



## **HULL SERVICES: RESILIENCE GROWS HERE**

ANNUAL REPORT 2019/20



2266 Woodpark Avenue SW  
Calgary, AB T2W 2Z8

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

# MESSAGE FROM EXECUTIVE DIRECTOR & BOARD CHAIR



I am very pleased to present you with our annual report for 2019/20. It reflects the excellent work that is happening throughout Hull's continuum of services and the investment of approximately 700 staff, 550 volunteers, our Board of Governors, the Hull Services Family Foundation Board, funders, donors, and stakeholders in pursuit of our shared vision of *resilient young people and families thriving within communities that support their mental health and well-being*.

We have seen many challenges this year, and also many amazing opportunities for growth and momentum toward our strategic aims. There have been significant investments in our building infrastructure, ongoing development within our trauma-informed and neurosequential approaches to service delivery, and substantial efforts made to align our leadership, programs and practices in support of our Strategic Directions. We have been paying careful attention to supporting a safe, healthy and resilient workplace culture for our people so that they can support young people and families to be healthy, safe and resilient.

While Hull has been navigating some uncharted territory this year, there are some key organizational elements that stabilize and energize us and foster hope, like: the commitment of our people to delivering excellent services; the important contributions made by our Board members, friends, partners, donors and volunteers that remind us we are not alone in our mission to *partner with young people and families, building resilience today for a brighter tomorrow*. Most of all, we see evidence every day of the strength and resilience of the young people and families we serve as we have the opportunity to walk alongside them as they learn and grow. This is what motivates and inspires us, and I hope the stories offered within this report will do the same for you!

Welcome to Hull Services' Annual Report for 2019/20. Its theme of growth and resilience reflects the reality of a busy, productive, and unpredictable year, and demonstrates what happens when an amazing community of compassionate and committed staff, volunteers, donors and funders comes together to support the mental health and wellbeing of Calgary's vulnerable children, youth and families.

As the newly appointed Chair of Hull's Board of Governors, I am proud of the growth we have seen in the past year and of the flexibility and creativity of our people as they effectively responded to the growing mental health and family support needs in Calgary and beyond. Even through the uncertainty presented by the economic downturn in Alberta and the COVID-19 pandemic, we made incredible progress in articulating and pursuing our Strategic Directions. We are laying a strong foundation that will position Hull as a leader in delivering sustainable, leading edge, and evidence-based services for vulnerable young people and families while pursuing innovation in research and knowledge translation to support early intervention and prevention work in the broader community.

As you will read in this report, our teams provide genuine caring, rich relationships, tireless service and a committed community of support to young people and families every day. In addition, Hull has some admirable industry partners and community champions who give generously of their time, skills, connections and financial resources. We could not do the important work of building resilience today for a brighter tomorrow without everyone connected to Hull, especially amazing people like you.



**Julie Kerr**  
Executive Director, Hull Services



**Chethan Lakshman**  
Board Chair, Hull Services

# ABOUT HULL SERVICES

## WHAT WE DO

Hull Services has long had a reputation for providing leading edge, and evidence-based child, youth and family mental health services. We work with children, youth, and families who have experienced significant challenges. Hull offers them an opportunity to seek well-being and happiness, with a focus on mental health.

At Hull, our employees are our strength. The level of continuous training our staff receive and their passion and commitment to excellence is what sets Hull apart as a leader in child and youth mental health.

For more than 55 years, we have been supporting the mental health and behavioral needs of our most vulnerable children, youth and their families across Calgary and parts of Alberta. Every year, over 7,000 children, youth and families are supported by one of Hull's 28 services and programs.

## OUR MISSION

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

## OUR VISION

Resilient young people and families thriving within communities that support their mental health and well-being.

## 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.

## OUR GOALS



Participative strategic planning process



Responsive, inclusive, meaningful services



Unified philosophy, practice and measurement



Healthy workplace culture



Abundant, sustainable funding



Enhanced recognition and understanding of Hull's work



Increased early intervention services



# SERVICE & IMPACT

## PEOPLE WE SUPPORT

Number of children, youth and families who were supported by one of Hull's **28 programs**:

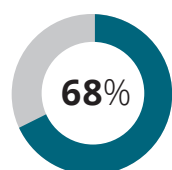
**7,427**

Number of people Hull serves who identified as having an **Indigenous background**:

**1,322**

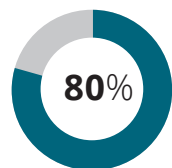
To better support our Indigenous children, youth and families, Hull offers cultural awareness, education and training, and cultural support through our Indigenous Resources department.

## CHILDREN SERVICES FUNDED PROGRAMS



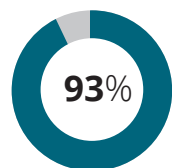
### Permanence

Programs transitioned 679 children back to the community, or to another level of less intensive service. More than 50% were reunified with their families and at least 68% transitioned to support systems in their community.



### Well-Being

Several children, youth and families demonstrated significant reduction of high-risk behaviours, with a reported 80% improvement in their overall well-being.



### Family and Community Connections

93% of children, youth and families reported an increase in family and community connections.

## CLINICAL SUPPORT



The Trauma Informed Services team provided over **1,000 hours** on the **Neurosequential Model of Therapeutics metric**, a clinical problem solving tool, for the young people and families served by Hull. The Trauma Informed Services clinicians and provisional psychologists provided **400 hours of therapy** to the young people and families served by Hull.

## STAFF TRAINING

Hull's Trauma Informed Services (TIS) clinical staff provided **12 months of intensive NMT training** to **13 Hull staff**, representing 10 Hull programs. The training provides a rich working knowledge of the NMT to ensure more effective service delivery to the people we serve.



## DEVELOPING CAPACITY IN THE COMMUNITY

**10 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 281 participants across school boards and youth-serving organizations.

**2 trainings on social emotional competencies**, with consultation and implementation support to integrate into existing day care, after school care, and recreational programs were given to 75 participants.

**Hull's Trauma Informed Services Team** contributed to the body of knowledge and understanding of mental health through 2 major research projects.

**Mental Health in Sports and in Life**, in partnership with I Got Mind, hosted online learning courses to provide valuable tools to manage mental health challenges to 12 organizations and hosted 15 webinars discussing the mental health issues that individuals may encounter during COVID-19.

**Hull's Trauma Informed Services** provided 12 presentations on Neurosequential Model concepts to 350 community participants.

