



**YEARS OF CONNECTING
TO COMMUNITY**



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Calgary, AB T2W 2Z8

HullServices.ca



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Thank you to our Board of Governors for the dedication and leadership you provide to Hull Services.

APRIL 1, 2022 – MARCH 31, 2023

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MESSAGES FROM Executive Director & Board Chair

As we celebrate 60 remarkable years of service to our community, it is with immense gratitude and pride that we reflect on the incredible journey we have embarked upon. Our Annual Report serves as a testament to the dedication and commitment that have shaped our Agency's legacy.

One of the core principles that has sustained us throughout these six decades is our unwavering belief in the power of connection and relationships. In our work, we have witnessed the profound impact that genuine, healthy connections can have on the lives of young people and families facing adversity. These connections are not just built within our Agency but extend outward to embrace the community that rallies behind us.

In the past year, we have achieved numerous milestones that underscore our commitment to this important work. From launching our Pathways to Prevention: a Centre for Childhood Trauma, to expanding our reach to those in need, each achievement is a testament to the passion and resilience of our team. We have not only persevered but thrived in the face of unprecedented challenges.

Our staff, the heart and soul of our organization, have exhibited extraordinary dedication. They have shown up, day in and day out, to support vulnerable young people and families when they needed it most. Their unwavering commitment has been nothing short of heroic, and it's because of them that we continue to make a difference in the lives of so many.

This anniversary year reminds us that while we have come far, there is still much work to be done. We must forge even deeper connections with those we serve and foster stronger ties within our community. Together, we can create a brighter more resilient future for all.

As we look ahead to the next 60 years, let us carry forward the spirit of connection, compassion, and commitment that has defined us. Our journey is far from over, and with your support, we will continue to empower young people and families to build resilience today for a brighter tomorrow.

Thank you for standing with us in this incredible journey. Together, we are changing lives and shaping futures.

Sincerely,



JON REEVES
Executive Director, Hull Services



ROSS MIDDLETON
Board Chair, Hull Services

ABOUT Hull Services

WHAT WE DO

Hull Services has long had a reputation for providing leading edge child, youth, and family mental health services. We work with children, youth, and families who have experienced significant challenges such as developmental trauma, repeated abuse, abandonment and neglect, and poverty. 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 services.

For over 60 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.

This year, over **8,100** children, youth and families were supported by one of Hull's **29** 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

CONTINUUM OF 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
- Community Parenting Education Program
- Lasting Impressions
- Patch
- Pathways to Prevention:
a Centre for Childhood Trauma

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
- Kinnections
- Resilient Families
- Therapeutic Foster Caregiving

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:

- Children's Village School
- William Roper Hull School
 - CBE Satellite Schools

COMMUNITY GROUP CARE

Community Group Care offers treatment and supportive services for youth in a community 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:

- Mountainside Program
- Preadolescent Treatment Program (PTP)
- River Lodge
- Safe Directions
- Specialized U-13 Program
- Stepping Stones
- Track: Young People's Lodge
- Turtle Lodge: Developmental Treatment Centre

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

SERVICE & IMPACT

PEOPLE WE SUPPORT

8,153 CHILDREN, YOUTH AND FAMILIES WERE SUPPORTED BY ONE OF HULL'S 29 PROGRAMS AND SERVICES

CHILDREN'S SERVICES FUNDED PROGRAMS

- 92%

PERMANENCE
Programs transitioned 79% of discharged children and youth back to the community or to a less intensive service; 50% of them were reunified with their families.
- 82%

WELL-BEING
Many children and youth in programs demonstrated significant improvements in their mental and behavioural health.
- 95%

FAMILY & COMMUNITY CONNECTIONS
95% of children, youth, young adults, and families were able to develop and maintain important natural supports and community connections.
- 88%

SAFETY
Across programs, we have seen an increase in regulatory activities and a reduction in critical incidents and high-risk behaviours, and restrictive interventions with the children and youth in care.

PATHWAYS TO PREVENTION DEVELOPS CAPACITY IN THE COMMUNITY

118.5 training sessions were provided to external agencies, schools, frontline workers, and caregivers. In total, 542 individuals have received capacity-building, trauma-informed education outside of Hull Services.

STAFF TRAINING
60.5 hours of training were provided to 88 Hull Services staff.

CLINICAL SUPPORT
Over 475 hours of NMT metrics, a clinical problem-solving tool, were provided across 7 programs for the young people and families served by Hull.

393 hours of therapy were provided to over 40 of the young people and families served by Hull.

40.5 hours of NM consultations were provided to clients.



