Connor, who is proving a passionate and focused leader. Hull Services has long had a reputation for providing leading edge child, youth and family mental health services. We are well positioned to build on our past success and continue to lead innovation and evidence based practice in trauma-informed care.



**Julie Kerr**  
Executive Director, Hull Services

As we look out into the future of Hull Services as a Centre for Excellence in Child and Youth Mental Health, we need to take a moment and acknowledge those shoulders from the past that we now stand on. Beginning with the benevolence of one of the great philanthropic builders of Calgary, William Roper Hull, and his amazing generosity, through to the legendary leadership of George Ghitan over 22 years serving as Hull's Executive Director, we find ourselves at a unique juncture in time.

With the growing awareness surrounding the issues of mental health (affecting one in five children), Hull is playing a leading role in advancing the science surrounding mental health as well as providing much-needed assistance to thousands of youth and their families.

Each and every one of the over 600 employees at Hull led by Executive Director, Julie Kerr, play a crucial role in delivering these services with passion and caring to those in need; but we have not done it alone. We have incredible volunteers, donors and sponsors that you will read about in this report, who have been instrumental in bringing numerous initiatives at Hull to life.

Hull is a special place providing extraordinary services by amazing people so thank you to everyone connected to Hull for everything that you do to support us in the community.



**Stuart O'Connor**  
Board Chair, Hull Services

# About Hull Services

## Why we exist

At Hull Services we aim to create the conditions in society where children and their families are free from behavioural and mental health challenges.

We work with children who have experienced significant types of challenges. Hull offers them, and their families, an opportunity to seek well-being and happiness, with a focus on mental health.

At Hull we believe in the dignity, wellness and worth of all. This, combined with a commitment to building respectful relationships, holding space for authentic dialogue and working effectively together, will guide us in how we undertake our planning, decision making and collective work toward our vision.

Our founder and continuing inspiration, William Roper Hull, was an entrepreneur, visionary and philanthropist. His contributions to Calgary, the province of Alberta and Western Canada left a blueprint of good citizenship for others to emulate.

Mr. Hull recognized that a good life requires a fabric of services, resources and relationships. Because of William Roper Hull's generosity, thousands of children and their families are helped each year through Hull Services.

## What we do

At Hull Services we use innovative and evidence-based programs to provide leading edge therapies to children, youth and families experiencing emotional and psychological disorders, behavioural problems, learning disabilities, developmental delay, neglect, abuse and trauma. Hull's programs and services span across prevention, early intervention, in-home support, high-fidelity wraparound, kinship and foster care, group care, school day treatment, therapeutic campus-based care, secure and stabilization programs, supported interdependent living and education and training services.

For more than 55 years, we have been supporting the mental health and behavioural needs of our most vulnerable children, youth and families, across Calgary and parts of Alberta. Every year, over 4,000 children, youth and families are supported by one of Hull's 27 services and programs.



## Implementing the Neurosequential Model of Therapeutics at Hull Services

Hull Services is certified in and adheres to the Neurosequential Model of Therapeutics (NMT) as its trauma informed model across all programs. The NMT is an evidence-based practice developed by Bruce D. Perry, M.D., Ph.D. It incorporates knowledge and understanding of neuroscience and brain development. Hull Services uses this approach because it allows clinicians and caregivers to better identify the strengths and vulnerabilities of a child and target developmentally appropriate activities and interventions to help restore more typical brain development. The model helps caregivers, educators and professionals to better understand children who have suffered from

developmental trauma, as well as children who are struggling with behavioural, emotional, developmental and identified mental health challenges. Hull Services is the only flagship site in the Neurosequential Model of Therapeutics in Canada. Since 2011, Hull has been carefully and creatively looking at ways to implement the model across all programs. In recognition of the significance of the implementation, a new Executive Manager of Advancement and Integration of Trauma Informed Practice role was created (Oct. 2018) and Dr. Emily Wang, Fellow of the ChildTrauma Academy and long time employee of Hull, was appointed to the position.



## JR Shaw's commitment to the NMT

JR Shaw, the founder and Executive Chair of Shaw Communications, knows about commitment, especially long-term commitment. He and his wife, Carol, met when they were teenagers, raised four children and are proud grandparents of 12.

JR and Shaw Communications began their relationship with Hull in the late 1990s with a gift to the Hull Child and Family Foundation. Since this time, JR has remained committed in his support of Hull Services, including providing funding to build the Shaw Centre for Mental Health and Addictions on campus.

His generosity has made a significant difference to the lives of Hull's kids and families. The Shaw Charity Classic and the Shaw Family Foundation have funded the work in the NMT over the last five years, allowing Hull to increase our capacity to work more effectively with persons served, and allowing Children's Services to leverage the funding to educate over 3,000 caregivers across Alberta in 2016-2017, and over 1,500 professionals that same year.

JR embodies the value of "family" in his own life. On many occasions, JR has credited his father for beginning the Shaw Family Foundation, a Foundation which donates to organizations in need. He speaks affectionately about his own children, and about time spent with his grandchildren. He shows a keen interest in the families of those he interacts with, recognizing and often reminding all of us that no one is immune to the risks of mental illness.

Building relationships is a central piece of the science of healthy brain development, and JR exemplifies this with his genuine interest in developing relationships with those he works with and supports. JR's strong commitment to relationships extends beyond that of his immediate family, with several relatives serving on the Shaw Family Foundation, as well as his freshman college roommate from Graceland College (now Graceland University).

Hull is grateful for JR's committed investment and support, and we look forward to continuing to progress the work being done in partnership with Dr. Bruce Perry and the Neurosequential Model Network, LLC. Together, we can make a difference in the lives of the kids and families we serve, both at Hull and with our partners in Alberta and around the world.



## Our Mission

Hull partners with young people and families, building resilience today for a brighter tomorrow.

## Our Vision

Children free from behavioural and mental health challenges that impact them, their families, and society.

## Our Core Values

### Purpose

We are clear about our purpose, intentional in our practice and ethical in our conduct.

### Inclusion

We are better together, celebrating diversity and honouring the uniqueness of each person.

### Connection

We believe that well-being and healing happen through authentic, respectful and nurturing relationships.

### Knowledge

We draw from multiple sources and ways of knowing to guide our planning and practices.

### Space

We create environments to promote relationship, healing and safety.

# Continuum of services and programs



## Prevention and Early Intervention

Prevention works with young people and families before concerns develop. Early Intervention works with young people and families once concerns are identified; these programs reduce the risk of escalation.