TIME FRAME: APRIL 1, 2019 – MARCH 31, 2020

# CONTINUUM OF PROGRAMS & SERVICES



## 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:

- Braiding the Sweetgrass
- Calgary Healthy Families Collaborative  
Program ended Feb. 2020
- Community Parenting Education Program
- Family Advocacy and Support Project
- Lasting Impressions
- Mental Health in Sports and in Life New program
- Patch
- Social Emotional Learning Services

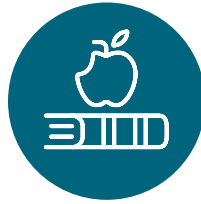


## FAMILY-BASED TREATMENT

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  
Program ended Feb. 2020
- Hull Psychological Services
- Kinnections



## 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:

- CBE Satellite Schools
- Children's Village School New program
- Family and Education Service  
Program ended June 2020
- William Roper Hull School



## 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 programs assess, stabilize, and treat children and youth with serious challenges. When behaviours escalate to a point of crisis 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 Programs
- 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, young adults are placed within settings that offer structure, safety and community integration.

### Services and programs:

- Bridging the Gap
- Interdependent Living Services



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

## NEW PROGRAM HIGHLIGHTS

### Children's Village School

Children's Village School is operated as a partnership between the Calgary Board of Education and Hull Services. The therapeutic programming offered is designed to meet the complex learning, social, and emotional needs of elementary school-aged children.

### Mental Health in Sports and in Life

Hull Services has partnered with *I Got Mind* to help promote the importance of mental health in the sporting world. The goal of Mental Health in Sports and in Life at Hull Services is to educate and promote best practices to attain mental health wellness in sport communities.

## HULL'S SUPPORT SERVICES

Hull's programs have access to a number of services that help support the mental health and well-being of the young people and families we work with.

### Mentors Matters

Hull Mentors Matters program pairs mentors with kids and youth in our programs. The mentors form a supportive relationship with their mentees, acting as a positive role model, identifying and developing their strengths, helping to improve their life skills, and exposing them to new interests and opportunities.

### Recreation Program

Hull's Recreation Program provides opportunities for young people and families in our program to participate in recreation, play, sports, outdoor activities, and community events. In 2019, Recreation provided more than 1,600 opportunities for young people and families in our programs.



# HIGHLIGHTS & MILESTONES



JULY 9, 2019

## STAMPEDE BREAKFAST

Hull Services hosted its Annual Stampede Breakfast where we welcomed over 3000 guests to our campus. The morning was full of Stampede fun and spirit, featuring live performances from local singers and bands. Families and guests enjoyed an array of activities, such as a performance from the Agility Dogs, visits with furry friends from the Butterfield Acres Petting Zoo, Indigenous games, hayrides, bouncy castles, and a visit from the Stampede Queen and Princesses, to name just a few. And, of course, it would not be a Stampede Breakfast without the fluffy pancakes and hearty sausages! Hull staff, volunteers, and even a couple of MLAs helped us flip flapjacks throughout the morning.



SEPTEMBER 14, 2019

## INAUGURAL RAISE A LITTLE HULL

*Raise A Little Hull*, presented by Centron and hosted at the Chairman's Steakhouse, was a great success, raising more than \$225,000 (net) in support of children, youth and families served by Hull Services. The evening featured delicious cuisine from Chairman's Steakhouse, unforgettable entertainment provided by Carmen Lucia and The Mocking Shadows, an amazing live auction, and an inspiring presentation from a family who received support from several Hull Services programs during the course of adopting their daughter.



New program

→ Page 8

SEPTEMBER 2019

## CHILDREN'S VILLAGE SCHOOL

In September 2019, Hull Services began a partnership with the Calgary Board of Education to support the therapeutic needs of the children who attend Children's Village School. Children's Village School is a unique educational setting, where CBE staff work in collaboration with Hull staff to support student learning. The therapeutic programming offered at Children's Village School is designed to meet the complex learning, social, and emotional needs of elementary school-aged children.



OCTOBER 2019

## MENTAL HEALTH IN SPORTS AND IN LIFE

Hull Services has partnered with *I Got Mind* to help promote the importance of mental health in the world of organized sports. The goal of Mental Health in Sports and in Life at Hull Services is to educate and promote best practices to support mental wellness in various sports communities.



Scholarship recipient,  
Chrissy Morin

JANUARY 2020

## PIITAASAAPII INDIGENOUS SCHOLARSHIP

Hull awarded its first Piitaasaapii Indigenous Scholarship. This scholarship was named in honour of former Executive Director, George Ghitan for the high value he placed on recruiting and retaining skilled, knowledgeable staff. As well as for his recognition that the Indigenous children, youth and families supported by Hull require special attention to their cultural needs. The scholarship is presented to Indigenous Hull employees to support their post-secondary and graduate level education and leadership development training, to prepare them for leadership opportunities at Hull and within the Child and Youth serving sector and their communities.



→ Page 10

**JANUARY 2020**

## **OPENING OF THE WEB**

The old PTP building was renamed *The Web* and now houses Work Experience, ILS and the Mentors Matter program. The name was chosen because of the importance of the therapeutic web (a person's natural supports), as relationships are foundational in our work at Hull, and for the symbolism of a spider's web. A spider's web has different meanings in many cultures. "ani to pisi" or "spider web" is a term used in Indigenous cultures. The 'ani to pisi' or the 'web' teaches us to work together, because a vibration in any one of the strands of the web usually signals trouble. The web also represents renewal, as the spider can recreate a web should it become damaged. These programs help young people to mend areas in their lives through healthy relationships and support.



**JANUARY 2020  
DONOR PROFILE**

## **SHAW FAMILY FOUNDATION PLEDGE TO TRAUMA INFORMED SERVICES/ CENTRE FOR EXCELLENCE**

The Shaw Family Foundation pledged \$2.6 million to Hull Services to kick start a Centre for Excellence in Child and Youth Mental Health. With the aim to help children and youth who struggle with mental health issues, the donation will assist Hull in sharing leading-edge, neurobiologically-informed training to educators, caregivers and service providers across our community, at a much larger scale than currently possible.

**FEBRUARY 2020**

## **HULL LAUNCHES NEW WEBSITE**

Hull Services launched a new website, featuring a brand new look, easier navigation and more information on ways to support Hull Services. The new website provides visitors with a more intuitive way to learn about our programs and services and engage them in the wonderful things happening at Hull Services.

**MARCH 2020**

## **HULL'S RESPONSE TO COVID-19**

With the growing concerns and precautions taking place around COVID-19, Hull Services remains committed to supporting the mental health and well-being of the young people and families we serve.