RECREATION PROGRAM

Hull's Recreation program facilitated 2,923 recreation opportunities for young people and families Hull supports including:

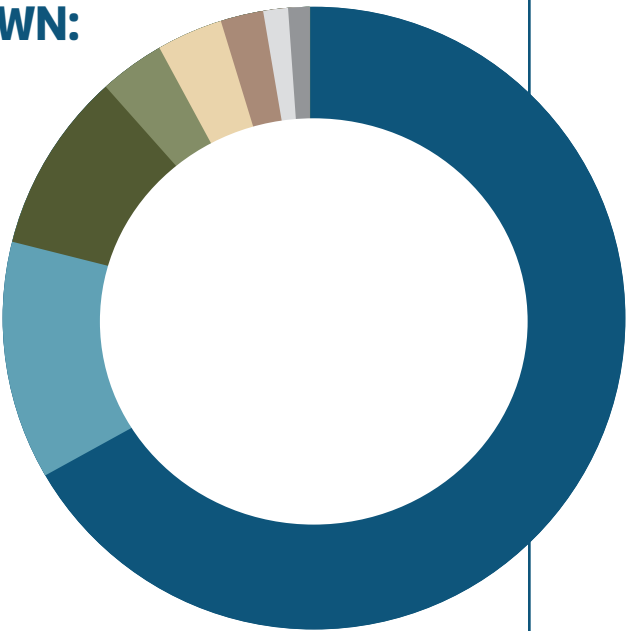
- 719 subsidies for registered activities
- 203 bike donations
- 85 hosted cooking classes
- 56 equipment loans to Agency programs

FINANCIALS

OPERATIONS: APRIL 1, 2022 - MARCH 31, 2023

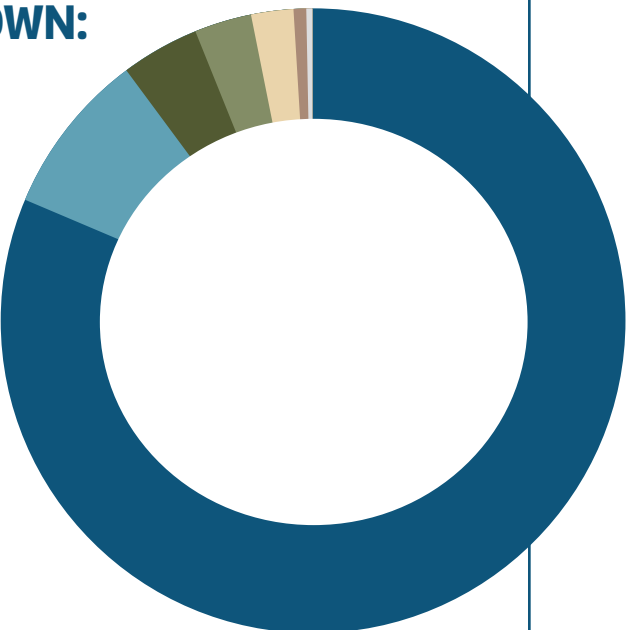
FUNDING BREAKDOWN: \$47.57M

- **\$30.66M**
Alberta Children's Services 64.5%
- **\$5.52M**
Calgary Board of Education 11.6%
- **\$4.61M**
Alberta Health Services 9.7%
- **\$2.29M**
Investment and other income 4.8%
- **\$2.27M**
Grants and donations 4.8%
- **\$1.19M**
City of Calgary 2.5%
- **\$0.53M**
United Way 1.1%
- **\$0.50M**
Hull Child and Family Foundation 1.0%



EXPENSE BREAKDOWN: \$47.30M

- **\$38.41M**
Salaries and benefits 81.2%
- **\$3.95M**
Client Services 8.4%
- **\$1.98M**
Administrative 4.2%
- **\$1.42M**
Facility 3.0%
- **\$1.17M**
Amortization 2.5%
- **\$0.30M**
Transportation 0.6%
- **\$0.07M**
Mortgage and other interest 0.1%



READ THE FULLY
AUDITED FINANCIALS

HIGHLIGHTS & MILESTONES

MARCH 2022

LAUNCH OF SKILLS FOR SAFER LIVING PROGRAM

In partnership with the Centre for Suicide Prevention and funded by the Government of Alberta, Hull Services launched a free course for youth and young adults who want to understand thoughts and feelings that lead to thinking about suicide and how to make safe choices.

MAY 2022

HULL SERVICES LAUNCHES PATHWAYS TO PREVENTION: A CENTRE FOR CHILDHOOD TRAUMA

Pathways to Prevention: A Centre for Childhood Trauma was launched in May 2022. As a division of Hull Services, Pathway’s was created to achieve the goal of realizing a future free from developmental trauma. Pathways is an international hub for researchers and service providers in the field to engage in research, clinical intervention and assessment, education and training, and advocacy.