### Services and programs:

- Community Parenting Education Program
- Family Advocacy and Support Project
- Social Emotional Learning Services
- Lasting Impressions
- Patch
- Calgary Healthy Families Collaborative
- Braiding the Sweetgrass
- Mentors Matter



## Family-Based Treatment

Family-based treatment reinforces the preservation of families. We believe that children and youth belong in families, living in the community. Our support helps natural, foster and kin families to remain intact and receive the assistance they need to thrive.

### Services and programs:

- Family Initiatives
- Fostering Connections
- High Fidelity Wraparound
- Kinnections
- Hull Psychological Services



## School-Based Services

School-Based Services assist students with diverse academic, emotional and behavioural needs. We help establish a positive learning experience for students and their families, while meeting their scholastic requirements. Students also gain self-esteem and appropriate coping and social skills.

### Services and programs:

- Family and Education Service
- William Roper Hull School
- CBE Satellite Schools

## Service and impact



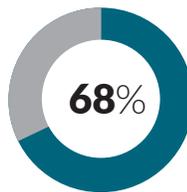
# 4,027

The number of children, youth and families who were supported by one of Hull Services' **27 programs**.



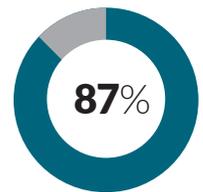
## Permanence

Percentage of children and youth in our Child and Youth intervention programs who transitioned into a less intensive care setting (home, natural support, interdependent living, adoption, foster care, and kinship care).



## Increased resilience

Percentage of the youth we served who reported experiencing an increase in new skills and enhanced ability to cope with the challenges of life.





### Community Group Care

Community Group Care offers treatment and supportive services for youth in a home-like setting. This environment allows young people a closer connection to community while they continue their progress before being reunited with their families or transitioning to another permanent community placement.

**Services and programs:**

- Cedarbrae Teaching Home
- Radisson Group Home



### Campus-Based Care

Campus-Based Care assesses, stabilizes and treats children and youth with serious challenges. When behaviours escalate out of control due to mental health, addiction or traumatic experiences, immediate, intensive intervention is required. 24-hour care and therapeutic services are provided from arrival through discharge until youth can return to the community more safely.

**Services and programs:**

- Cottage One
- Cottage Seven
- Preadolescent Treatment Program (PTP)
- Safe Directions
- Stepping Stones
- Transitioning Residential Adolescents and Children into the Community (TRACC)



### Adult Services

Adult Services bridge the transition for young adults with mental health and developmental disabilities toward greater independence. In situations where supported living is required, adults are placed within settings that offer structure, safety and community integration.

**Services and programs:**

- Interdependent Living Services
- Bridging the Gap



To learn more about our programs and services please visit our website at [HullServices.ca](http://HullServices.ca)

### Indigenous support

 **650+**

Number of persons served in Hull programs who identified as having an Indigenous background. To better support our Indigenous persons served, Hull offers cultural awareness, education and training, and cultural support through our Indigenous Resources department.

### Developing capacity in the community

 **32**

Trainings and workshops on the Neurosequential Model of Therapeutics were given to over **750 participants**.

 **39**

Trainings, consultations and presentations on the PATHS® program, a researched-based, violence prevention program that promotes social skills, enhances academic achievement and prevents bullying, were given to **992 participants**.

# Highlights and milestones



June 12 – 14, 2018

### 3rd International Neurosequential Model Symposium

Hull Services and The ChildTrauma Academy successfully co-hosted the 3rd International Neurosequential Model Symposium at The Banff Centre. Over 750 people from 12 different countries came together to learn, innovate, reflect and collaborate to provide leading edge support and care to persons served. These strong collaborative relationships allow for continued progress in the field of mental health.



July 1, 2018

### New Therapeutic Campus-Based Care Contract

On July 1st, 2018, Hull Services entered into a new contractual agreement with Children's Services to provide Therapeutic Campus-Based Care (TCBC) for up to 46 young people and their families, caregivers, and other natural support systems. While Hull has a long-standing tradition of providing intensive treatment services on its Main Campus, dating back to 1962, this new contract has offered critical funding for more staffing, resources and therapeutic supports to meet the increasingly complex needs of the young people we serve.



August 2018

### A new Hull Services leader

After 22 years of significant service to Hull Services, Executive Director, George Ghitan, retired. On September 5, 2018, Julie Kerr began her appointment as Hull Services' new Executive Director. Beginning her career as a clinician delivering mental health services, she worked her way through a number of leadership roles in the social and health service areas in the not-for-profit and government sectors in British Columbia and Alberta. Her most recent position before beginning at Hull was serving as the Senior Operating Officer, Community, Rural and Mental Health for Alberta Health Services.

September 7, 2018

### Inaugural Hull in One pre-tournament reception

Due to inclement weather, the 9th annual Hull in One Golf Classic, presented by Centron, was postponed until Spring 2019 – but not the generosity of the sponsors, golfers and donors. Bob and Maria Harris generously welcomed sponsors and donors to their home as a thank you and to raise money critical to the work Hull does with children, youth and families in our community. Through Hull in One and the pre-tournament reception, \$360,000 was raised, net of expenses, for Hull Services.





November 2018

### Planning for our future

Starting in November 2018 Hull Services began to undergo a strategic planning process to develop our new 2019-2022 Strategic Directions. Hull staff, partners, stakeholders and family members of persons previously and currently served were engaged to provide their input and perspectives. The Strategic Directions, which were officially launched in September 2019, lay out the broad picture for Hull Services, emphasizing goals that enhance and expand our work.



December 5, 2018

### Hallelujah

The 14th annual Christmas fundraising event, Hallelujah, starring actor, singer and lifetime philanthropist, Tom Jackson and Friends, celebrated the festive spirit of the season and raised money in support of kids and families at Hull Services. Through the generosity of our donors, sponsors and partners, Hallelujah raised \$142,000, net of expenses, which is used in the areas of greatest need at Hull Services, directly contributing to the wellbeing of children, youth and families in our community.

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**8** Feature story

January 2019

### Mike's House: a new home for the Preadolescent Treatment Program

In January 2018, the Preadolescent Treatment Program, which serves children between the ages of four and 12, moved into its new home, Mike's House. The 10,914 ft<sup>2</sup> new space replaced an existing outdated facility to better support the needs of a trauma informed group care setting. Mike's House has been purposely structured with several setting conditions that enhance safety and well-being for the children. The children now have a therapeutic living space that allows for recreation and play, quiet spaces, and opportunities for relational connections between children and counsellors.