During this time, one of our top priorities is to provide a safe and healthy environment for everyone at the Agency. Hull Services has an extensive plan to ensure we remain responsive to the needs of the people we provide services for, while assuring the health and safety of our staff. AHS has implemented protocols and measures for congregate care facilities, and Hull Services is taking all necessary steps to meet the requirements issued by the government.

Hull Services is grateful to the following organizations and individuals for supporting our additional needs during COVID-19. Their support allows us to continue to remain responsive to the needs of the children, youth and families we serve.

- Government of Alberta
- Alberta Innovates
- Aramark Canada
- Calgary Flames Foundation
- Calgary Foundation
- Caring Through Crisis
- Children's Aid Foundation
- Landor Technology
- Rotary Club of Calgary Heritage Park
- Ship & Anchor Pub
- Stephen's Backpack Society
- The Apothecary in Inglewood
- United Way of Calgary and area



→ Page 12

**JANUARY 2020**

## **KINNECTIONS PROGRAM EXPANSION**

Due to an increased need for kinship placements in the community, Hull's Kinnections program experienced significant growth this year. When children require government care, placement with kin offers them an unparalleled sense of belonging and family connectedness. Kinnections provides services to kinship caregivers referred by Calgary and Area Children's Services and their families, so children can experience safety, wellness and permanence with relatives and significant others with whom they share a special bond.

# CHILDREN'S VILLAGE SCHOOL: CELEBRATING A SAFE PLACE FOR VULNERABLE KIDS TO LEARN

It may feel like there hasn't been much to celebrate this year, but Hull Services feels differently. In September 2019, we began to partner with the Calgary Board of Education to support the therapeutic needs of the children who attend Children's Village School (CVS). There has been much to celebrate since then.

Hull's vision is one of resilient young people and families thriving within communities that support their mental health and well-being.

The opportunity to foster a school environment that reflects this vision, and to further expand our community supports in those areas, has been immensely exciting and rewarding for us and for those we serve.

In our world, helping kids see their worth and realize their potential is great cause for celebration.

The kids that come to Children's Village School haven't had success at other community schools. They need extra support in a therapeutic

setting, usually due to emotional, behavioral or mental health concerns. They need people to respond to their unique learning styles to help them succeed at school — people who treat them like other kids but understand that they learn differently, or perhaps have more chaos or less predictability at home. CVS classrooms typically are very small, with only 5 – 6 students per one educator and two trained counsellors. This supports both their learning and emotional well-being.

As with all Hull programs, we have incorporated the Neurosequential Model approach. Using this brain science, we focus on relationships, connections, wellness and compassion in everything we do.

"Bringing the Neurosequential Model into the program has been a game changer," says Denise Manderson, Hull's Program Director of Education Services. "It impacts how we treat and support our staff and, in turn, makes a difference in how we intervene with the kids."

Supporting staff in that manner means they are well equipped to respond to children's needs and able to show up well for the kids. It also contributes to low staff turnover, and that translates to predictability and stability in the classroom.

"Having consistent people in their classroom every day, who understand them, makes the kids



feel safe. When they feel safe, they aren't anxious about what to expect," adds Manderson. "Safety, consistency, predictability all contribute to reduced anxiety through safe relationships, which means they are more available to learn. That trust component makes it so much easier for them."

Trust is a big thing. Just ask the person who didn't get caught when falling backwards during the team building exercise. It can be a bit that way for these kids. They are used to falling. But now they have trauma-informed teachers and counsellors to catch them before they do. We are also helping to build their confidence in themselves and others, and teaching them the skills they need to stay on their feet and move forward with resilience.

Even when a pandemic essentially pulled the carpet out from under us mid-way through the first year of our new partnership, nothing at CVS toppled. We were determined not to give up the precious ground we had made with these kids and not to let their families down. Our educational support counsellors maintained their connection with families by providing care packages and twice weekly deliveries of school work and engaging activities to give the kids a sense of consistency and help them maintain momentum academically.

So yes, we are celebrating — this new partnership and all the learnings it has brought. We are celebrating our group of dedicated educators who are learning to use brain science and a trauma-informed approach to support our students (essentially changing the trajectory of those kids' educational experiences and lives). We are celebrating the building of trust and shared commitment between Hull and the incredible teachers and counsellors that show up for these kids every day. We are celebrating the building of trust and connection for our students. Most importantly we are celebrating success for our kids, which is our vision and the reason we do what we do.



**Our school is inclusive and safe and gives these kids the support they need and deserve. When they come here, they belong. They are no longer 'that kid.'"**

— ANDREA FOWLIE

*Program Coordinator, Hull's Children's Village School*

## **A MOVE IN THE RIGHT DIRECTION**

Moving across the country to find a school to best support the needs of your autistic child is a pretty big leap of faith. For the parents of one Children's Village School (CVS) student, it was a gamble that paid off.

Andrew is a 10-year-old boy with autism who was essentially non-verbal when he came to CVS in September of 2019. He had only a few words he could speak or sing. His parents had made the move from Ontario and went through the Calgary system looking for a school that could support him and his particular challenges and needs. They found it at Hull's Children's Village School.

He's not the typical profile of a CVS student, but the staff embraced that, immediately connecting with the sweet boy in need of a place to learn and thrive.

"We knew right away how special he was," says Andrea Fowlie, Program Coordinator, Hull's Children's Village School. "Our approach was to learn as much as we could about him and how to best support his needs."

It didn't take long for them to figure that out and set a plan for his success. The school's staff was always with him, learning his triggers and when to trust that he would be okay in a situation. And he learned to trust them back. The result was nothing short of amazing.

Due to his challenges, Andrew had never been part of a school performance or celebration — at least he hadn't as of that October. That changed by mid-December when staff came up with a plan to pre-record his part of the Christmas celebration performance so he would feel safe and be able to participate. It ran on a big screen in the gym while the other kids performed in person.

"His parents were so proud of him and so happy their son finally had a sense of belonging and was getting the support he needed," says Fowlie. "He had connected with staff, felt safe and could participate for the first time."

Andrew has blossomed during his time at CVS and with staff support while learning from home during COVID-19. His vocabulary and confidence have grown exponentially. His fellow students now hear him twice a week on the school public address system, reminding them he will be coming around to collect recycling. He's even brought his unique sense of humor to that gig, starting his address with "Hey all you cats and kittens."

Andrew has found his place. And, even though his challenges may be different from the other kids at school, he's been accepted because that's the kind of place it is — inclusive, safe and supportive.

"That's the beautiful thing about this school," says Fowlie with pride, "the kids all accept each other."

It seems as though the cross-country move was worth it.