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**10** Feature story

March 6, 2019

### Magical Myles Music Room opening

March 6, 2019 marked the unveiling of the "Magical Myles Music Room" at Hull Services' Secure Services program. The new music room was created in memory of Myles Card, who had participated in programs at Hull Services and for whom music was a passion and played a big role in his treatment. The music room is a creative outlet for the kids in Secure Services and is an important component in regulation and healing.



March 18, 2019

### Bridging the Gap expands

To help facilitate the growing needs of our Bridging the Gap program, it relocated to a new location at Suite 420, 1509 Centre Street SW. This year the program also received the City of Calgary Mental Health and Addictions Grant funding which enabled it to increase by two staff members, to help address the growing demand for their services.

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**12** Feature story

February - June 2019

### Braiding the Sweetgrass shares its knowledge with Ranchlands Elementary School

Hull Services' Braiding the Sweetgrass program worked with Ranchlands Elementary School to offer the program at their school. The elementary school fully embraced the opportunity and gained a better understanding of how to support their Indigenous Community. Ranchlands is now creating its own practices and activities to continue to share and strengthen connections created through Braiding the Sweetgrass.

# Mike's House

## *A haven for help and healing*

The brightly colored little slippers cheerfully lying at the doorway of Mike's House belie the important work taking place across the threshold.

For inside the building that houses Hull Services' Preadolescent Treatment Program (PTP), a team of dedicated counsellors and clinicians is using brain science to heal the wounded children within.

The PTP provides care for our province's most vulnerable children. It is a unique, trauma-informed therapeutic program centred on industry best practices, and is one of the pioneers in Alberta using the Neurosequential Model of Therapeutics (NMT) to frame its approach to treatment. A key program component recognizes the importance of physical space and the essential role it plays in healing.

The Preadolescent Treatment Program uses a myriad of innovative and creative NMT-informed ways to provide services and therapies to kids ages four – 12, including the thoughtful and consciously therapeutic design of the new space.

"Mike's House is not just a building, it is part of the therapeutic intervention," says Shawn O'Grady, Program Director of the Preadolescent Treatment Program.

Mike's House opened in January 2019 and was made possible through the generous support of long-time Hull Services volunteer and supporter, Leslie Bissett. The previous building was configured as one large open space with a more institutional feeling. By contrast, Mike's House, designed specifically to meet the needs of PTP and the children it serves, feels like a home should – safe, secure and comforting.

And the impact of being in Mike's House isn't just felt by those in the program. "Both the kids and staff feel valued and appreciated here," says O'Grady.

When planning the space, the team at Hull Services used their knowledge of what was working in the program, what they'd like to do differently and what they had learned through science. The result is a haven for children who have suffered trauma and a new opportunity to overcome its terrible effects.

Based on PTP's therapeutic approach, Mike's House is divided into zones designated for living space, arts and recreation, and large motor activity. This layout is markedly different from the previous space, which often limited the ability to implement the NMT.

Private spaces preserve kids' dignity so not everything they are working through is played out in front of others. Quiet areas offer refuge for already dysregulated children when noise levels become too much for them to handle.

A uniquely-designed sensory room allows children to engage in activities focusing on brain activation and sensory regulation – recognizing that better sensory processing and self-regulation strategies empower children to develop the relational and cognitive aspects of their brains.

Recreation space, including treadmills and a large area for unstructured recreational play, helps kids recover from trauma by raising their heart rates – something that was unheard of 10 years ago, but now is proven to have powerful results.

***"Mike's House is not just a building, it is part of the therapeutic intervention."***

**– Shawn O'Grady**  
Program Director, Preadolescent Treatment Program

There's a music room where children can sing and drum, recognizing that rhythmic activities are proven to help regulation and recovery (and has been suggested as emulating the maternal heartbeat).

Rooms are painted soothing colors, bright artwork adorns the walls and windows let in natural light – all meant to contribute to a healing environment.

When asked what brings kids to PTP, O'Grady answers, "Think of the worst thing you could imagine happening to a child, and then times it by two ... their experiences have often been brutal."

Coming to Mike's House, whether for day treatment or the live-on-campus program, kids not only have the benefit of leading-edge treatment based on best practices, they have a reminder that they are valued, they matter and they deserve a space that is warm, comforting and safe.

In the words of Mike, the building's namesake and a child very close to Bissett, "There is nothing to be afraid of here."



Photos by Jason Fischer



## Building Mike's House

It's no accident that Mike's House fully represents the best in space for trauma-informed group care. Using the NMT as the blueprint, our partners joined forces with Hull Services to build a space that didn't just house the Preadolescent Treatment Program (PTP) but was purposeful and integral to the care being offered.

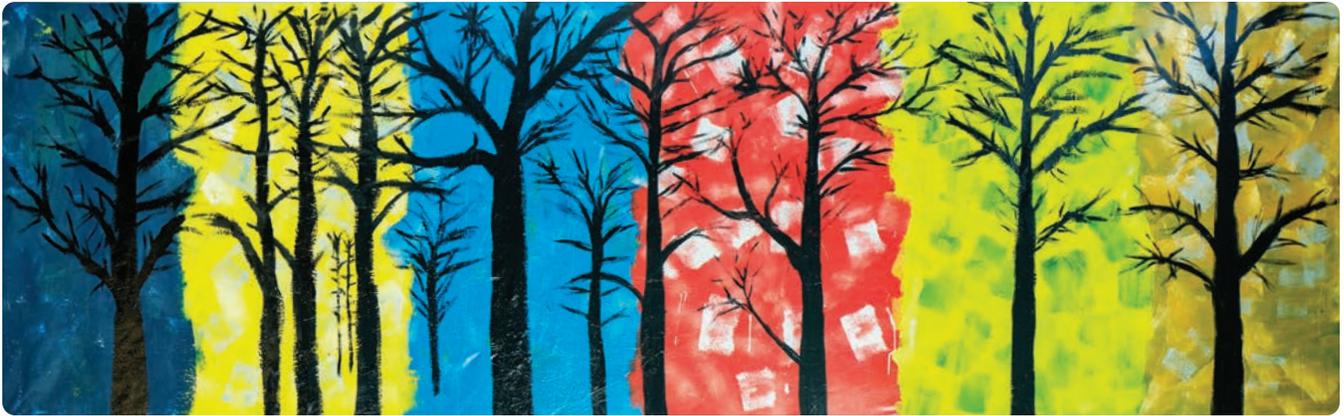
Through countless hours spent volunteering with the children in the PTP, Leslie Bissett knows firsthand the children this program helps. She saw the need for space

that would better support the important work being done and brought both the vision and funding needed to create it.