# INTERDEPENDENT LIVING SERVICES: SETTING YOUTH UP FOR SUCCESS

Transitioning from being a kid to adulthood can be tough; at times exciting, overwhelming, fun or even scary. Sometimes all of those things at once.

Many of us are lucky to have had support to help us find our way. But not everyone lives the heartwarming stories of kids learning to launch that we see in the movies — mom and dad dropping you at your university dorm amid tears, hugs, new bedding and reminders to call if you need anything as you embark on an exciting new chapter in your life.

Some kids have suffered great trauma in their childhoods. Many don't live within a traditional family home setting, where they get to move on to new chapters in their lives with love and support along the way. Some youth are on their own or in "the system" for various reasons, usually trauma related.

These are the youth served by Hull's Interdependent Living Services (ILS).

They may have come from foster care, a group home or a treatment centre. They could have been incarcerated, in rehab or homeless. They may have some natural supports in place, such as family and friends, or they may not. Regardless, their needs are incredibly complex and don't just magically disappear when they reach a certain age.

In the past, most people thought that when youth turned 18, they were ready for independence and no longer needed the supports that were previously in place. It's not that

“

**It's been a tough road for these kids. The longer we can provide support, the more success they will have.”**

**JOHN DAHL**  
*Director of Hull's ILS*

no one cared, they just didn't know better. Thankfully, Children's Services saw the gap and has adopted a longer-term view of the needs of these youth — recognizing they require more support and longer-term attachments to address their symptoms of trauma and help them on their way to independent living.

That's where Interdependent Living Services comes in. Youth and young adults, ages 16 to 24, are referred to Hull and the team works with them to find their best fit within the ILS continuum of services, tailoring to their specific and evolving needs. There are options for living arrangements and supports to assist in job placements, work on life skills, improve social skills and build healthy relationships (see sidebar).

"Most of these kids are used to relying only on themselves because the people in their lives are temporary," explains John Dahl, Director of Hull's Interdependent Living Services. "If we can reinforce healthy attachments, our outcomes are significantly better."

He uses the example of repeatedly pulling a plant out of the soil until it eventually loses its ability to put down proper roots. Imagine the implications of that in the life of a young person.

Augustina Dilella has lived that experience. When she lists the many places she has lived prior to ILS, none of them are a home. She is almost 19, has abandonment issues, and expresses relief at knowing she will have support from Hull for many years to come. She says Hull is her "favorite program."

"Hull is amazing and the staff are great. They are understanding and always make sure your needs come first," says Dilella. "They don't smother you, but they don't abandon you either. They always make sure that they set me up not to fail."

Dilella lives with a supportive roommate through ILS and appreciates how Hull considered her needs and personality when she was placed. When she asked why she was paired with her roommate Jocelyne, John Dahl replied "because she seemed like the best fit for you



— someone who you would be compatible and live well with.” That spoke volumes to a young woman who isn’t used to that type of consideration.

ILS encourages youth to advocate for themselves and plan for what they want as they get older.

Like many youth, Dilella has dreams for her future and is working towards realizing them. Her goal is to get the education required to work with youth at Hull, noting “With my life, if the kids are ever like ‘you don’t know my pain,’ I can say I have a pretty good idea about it.”

These youth may be learning to succeed on their own, but they aren’t alone. That’s an important difference. They tend to not fit into other categories of support. They need somewhere supportive to live and someone to help guide them a little longer until they are ready for independent living. ILS helps them bridge that transition. For young people that have been through so much, it’s a safe place to land and a strong point from which to launch.

## **HULL ILS PROGRAM EXPANDS IN RESPONSE TO NEED**

In an ideal world, there wouldn’t be a need for Hull’s Interdependent Living Services (ILS). But, sadly, that isn’t the case. It’s a supply and demand issue, and there is great need in our community to help youth with complex needs successfully transition out of youth care into adulthood. ILS has been expanding continually for the past few years to keep pace.

Our staff use brain science (the Neurosequential Model of Therapeutics) to inform our approach and to better understand the specific needs of those we serve. It centres on seeking to understand the childhood trauma they have experienced and the behavioural, emotional, developmental and mental health challenges with which they struggle.

ILS offers multiple touchpoints of support, including clinical services and counsellors, day programs and campus-based care. There are three placement options — 24-hour staffed programs, supportive roommate living and youth residing on their own with support available at all times. Youth are connected with significant and consistent adults, something many have been missing in their lives. As independent living skills and resilience increase, there is a gradual reduction of support, with the reassurance that support is always nearby and available when needed.

# KINNECTIONS: CREATING LIFELONG CONNECTIONS FOR KIDS

We've likely all heard the airplane oxygen mask analogy. In the event of a crisis, you need to put your mask on first so you can then help those depending on you.

In a sense, Hull's Kinnections program does that for the selfless souls that step up as caregivers for vulnerable kids, unable to live with their families due to traumatic situations.

Known as kinship care, meaning the kids are placed with extended family or someone with a connection to their family, it's considered the best case scenario for children in government care. Placing kids with

kin offers an unparalleled sense of belonging and family connectedness during a time of great uncertainty and upheaval in their lives. It can maintain cultural connections, and is less traumatic and more familiar for kids who have already been through so much.

It's a big responsibility for the caregivers, many of whom are entering a system that is foreign to them. They aren't trained professionals; they just care about the kids and are willing to do what it takes to help them. More often than not, it takes a lot. These kids have

survived some pretty harrowing home lives.

Where Hull programs most often directly support children and youth, the caregivers are the people we serve through Kinnections, equipping them to support the kids, whose worlds have been turned upside down.

Rather than placing these kids with strangers, the government looks at adults in their lives — people they already know, people that already love them — to provide care. Historically it's often grandparents that assume the role, but it could



also be older siblings, aunts, uncles or cousins. Or it could be a teacher, coach, neighbor or family friend that is connected to the child.

"Think how much safer a child would feel if placed with someone they know, versus a stranger," says Sheri Gessner, Hull Kinnections Coordinator.

And, while that someone may not be trained to deal with the myriad of symptoms of abuse and trauma a child may have, there is opportunity for them to learn. Kinnections offers kinship caregiver training, designed to help caregivers build their capacity to care for kinship children and sustain a healthy family system, while working closely with the child's professional and natural networks.

The strategies taught are trauma-informed and in keeping with Hull's focus on using brain science to help heal and support children and families impacted by trauma. Topics range from managing change to maintaining family connections to supporting healthy development, with discussions on guidance and discipline, grief and loss, anger, self-esteem, resiliency, and how to access help, among others.