As the builder, Centron came to the table with a willingness to listen and understand, a flexible approach and innovative ideas to create beautiful, functional spaces that preserved dignity, and offered both comfort and safety. They worked closely with the architects at NORR, who shared the vision for what Mike's House could be and applied their creativity to the design process.

# Secure Services

## Using art and music to support trauma-informed care



Painting donated by Judge, Todd LaRochelle

The first guiding principle of Hull's Secure Services program is a stark reminder of how desperately the young people in the program need support and that their issues often stem from trauma inflicted on them by no fault of their own.

That principle reads: *Contrary to popular opinion, the Secure Services program is not a jail. Our young people, in most cases, have experienced significant trauma, neglect, conflict, exploitation, addictions, abandonment, physical, sexual or emotional abuse in their young lives before coming here.*

These are kids after all, doing their best to cope. They don't come to Secure Services of their own accord but they are as deserving as other young people of understanding, services and supports. (That's the second guiding principle.)

Secure Services provides a confined court-ordered and monitored service under the Child, Youth and Family Enhancement Act that assesses and stabilizes youth presenting at an imminent risk to themselves or others through self-harm and suicidality, violence, drug use, and other high-risk behaviors.

There can be a misconception that it is 'kid jail' — that bad kids go there to be locked up and serve time, end of story. In reality, for most kids it's the opportunity to begin to rewrite their story.

Highly-trained youth counsellors and clinicians offer trauma-informed care that is compassionate, consistent, non-judgmental and rooted in brain science. The space it is offered in was purposefully built and is integral to the therapies provided.

Those not familiar with Hull's Secure Services building may feel like they were in the wrong place if they walked in. The light-filled foyer has a mural around the doors, painted

**“Giving a creative outlet through music and art has a huge impact on kids who can't express themselves in other ways.”**

— **Francesca Acosta**

Program Coordinator, Secure Services

in calming tones and incorporating the cheerful message, “Welcome to Secure Services.” And, yes, those doors are locked, but people may be surprised at what's behind them.

Artwork adorns the walls, brightening the space. Some pieces have been created by staff, others donated by generous companies. A large, beautiful piece was painted and donated by Judge Todd LaRochelle, who often mandates kids to the program and who fully understands the positive difference being there can make for them.

One painting seems to speak directly to the young people in the program. When viewed full on it is a riotous, chaotic abstract of color. When viewed from a different angle, the word 'HOPE' is spelled out in clear view.

To engage kids in mindfulness programs and help them learn to self-regulate, a variety of therapeutic spaces are incorporated into the facility, including recreational space, a cultural room



(for smudging, prayers or other practices) and quiet areas where they can go to calm down when feeling overwhelmed.

“Regulation is key,” explains Bryan Hume, Program Manager of Hull Services’ Safe Directions programs, in which Secure Services sits. “We are strategic around what we provide and when. Staff are mindful of the best time to connect with kids around certain concepts, whether that be time in the music room or other therapies.”

The Neurosequential Model of Therapeutics has helped us to understand the healing and regulating aspects of art and music, and these are key components used to help heal and stabilize. The music room is a highlight of the program and hands-down favorite of the staff and kids.

The Magical Myles Music Room was created in memory of Myles Card, who had participated in other programs at Hull Services and for whom music played a big role in his treatment. Its aim is to do the same for others.

“These kids have so many traumatic things they are dealing with,” says Hume. “We can bring them up here and they get away from everything that is not feeling great for them.”

“This gives us an avenue to connect with kids on a whole different level,” adds Francesca Acosta, Program Coordinator for Secure Services. “When kids bottle their emotions, it often comes out in anger. Giving them a creative outlet through music and art has a huge impact on kids who can’t express themselves in other ways.”

For the youth in Secure Services who may feel like everything has been stripped from them, it’s a connection to the outside world and a positive step in getting the help they need.



## The Magical Myles Music Room

Myles Card had both a gift and a passion for music. From participating in choir and jazz and concert bands, from music lessons to teaching himself to play instruments, it was a huge part of his life.

While in programs at Hull Services, Myles spent a lot of time in the music room. “He used music to relax and cope,” says his mother, Christina Sackett. “It took a lot off his mind and shoulders. It was a complete refuge for him.”

The new music room in Hull’s Secure Services facility has been named to honour his memory. “Myles was a fantastic musician,” remembers Bryan Hume, Program Manager for Hull Services’ Safe Directions programs, in which Secure Services sits. “We wanted to create something special in memory of him and in appreciation of all Christina has done to raise funds for Hull Services.”

The mural in the room was painted by a friend of his mother’s, Cheryl Hoff, along with Hull Services’ Francesca Acosta and Carrie Fraser, and incorporates many of the things Myles liked — the yellow submarine is a replica of one he drew, the headphones painted on the wall the same as the ones he so often wore. Guitars hang on the wall and there’s a keyboard and recording equipment.

“Myles was a musical genius. He would write poems and create music to express what he couldn’t in other ways,” says Francesca Acosta, Program Coordinator for Secure Services. “Music and art inspired him. Now that is being shared with so many other kids.”

# Braiding the Sweetgrass

## Creating resilience through culture, community and reconnection

Sweetgrass is a sacred plant that plays an important role in many Indigenous cultures and is often used in a healing manner as medicine or smudge. It's fitting that it is named in Hull's Braiding the Sweetgrass program that guides Indigenous families on their healing journey through the effects of Intergenerational Trauma (IGT).

The name holds particular meaning as it was gifted to Hull by a team of eight Elders who have guided and informed the program from the beginning. Being named in a traditional way is a great honor. The name refers to the braiding of traditional and western ways being used on the healing journey. To be clear, it is not a blending of those ways, which could result in important aspects being lost. Rather, it is cultural inclusion – finding points of intersection and ways for both to exist respectfully alongside each other, understanding that both hold value and, together, they create strength.

Braiding the Sweetgrass brings together culture, community and a reconnection to history and identity to create resilience within and among participating families. Much like braiding blades of grass together creates strength, weaving together those three pillars does the same.

Braiding the Sweetgrass differs from other programs offered through Hull Services. While Hull's programs typically build from the foundation of understanding brain development and seeing culture as a means to support healthy brain development, Braiding the Sweetgrass flips the model upside down, putting cultural teachings, identity and tradition at the base of it and building from there.