The child's needs and required supports are identified, with the caregiver's needs and concerns recognized and addressed as well.



**In order to be able to give what a child needs, you need to be well yourself."**

— **SHERI GESSNER**

*Hull Kinnections Coordinator*

"There is a complexity of need for a kinship family," explains Gessner. "What if it was your kin who was impacted? How do you pick up the pieces of that child's broken heart when yours is broken too?" Or how do you make the shift in your roles and relationships with that child and their parents?

It can be very complex and challenging for caregivers to navigate those feelings and situations. Kinnections helps them manage what can be a rollercoaster ride for everyone in the home. All of a sudden, they aren't just the grandparent, they are in a parenting role. Or, their own children may need support to adjust to having another child living in the home. It may be that they are juggling the demands of family, work and other commitments. Perhaps they have their own trauma to manage while trying to help a child deal with theirs.

Kinship facilitators work with caregivers, providing support, working to reduce barriers, problem solving, and sometimes just listening. They are strong advocates who also offer compassionate understanding. They are non-judgemental, with the sole purpose of helping families through the challenges so they come out stronger at the other end.

"Grief and loss is a theme in our program," says Gessner. "We sit with them in tears when that child is erupting or crying because their parent didn't show up. It can be pretty heart wrenching."

The positive side is that Hull is here to help. While the number of families referred for Kinnections support has grown over time, with the government's assistance we have been able to expand the program in the past couple years to meet the demand — ensuring these kids and their caregivers have the support they need.

The hope is always to reunify families and create lasting kinship connections, but Gessner says she is glad to see that, where possible, children are being placed with family first and, when they are unable to return home, many can make their forever homes with kin. Hull works with the caregivers and the child's team to support permanency and promote a sense of belonging for that child.

While these caregivers quietly go about saving the lives of vulnerable kids, Hull's Kinnections facilitators stand shoulder to shoulder with them. Even heroes need a little help sometimes.

## **WAITING FOR A FAMILY**

We live in an instant gratification society. Five minutes in line for our morning coffee can seem excruciating. Waiting for slow internet to load, interminable. Having to sit through commercials because our show isn't on Netflix, agonizing.

Imagine being a kid in foster care for 4,862 days and then waiting another 654 days to be adopted. Zack Kruger doesn't have to imagine it because he lived it, and those days tallied up to more than 15 of his 16 years of life at the time. It had truly been a lifetime of waiting.

Kinship placements aren't always possible. Zack was adopted by a family offering relief care. A strong connection formed and they knew they belonged together. Their Hull Kinnections facilitator worked with them every step of the way, ensuring Zack's needs were understood and his new family had the information and strategies needed to best support him.

Zack's long wait has come to an end and he is thriving in his new family.

# YOUR GENEROSITY MAKES A DIFFERENCE

Thanks to your support, we are partnering to build resilience today for a brighter tomorrow for the more than 7,000 kids, youth and families we serve each year.

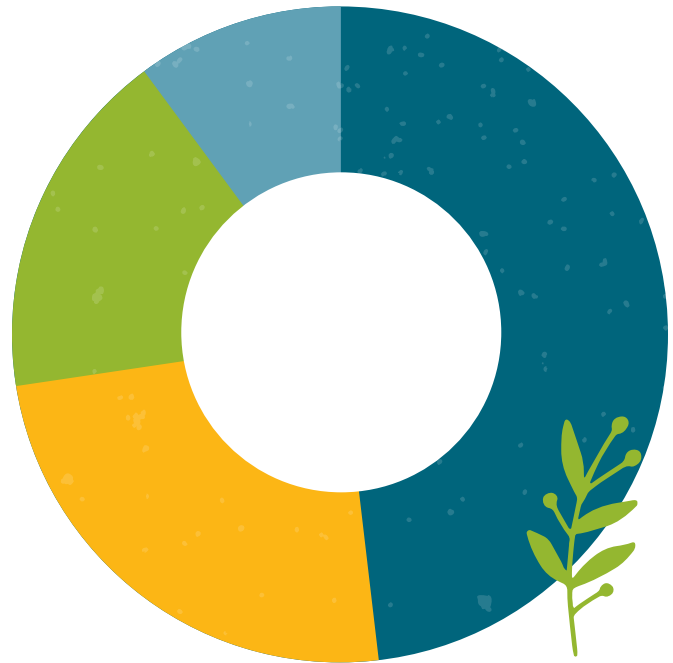
## TOTAL MONETARY GIFTS:

# \$4,559,756

### Sources of donations and grants

**\$2,200,665**.....Grants and donations  
**\$1,113,360**.....FCSS — City of Calgary  
**\$785,731**.....United Way of Calgary & Area  
**\$460,000**.....Hull Child and Family Foundation

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, 2019 to March 31, 2020



## WHERE YOUR GIFTS MAKE AN IMPACT

1. Donor funded sensory rooms in our programs are invaluable to the therapeutic care of the kids and youth.
2. Our Recreation Department relies on donor funds in order to provide kids, youth and families with recreation opportunities that support their mental health and well-being.
3. Volunteer GIV Day gifts of time and supplies make our campus a more welcoming home environment for kids and youth.
4. Donations make the holiday season brighter for kids and youth who live in our programs full-time.

# VOLUNTEERS

Hull Services was very fortunate to experience a significant growth in volunteer support this past year. At Hull Services, volunteers give their time through our Group Involved Volunteer days, as individual or group mentors in our mentorship program, and help in critical support roles at various special events such as our Stampede Breakfast and Hallelujah. Volunteers who are willing to step up and give their time, have a significant positive influence on the children, youth and families in our communities who face mental health struggles. The impact volunteers have at Hull Services is far reaching and their dedicated support and enthusiasm to give back to our community makes a difference to the kids, youth and families we serve.



**Mentoring to me is a blessing. As a mentor I have the opportunity to ensure my mentee has the proper support and guidance through the tough times that unfortunately happen to many young people.”**

— IVAN NARIO  
Hull Services Mentor

## A QUICK GLANCE AT THE IMPACT VOLUNTEERS HAVE AT HULL SERVICES

### Group involved volunteers (GIV)

12.....	Number of groups
325.....	Number of volunteers
1,936.....	Total number of hours
\$46,464.....	Value of volunteer time

### Mentor volunteers

85.....	Number of volunteers
2,982.5.....	Total number of hours
\$71,556.....	Value of volunteer time

### Special event volunteers

136.....	Number of volunteers
655.....	Total number of hours
\$14,778.....	Value of volunteer time

# GIFT IN KIND

**TOTAL VALUE: \$392,920**

Gifts in kind, also referred to as in-kind donations, are donations of goods and services.