"It's not just the 'what' but the 'how' we do these things that matter," says Valerie Sipos, Program Coordinator, Braiding the Sweetgrass. "Ceremony plays a big role."

"We always put the first emphasis on culture," adds Kathleen Hagan, Program Director. "Whether talking about

brain development or traditional roles, every part of this program has ceremony attached to it. It's very significant."

"The cultural teachings tie back to the research on brain development. Our brains were built to live in large communities that support each other. Relational interconnections make us strong as people."

*"In four short months, you see this amazing transformation for many families."*

– Valerie Sipos  
Program Coordinator, Braiding the Sweetgrass

The larger community of Calgary is rich in its vast array of programs that serve children, youth and parents. Braiding the Sweetgrass believes it is important to serve whole families together, recognizing they have all been part of the trauma that has transferred from generation to generation. Working with the whole family is key to healing from the cycle of IGT.

Sipos points out that Elders and Indigenous practitioners with diversity in their cultural backgrounds deliver the program, noting that "because of the nature of what we are trying to disrupt, it's important the people facilitating have the same lived experience." The elders and practitioners were recruited by Casey Eagle Speaker, Hull Services' Indigenous Resources Coordinator. Along with providing support, training, resources and spiritual experiences to everyone interested in learning the history and cultural traditions of Indigenous people, Casey, along with the Elders, plays a vital role in delivering the program.



It's also important that participants have control over their journey and participate to the degree that they are ready.

"It would be history repeating itself for us to tell people this is what you need to heal," says Hagan. "Rather we introduce people to key pillars of intervention to interrupt the cycle of trauma — cultural teachings, safe space and a community of like-minded people. Everyone's journey and experience is unique."

Hull Services is humbled, as a non-Indigenous agency, to be delivering this program and to be walking alongside participants as they find their way to a place of well-being.

"Braiding the Sweetgrass is about empowering people to live a good life," says Sipos. "In four short months, you see this amazing transformation for many families. They walk away with what they need to go on to the next step of healing."

For some families, participating in Braiding the Sweetgrass stirs their curiosity and motivates them to take further steps to reconnect to their culture. Hull has developed a Continuing Community component for those wanting to continue that journey, providing ongoing opportunities for past participants to access cultural teachings and the larger Braiding the Sweetgrass community, as well as supporting their connection to the broader Indigenous community in Calgary.

### **Connect through Braiding the Sweetgrass**

*Connection plays an important role in Hull's Braiding the Sweetgrass program, whether connecting participants to their culture, identity, history or the broader Indigenous community in Calgary.*

*All Indigenous families wanting to make these connections and participate in Braiding the Sweetgrass are invited to learn more about the program by contacting the Program Coordinator, Valerie Sipos, at 403.207.2533.*



## **Sharing the Basket**

In Indigenous cultures, knowledge isn't something you possess, it's meant to be given away.

When Ranchlands School contacted Braiding the Sweetgrass looking for ideas on how to engage and build community within their Indigenous families, Hull did them one better and offered to run the program at their school.

The elementary school fully embraced the opportunity. Even their principal, Cheri Wickland, participated (with the families' permission) to gain greater understanding of how to better support their Indigenous community.

"The changes I saw in the participating families and their relationships with each other, their culture and our school was remarkable. It was something I hadn't seen before," says Wickland. "I've changed from having had the experience and I know our kids and their families have too."

In the spirit of the program, Ranchlands School is now creating its own practices and activities to continue to share and strengthen connections created through Braiding the Sweetgrass.

That's not unique to program participants, according to Hull Service's Program Director, Kathleen Hagan. "Connection is something we are all seeking. It's fundamental to everyone's sense of well-being that we have a community and a place to belong."

Developing the Braiding the Sweetgrass program is a journey with many learnings. Seeing the success of the program at Ranchlands School validates what the Elders are telling us — that it is now ready to be passed to other organizations as well.

Hull is excited to begin sharing this basket of knowledge with our larger community to help guide other Indigenous families to a place of well-being.

# Your generosity makes a difference

Thanks to your support, we are partnering to build resilience today for a brighter tomorrow for the more than 4,000 kids, youth and families we serve each year.

## Monetary gifts:

# \$8,188,121

(Amount includes capital contributions: \$3,970,524 and grants and donations: \$4,217,597)

Contributions are received from unsolicited donations, annual campaigns, special fund-raising events, corporate sponsorships, and government and private grants.

Our fiscal year is April 1, 2018 to March 31, 2019

## Sources of donations and grants



\$1,947,996.....Private grants and donations  
 \$946,503.....Municipal government – FCSS  
 \$729,360.....United Way  
 \$443,000.....Hull Child and Family Foundation  
 \$150,738.....Provincial government

## How your monetary gifts were used:



### Community-based programs

## \$1,883,928

Examples:

- Braiding the Sweetgrass program
- Miracle Fund
- Interdependent Living Services
- Work Experience
- Patch



### Therapeutic campus-based care programs

## \$640,792

Examples:

- NMT
- Sensory rooms



### Capital assets

## \$531,424

Examples:

- Therapeutic equipment
- Facility improvements



### General agency operations

## \$1,055,746

Examples:

- Recreation program
- Staff training



### School programs

## \$105,707

Examples:

- Breakfast Club
- Work experience
- Art/music
- The greenhouse

## Gifts of time: 4,294 hours

Volunteers who are willing to step up and give their time help make all the difference to children, youth and families in our communities who are struggling with mental health challenges. At Hull Services, they give the valuable donation of time in a number of ways – through our corporate Group Involved Volunteer days, as mentors in our Mentors Matter program, and by filling critical support roles during special events, such as our fundraising golf tournaments or Stampede Breakfast. Volunteers have a far-reaching impact on Hull Services, and our success would not be possible without their dedication, support, and enthusiasm.

### Group involved volunteers (GIV)

9.....Number of groups  
 200.....Number of volunteers  
 1,085.....Total number of hours  
 \$26,040.....Value of volunteer time

### Mentor volunteers

97.....Number of volunteers  
 3,100.....Total number of hours  
 \$74,418.....Value of volunteer time

### Special event volunteers

23.....Number of volunteers  
 111.....Total number of hours  
 \$2,664.....Value of volunteer time

## Gifts in kind: \$358,671

Some of our donors and community partners choose to support the children, youth and families at Hull Services with gifts and necessities they might not otherwise receive or have access to. Many kids and youth in our programs live in low income households where purchasing items such as school supplies, backpacks and birthday presents can be a challenge. Donations of gifts in kind support the needs of the children and families we serve and the critical work that we do to build stronger, healthier communities.

### Examples of gift in kind donations in 2018/19

- |                            |                        |
|----------------------------|------------------------|
| School backpacks           | School supplies        |
| Recreational opportunities | Sports equipment       |
| Christmas hampers          | Gift cards             |
| Birthday gifts             | Sporting event tickets |



Gifts in kind, also referred to as in-kind donations, is a donation of needed goods and services.

## Donor spotlight

# Leslie Bissett

Leslie Bissett can often be found sitting at the dining table at Mike's House, sharing a meal with the kids her generosity has so greatly impacted.

Mike's House exists because of Bissett's transformational five-million-dollar donation and her vision to create a space to better support the therapy these young children so desperately need. It houses Hull Services' Preadolescent Treatment Program (PTP) and is our setting for trauma-informed group care. To the kids staying there, it's home for now and a safe place to be.

Funny enough, it all started with a keyboard. The electric musical kind, not the computer version. Many years ago, Bissett had one she was looking to donate and someone suggested she contact Hull Services.

Bissett, who has a background in education and working with children, says she was looking for an opportunity to "feel like I was making a change." She found it, and Hull Services will forever be grateful for the keyboard that sparked the wonderful relationship that exists between them today.

"Leslie really cares about this program and our kids," says Pat Foran, Assistant Program Director, PTP. "She is always thinking of them. She is such a special lady, and one of the best friends Hull could ever have. We are so lucky to have her."

Bissett's generosity knows no bounds, extending to her time as well — spending countless hours with the kids in the PTP, listening to them and supporting them. "We have all needed someone in our life who didn't sit in judgement. That is the role I try to fill," says Bissett. "Some of those little kids are in such need of positive human interaction."

Bissett has also invested time in understanding the Neurosequential Model of Therapies (NMT) used in the PTP, and in how to interact with the kids in a manner that supports the therapy.

Seeing the strides kids were making with the NMT and understanding how critically important it was to have an environment to support it, Bissett came to Hull with both a vision for Mike's House and the funding to make it a reality. The gift was unsolicited and unprecedented. According to Foran, Bissett just walked in one day and said "you need a new building."

"Leslie's involvement in our program qualifies her at a whole different level to understand the needs of the space," says Shawn O'Grady, PTP's Program Director.

In her gracious and humble manner, Bissett says, "There is as much in this for me as there is for the kids. I have learned so much from them. Resiliency, coping skills — I've seen kids that have survived things unimaginable to me."



*"To see how they have survived and coped. It's phenomenal. I have huge respect for them."*

— Leslie Bissett, Volunteer and Supporter

"To see how they have survived and coped. It's phenomenal. I have huge respect for them. And I have huge respect for the staff. They bring an amazing sense of warmth and caring to their roles."

It's a mutual admiration society, and the kids at Mike's House light up when Leslie arrives. They may not understand the full impact of what she has done for them, but they know she cares — and in their world that counts for a lot.

Now that Mike's House has been built, Bissett will continue to volunteer one-on-one with the kids there, but also shares her time and energy with other areas at Hull Services. Bissett has already generously donated her time in the Mentors Matter program, supported the agency's growing transportation needs and continually helps champion Hull's profile in the community. She's also working on an exciting new initiative that's soon to be announced.

"Leslie's contributions to Hull have been so great, and made in so many ways in addition to her generous financial support. She has also contributed by getting other people involved with us as well," says Foran. "Her impact will be felt for years to come. She has truly made a difference here."

## Donor spotlight

# Centron Cares

There's a saying that it takes hands to build a house, but only hearts can build a home.

That could be framed and hung on the wall in Mike's House, the Centron-built building that is home to children for months, and sometimes years, as they receive trauma-informed care in Hull Services' Preadolescent Treatment Program.

With caring and generous hearts, as well as extensive experience in real estate development and construction, the Centron Cares team worked with Hull to create a facility that not only feels like home to the kids, but one that supports the very important therapeutic work taking place there.

And it wasn't the first time Centron extended their generosity to Hull, having built our Secure Services facility a few years prior. Secure Services offers immediate intervention and help for youth in dire need as they are at serious risk of harming themselves or others.

According to Bryan Hume, Secure Services' Program Manager, Centron delivered a facility that exceeded expectations. Hume notes, "It's so important to have attractive, purpose-built space when offering programs for kids with these types of issues."

Well-known for developing prime real estate across Western Canada, Centron is especially proud of the work they put into building what matters most to them, their community. That sentiment reaches from the corporate level through the extended Centron Cares team.

"When you see the level of collaboration and teamwork in these community projects, it's really touching. The love and type of care that goes into them is heartwarming," says Allison Clark, Centron's Vice-President of Development and Director of Centron Cares.

"If we all believe in making Calgary a better place to live, change happens," adds Bob Harris, Centron founder and CEO.

That change continues to be felt long after the hammers have stopped swinging and the doors have opened. From the start of each building project, Centron worked with the team at Hull to truly understand how the facilities would be used to create spaces that were not only comfortable and safe, but also functional and purposeful.

And because the Centron Cares team is comprised of their employees, their expert consultant group and trusted trades with knowledge across all areas of the process, they helped stretch Hull's construction funds to ensure the dollars were going into the features that were needed most.

"With their involvement in both our Secure Services facility and Mike's House, Centron helped us navigate the building and development process, ensuring that we were

spending our funds wisely to see the biggest impact possible," says Julie Kerr, Executive Director of Hull Services. "The way that they engage their sub-contractors and trades, inviting them to participate with a spirit of philanthropy, expands the community of giving in Calgary and widens Hull's circle of friends."

Centron has been a great supporter of Hull Services in other ways as well, in no small part due to Harris' willingness and ability to garner support through business and personal relationships. As part of a three-year commitment, Centron has been integral in continuing to build up the Hull in One Golf Tournament, and rounded out the third year as the presenting sponsor of Raise a Little Hull — an event that raised more than \$225,000 for programs and services.

Centron Cares has a goal of supporting meaningful projects in the community. In Harris' words, "Hull Services really resonates with us as an important organization shaping the future of our city by helping kids."

Hull Services is so grateful to have Centron's support and for experiencing firsthand what Centron does best, building up their community.