Some of our donors and community partners choose to support the children, youth and families Hull Serves 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, recreational equipment and birthday presents can be a challenge. Thanks to our generous donors, Hull experienced an increase in donations of gifts in kind which help meet the needs of the children, youth and families we serve and build stronger, healthier communities.

### Examples of gift in kind donations in 2019-2020

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

## ONE VOLUNTEER'S NURTURING JOURNEY HELPS KIDS FLOURISH

# ROB KETTLE

Soil, potatoes, gardening gloves ... not what we typically think of as things to help young children heal from trauma, but with the addition of a kind soul with a big heart, that's exactly what they became through a gardening project spearheaded by Hull volunteer, Rob Kettle.

The "Growing Together" project started when Shawn O'Grady, Program Director of Hull's Preadolescent Treatment Program (PTP), was having a conversation with Kettle about him growing up in a family that owned a retail nursery operation in Southern California.

Kettle was already involved with Hull through volunteer initiatives, including the Mentors Matter program where he had been coming in weekly for the past few years to spend time with the kids. He set to work creating a plan to ensure the project was a good fit for both the kids and staff. As a civil engineer, planning, designing and overseeing projects are right up his alley. Teaming up with Nathalia Blacklock, a shift leader in the PTP, "Growing Together" began to take root.

"The kids have completely taken to it. Rob is so committed and able to work with them — recognizing their strengths and weaknesses and what they are capable of developmentally. He is present, attentive and responsive to them," says Blacklock.

That's not to be taken for granted, as these kids haven't always had that type of positive interaction. Hull's PTP provides care for our province's most vulnerable children — little ones between the ages of 4 and 12 years old that have suffered intense trauma.

Brain science frames our approach to treatment in the unique, therapeutic, trauma-

“  
I like that he teaches me new things. He makes me feel special, like he cares about me.”

— KALLI, 11 YEARS OLD  
part of the "Growing Together" team

informed program. Gardening is a sensory strategy that taps into the neuroscience Hull uses. It is a therapeutic activity that creates and holds space for deep relationships to emerge, and building relationships is key to the healing process.

"What's growing in the garden is second to what's growing in terms of relationship development, trust and confidence for these kids," says O'Grady.

Blacklock adds, "It's so important for our kids to learn to work with safe and caring adults. Rob really puts time into getting to know the children, their likes, what special treats they enjoy. He is very thoughtful about their unique personalities."

"Rob is so nurturing and always puts them first. The kids are going to have special memories because of him. He is like a grandpa to them and they are learning these life experiences



through him. They adore him and look forward to his weekly visits."

Every gardening session has "conversation and treats time." Kettle comes up with a question and the group has an in depth conversation about it. It could be related to life, the garden, or other things. When he posed the question, "What does Growing Together mean?" not one child mentioned the garden. They spoke about team work, respecting one another, helping each other out — life lessons that are so important for all of us.

Kettle has inspired Hull staff to get involved in the project as well, with one team member saying she was going to start gardening with her mom this summer because she enjoyed the experience so much.

Incredibly humble, Kettle shares that he also has done some growing through time spent with the kids. He explains, "Think of the impact of the

trauma on their brain development and physical coordination. They may not be able to manage tasks, like picking weeds or thinning carrots, which need physical dexterity. They can be this many years old chronologically, but where are they in their physical development? It can be very discouraging for them. It's been a huge learning experience for me and has made me look at my expectations."

These kids struggle in so many ways, due to the trauma they have experienced and what they've had to overcome. Kettle has worked hard to gain their trust and is proud to have earned it: "They have a lot of reasons not to trust people. So when they trust me, it feels like a real 'atta boy' moment."

"When you take the time and the kids know you are present and attuned, they realize there are adults that can be trusted to be

good, caring, kind people. Rob is one of those people," says O'Grady. "So many people come and go in their lives. Rob has been one of our longest serving and most committed mentors — always showing up and caring about these kids."

He recalls one little girl who spent time with Kettle through Hull's Mentors Matter program. She had so much trauma in her background and no reason to trust anyone. Yet, when Kettle returned to Hull after a short vacation, the little girl ran up to him and said 'I've missed you so much! Not here (pointing to her head) but here (pointing to her heart).'"

It's been said that to plant a garden is to believe in tomorrow. Kettle has helped these kids believe in someone else and, most importantly, believe in themselves. That speaks to a better tomorrow for all of us.

## GROWING TOGETHER IN HULL'S GARDEN

Farm-to-table eating is both a social movement and a popular restaurant concept these days. The kids in Hull's Preadolescent Treatment Program (PTP) don't need to dine out at trendy restaurants to experience it, they are creating it for themselves.

The fresh vegetables they have planted, grown and harvested in the "Growing Together" program are also served to them for dinner. It's a full-circle moment for the kids and brings a great sense of accomplishment and pride in a job well done.

"The kids have been so excited to watch our food grow and end up on the dinner table. It is pure excitement when we talk about the potatoes that came from the garden being used in the stew," says Nathalia Blacklock, Hull Services. "We are teaching them how to grow food, cook food and eat healthy."

The benefits of "Growing Together" extend beyond the young gardeners' table though. The kids are sharing something important they've done with others by taking hampers of their harvest to other programs on campus, and one little boy was excited to pick flowers he had grown to give his mom when she was coming to visit.

"On top of that, it is teaching them to work in a team environment, so one day they are able to do that elsewhere," adds Blacklock. "When they come to



us with so much trauma in their backgrounds, the ability to work together is a very hard task for them. Gardening is extremely regulating and they are nice and calm out there, just enjoying what they are doing."

Bodies tired from being active in the fresh air, bellies full of healthy food, hearts full with a sense of accomplishment — so much value brought to these vulnerable children. Perhaps heart to heart is a more apt description than farm to table.

Hull will forever be grateful to volunteer extraordinaire, Rob Kettle for his vision and commitment to our kids and "Growing Together."

## A TRUE FRIEND TO HULL SERVICES AND OUR COMMUNITY

# JR SHAW (1934 – 2020)

“

**Nothing will ever replace JR's presence, wisdom, mentorship and kindness, but we will continue to press on in his memory, knowing that he has fueled, and continues to fuel, our work, our direction and our vision.”**

— DR. EMILY WANG  
Hull Services

Hull Services lost a dear friend this year. He was the type of friend that really gets you and is always there for you. The kind that is genuinely interested in you and always has your back. If you've ever been lucky enough to have a friend like that, you know we are feeling a tremendous loss.