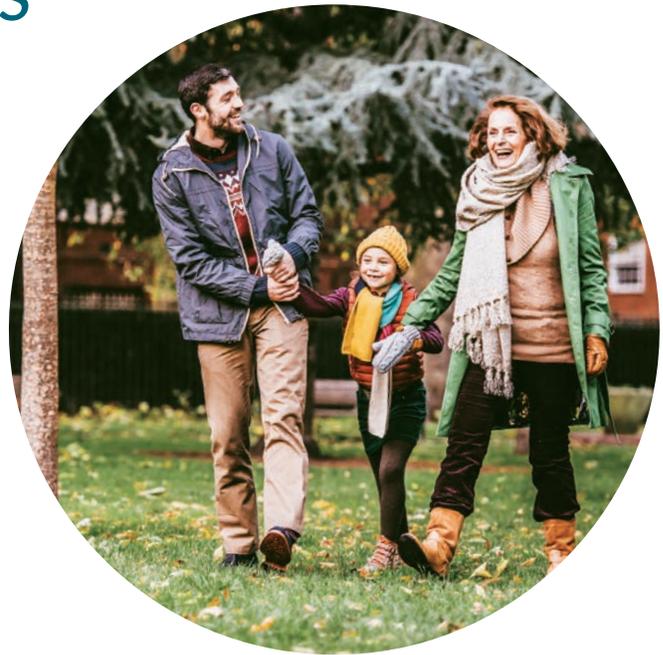
Brian Bec, Wayne Benz and Cole Harris of the Centron Group of Companies, Leslie Bissett, George Ghitan (former Hull Services Executive Director) and representatives of Hull Services Board of Governors – Kerry Dyte (former Chair), Chethan Lakshman, Stuart O'Connor (current Chair) and Doug MacKenzie.

# Our event sponsors

## Making an investment in our youth, children and families

Thank you to all our event sponsors for your amazing support of Hull Services. Your generous gift to Hull Services enables us to provide exceptional care to at-risk children and families in need of mental health and behavioural support. Kids who do not receive the mental health care they need can continue to experience significant mental health concerns as adults. In fact, 70 per cent of adults living with mental health challenges first reported these challenges during childhood.

At Hull Services, we are dedicated to responding to these challenges early so that all kids and families in our community have the opportunity to live healthy and productive lives. When our sponsors invest in our programs, it means fewer children will grow up to experience homelessness, crime and poverty.



April 1, 2018 – March 31, 2019

## Thank you to our sponsors

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AEC Property Tax Inc.  
BFL Canada  
Bombardier Business Aircraft  
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Boulder Energy Ltd.  
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Dentons Canada LLP  
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Trail Appliance  
Trepanier family  
Valley Ridge Golf Club  
Vintage Chophouse  
West Creek Developments  
West Canadian Digital Imaging Inc.

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CRA definition: Sponsorship occurs when a business makes a donation toward the cost of a charity's activity or event and, in return, the charity advertises or promotes the business's brand, products or services.

# Board of Governors

## Thank you for your dedication and leadership

April 1, 2018 – March 31, 2019

### Board members

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**Mr. Stuart O'Connor** *(Chair)*  
Chair, Arcurve Inc.

**Mr. Chethan Lakshman** *(Vice-Chair)*  
VP, External Affairs  
Shaw Communications Inc.

**Mr. Michael Freeborn**  
Managing Director  
Head of Energy, Investment Banking  
CIBC World Markets Inc.

**Ms. Bonnie Johnston**  
BMJ Strategic Consulting

**Mr. Doug MacKenzie**  
Corporate Director

**Mr. Ross Middleton**  
Partner & Managing Director  
Boston Consulting Group

**Ms. Sarine Mustapha**  
Senior Vice President, Portfolio Manager  
BMO Nesbitt Burns

**Mr. John Poetker**  
Retired

**Mr. John Sparks**  
Strategic Counsel, NATIONAL Public Relations

### Hull Child and Family Foundation Board

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Mr. Charles Fischer *(Chair)*  
Mr. Bob Algar  
Mr. Jim Banister  
Mr. David Churchill  
Mr. Frank Doucette

Mr. Randy Findlay  
Mr. Rod Graham  
Mr. Tim Hamilton  
Ms. Sarine Mustapha

# Financials

Operations, April 1, 2018 – March 31, 2019

## Funding \$39.72M

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**\$25.57M**  
Alberta Children's Services  
64.4%

**\$3.72M**  
Calgary Board of Education  
9.4%

**\$1.48M**  
Investment and Other  
Income 3.7%

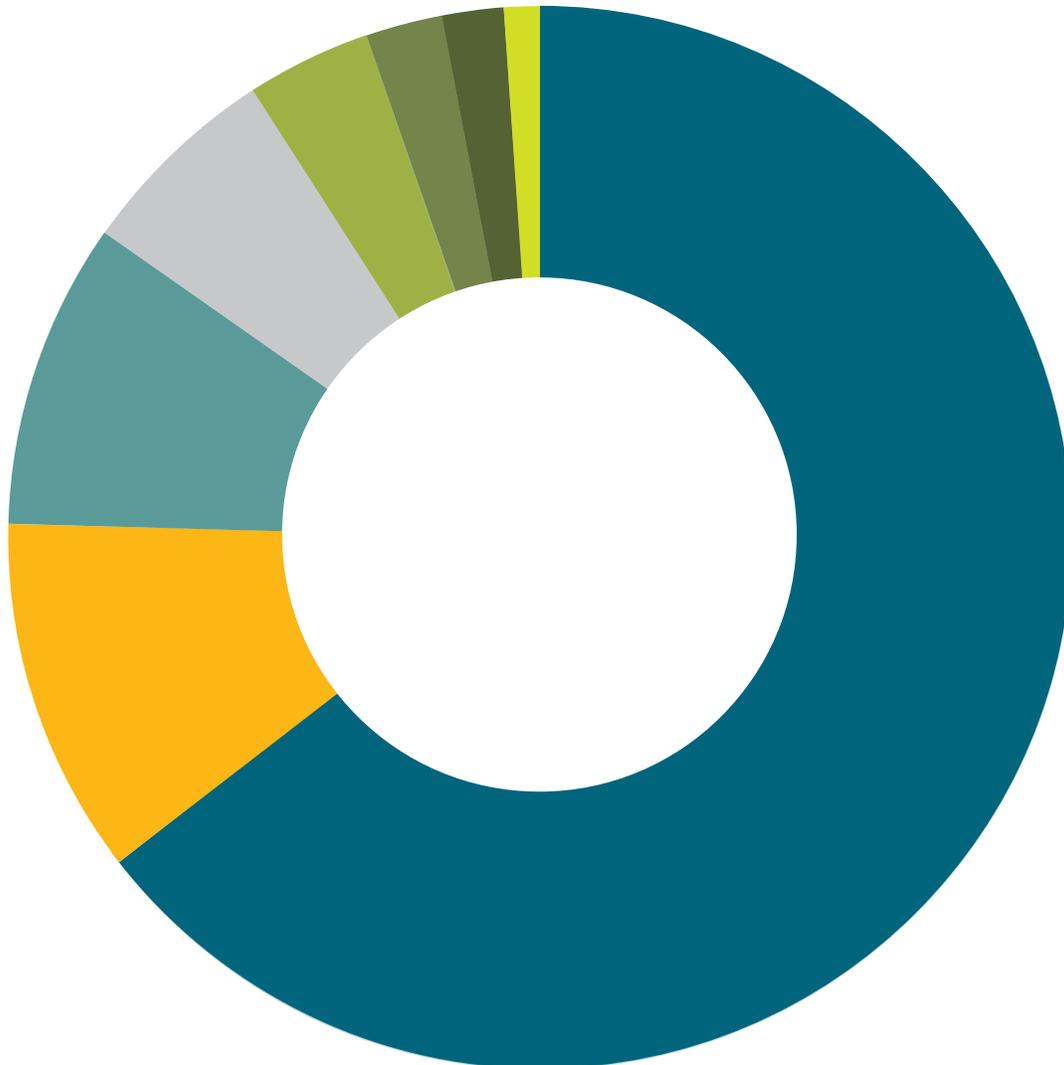
**\$0.73M**  
United Way of Calgary  
and Area 1.8%