Our relationship with JR Shaw, the founder and Executive Chair of Shaw Communications, began in the late 1990s with an initial gift to the Hull Child and Family Foundation. His vision and commitment to supporting community, and the great value he placed on family, completely aligned with the work we do to support Alberta's most vulnerable youth and families.

Shaw's generosity and unwavering support had a significant impact on the lives of Hull's kids and families that will continue to be felt for generations to come. That support has come through many channels — Shaw Communications, the Shaw Charity Classic, Shaw Family Foundation and JR Shaw personally have all generously funded our work in brain science and trauma-informed care.

Financial contributions are only part of that support. JR Shaw spent countless hours with us, furthering his understanding of our services, commitment to the field of mental health and impact on the community.

“We were so touched by JR's personal interest, commitment and philosophy. It was about building community and encouraging his employees to care about the community,” says Dr. Emily Wang, Hull Services' Senior Director, Clinical Advancement and Trauma-Informed Services. “JR took the time to truly understand what we are doing.”

Shaw often reminded us that no one was immune to the risks of mental illness. Building relationships is a central piece of the science of healthy brain development, and he believed in fostering genuine relationships with those he worked with and supported in his community. Ask anyone who knew JR Shaw and they will tell you about his keen interest in them and their families, as well as the great pride and affection he held for his wife Carol, and their four children and 12 grandchildren.

In 2014, the Shaw Family Foundation pledged half-a-million dollars over three years towards Hull's work with the Neurosequential Model of Therapeutics — the ground-breaking brain science that informs our work in helping heal children and youth that have suffered trauma. When they later provided an additional \$2.6 million gift to kick start Hull's Centre for

Excellence in Child and Youth Mental Health, it meant that we could begin to envision a place to train therapists, medical professionals, educators and caregivers across our community and elsewhere to join in that very important work.

JR Shaw continued to work closely with Hull and became a mentor to Wang. He offered his business acumen to guide both the conceptualization and the business planning required to create a world-class centre for mental health. Hull could then focus on our area of expertise — the development of service delivery, education, training and knowledge sharing aspects to move the field of mental health forward and improve service for kids.

Says Wang, “It was during that time I got to see the depth of his care for our children and families at Hull and beyond. He has set us up to succeed — to build sustainability and independence, and ensure our community has the important mental health support it needs.”

JR Shaw had a deep love for family, a clear vision for a stronger community, a huge heart, a generous soul and a genuine interest in everyone he met. He believed in Hull and the important work we are doing, which was a gift in and of itself. He



has left a legacy of caring for the most vulnerable children in our community.

We miss JR. But when we think of all the kids that will benefit from the Centre for Excellence in Child and Youth Mental Health that his vision will make possible, we smile and think how very fortunate we are to have had such a friend.

“

**Hull Services provided a constant source of inspiration for JR — he was always excited to learn about the latest research, innovations and developments in the treatment and therapy that could help kids, youth and their families. He was genuinely excited to be a part of the Hull team, and felt a deep connection with the people who worked daily in research and treatment to improve lives of young people all over the world.”**

**— JULIE SHAW**

*President and Chairperson of the  
Shaw Family Foundation*



April 1, 2019 – March 31, 2020

## THANK YOU FOR YOUR SERVICE & SUPPORT

### Board members

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

**Mr. Chethan Lakshman** (*Vice-Chair*)  
Vice-President  
Communications and Public Relations  
Shaw Communications Inc.

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

**Ms. Bonnie Johnston**  
BMJ Strategic Consulting

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

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

**Mr. John Poetker**  
Counsel Borden Ladner Gervais

**Mr. Jackie Sieppert**  
Professor and Dean Faculty of Social Work  
University of Calgary

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

### Event sponsors

ALSA Road Construction Ltd.  
Bombardier Business Aircraft  
Boulder Energy Ltd.  
Centron Group of Companies  
Crossroads Market  
Enbridge  
Fluor Canada  
Gary Newell  
GreenMarbles  
Horizon North Logistics Inc.  
Imperial  
Jayman Built  
Keyera Corp.  
KPMG  
Morrison Homes  
Rogers Insurance  
Royop Development Corporation  
Ruth and Clive Beddoe  
Ryan & Joelle Shoemaker  
Shane Homes  
Shaw Communications  
Trail Appliances

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.

### Hull Child and Family Foundation Board

Mr. Charles Fischer (*Chair*)  
Mr. David Churchill  
Mr. Bob Algar  
Mr. Jim Banister  
Mr. Randy Findlay  
Mr. Rod Graham  
Mr. Tim Hamilton  
Ms. Sarine Mustapha

# FINANCIALS

## FUNDING: \$44.32M

---

**\$28.98M**

Alberta Children's Services  
65.4%

**\$4.21M**

Alberta Health Services  
9.5%

**\$1.30M**

Investment and other  
income 2.9%

**\$0.79M**

United Way of Calgary  
and area 1.8%

**\$5.27M**

Calgary Board of Education  
11.9%

**\$2.20M**

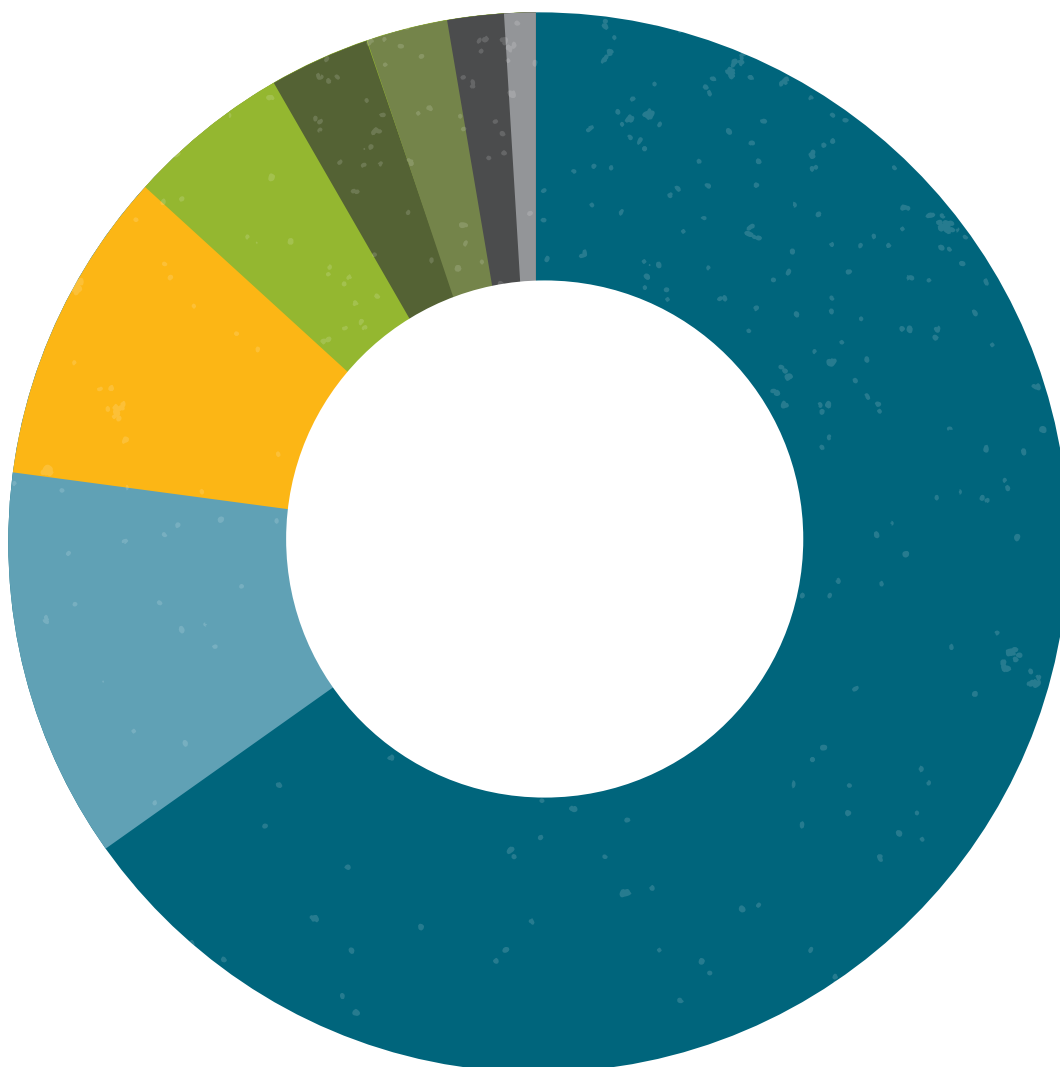
Grants and donations  
5.0%

**\$1.11M**

City of Calgary  
2.5%

**\$0.46M**

Hull Child and Family  
Foundation 1.0%



# EXPENSES: \$43.66M

+0.66M excess revenue spent  
on buildings and equipment

**\$36.18M**  
Salaries and benefits  
82.9%

**\$1.45M**  
Administrative  
3.3%

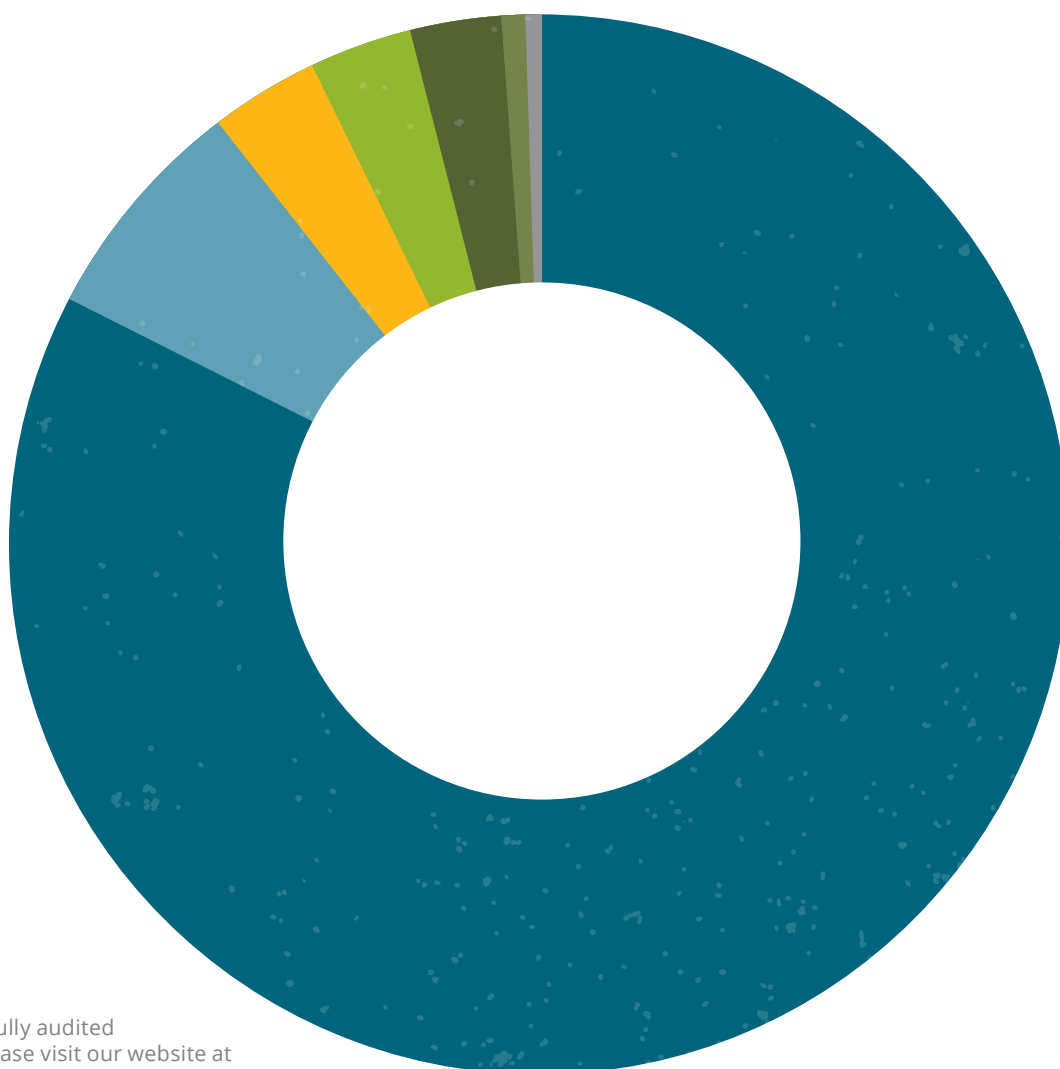
**\$1.25M**  
Amortization and  
unrealized losses 2.9%

**\$0.12M**  
Mortgage interest  
0.3%

**\$3.06M**  
Client Services  
7.0%

**\$1.36M**  
Facilities  
3.1%

**\$0.24M**  
Transportation  
0.5%



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



*OUR FUNDERS*