**\$4.35M**  
Alberta Health Services  
10.9%

**\$2.48M**  
Grants and Donations  
6.3%

**\$0.95M**  
City of Calgary FCSS  
2.4%

**\$0.44M**  
Hull Child and Family  
Foundation 1.1%



# Expenses \$38.80M

**\$31.92M**

Salaries and Benefits  
82.3%

**\$1.3M**

Administrative  
3.3%

**\$1.11M**

Facility  
2.9%

**\$0.13M**

Mortgage and Capital  
Lease Interest 0.3%

**\$2.93M**

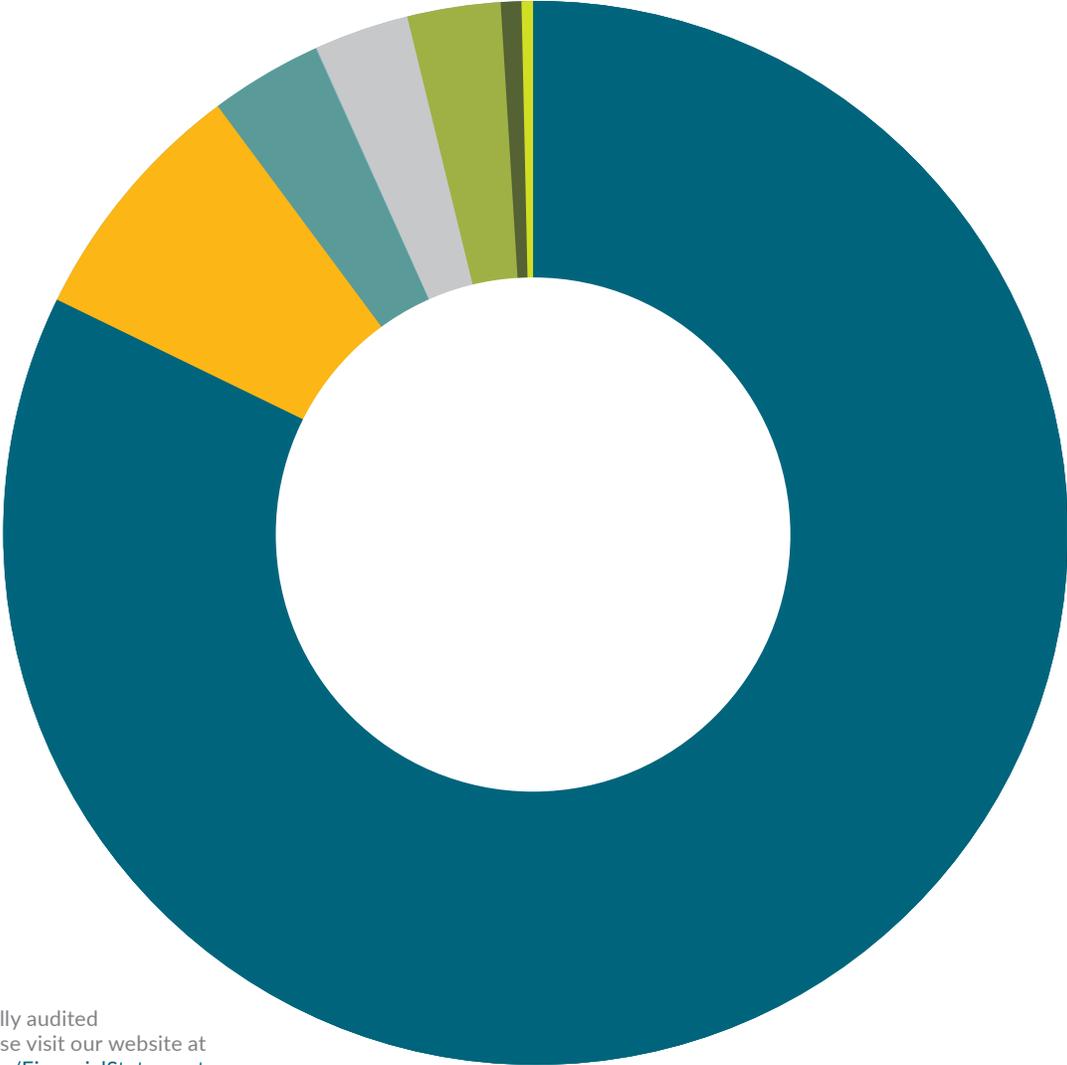
Client Services  
7.5%

**\$1.14M**

Amortization and Unrealized  
Gains 3.0%

**\$0.27M**

Transportation  
0.7%



To read the fully audited financials please visit our website at [HullServices.ca/FinancialStatements](http://HullServices.ca/FinancialStatements)



## Our funders