NOVEMBER 2022

NEW DIRECTOR OF INDIGENOUS ENGAGEMENT POSITION AT HULL

A Director of Indigenous Engagement position was created within the Hull Leadership team to ensure the Agency is more planful and effective in engaging and building relations with the various Indigenous communities in Alberta. The Agency is committed to continuing to work more culturally and effectively with the Indigenous youth/families we serve with this new role being an important piece to accomplish this. Valerie Sipos First Thunder, who has been with the Agency for over six years, became the Director of Indigenous Engagement in November 2022.

SEPTEMBER 2022

HULL SERVICES BUILDS A LABYRINTH

Thanks to the generosity of SMP Engineering, a labyrinth was built on Hull’s SW campus. The labyrinth is a space to support regulation and self-reflection. It provides an opportunity to heal, regulate emotionally, and participate in a journey of discovery through quiet and purposeful meditation.



JULY 2022

UPGRADES TO THE SHAW CENTRE FOR MENTAL HEALTH AND ADDICTIONS

Thanks to a generous donation from the Shaw Family Foundation, the Shaw Centre for Mental Health and Addictions was able to make some needed upgrades to the building including new flooring, paint and kitchen renovations.



JULY 2022

RETURN OF HULL SERVICES’ STAMPEDE BREAKFAST

After a two-year hiatus due to COVID, Hull’s Stampede Breakfast returned on July 10, 2022. We had over 4,000 people from the community come and celebrate the spirit of the Calgary Stampede with us. Delicious food, good entertainment, and a ton of fun activities were enjoyed by all.



OCTOBER 2022

HULL SERVICES HOSTS FIRST OF ITS KIND SIXTIES SCOOP HEALING WALK IN ALBERTA

Hull Services, led by the “Healing our Spirit” Sixties Scoop Healing Walk Committee, hosted a healing walk for Sixties Scoop survivors, their families, and the larger community on October 16, 2022. This was the first healing walk of its kind for Sixties Scoop awareness in Alberta. The healing walk offered survivors, their families, and the larger community an opportunity to come together to heal, to “let go” of the deeper sadness and loneliness that came from the loss of community, culture and family, and to raise public awareness of the Sixties Scoop.



AUGUST 2022

HULL SERVICES CELEBRATES ITS 60TH ANNIVERSARY

On August 15, 1962, Hull Services opened the doors of its two first cottages to support 24 young people. Since then, the Agency has grown to 28 programs and services, serving over 8,100 young people and families across the city and throughout Alberta each year. Read about Hull’s 60th Anniversary on page 8.



NOVEMBER 2022

17TH ANNUAL HULLELUJAH

After a two-year in person hiatus due to COVID-19, guests came together to celebrate the holiday season and the spirit of giving at our reimagined Hallelujah on November 17, 2022. It was a magical evening of live music, good food and good company!



HULL SERVICES Celebrates 60th Anniversary



In 1962 Chubby Checker's "The Twist" was topping the charts, John Diefenbaker was Prime Minister of Canada and both the Trans-Canada Highway and Hull Home officially opened.

William Roper Hull had the extraordinary compassion and vision to recognize quality of life for a community requires a fabric of services, resources and relationships. That combined with his generosity, saw him leave the bulk of his estate to create a community-based home for "destitute and orphaned children." Our Agency has evolved from Hull Home's initial two residences accommodating 24 young people 60 years ago to what is now Hull Services that supports thousands of young people and families every year.

The trajectory of our programming, service delivery and impact on our community has most likely surpassed William Roper Hull's wildest imagination. Far from our humble beginning, we are now recognized for providing leading-edge child, youth and family mental health services.

And while the scale and scope of Hull's programming has changed substantially over the past 60 years, our commitment to serving young people and families in our community has been steadfast. Lou Zaganelli joined Hull in 1970 and watched the Agency evolve over his 47-year career with us. He explains, "Hull is rooted in caring and human values, but is a leader in researching best practices, adopting rigorous accreditation, and looking to what science tells us about how to heal the kids and families that come to us for help."

"Every child deserves the opportunity to turn their life around and become healthy. Hull supports kids that have suffered the most challenging and difficult circumstances. Someone has to be there to care, and that has always been Hull."



WATCH OUR
60TH ANNIVERSARY
VIDEO



ABOUT
OUR FOUNDER



HULL'S HISTORY
AND SIGNIFICANT
MILESTONES



I was able to get help when I was going through really dark times ... one of the things that I like about Hull is it is a great starting point for having a sense of community. I think that's really important especially because some of us may not have really had that before."

— VICTORIA

Former Hull Services client

COMMUNITY CONNECTIONS HELP HULL STAND THE TEST OF TIME

Our work is important and we cannot do it alone. Hull is grateful for our long-standing connections to our community and we work diligently and passionately to foster and maintain them.

While community connection and support were part of William Roper Hull's vision, it was in the 1980s that we began to incorporate them as an essential role in our Agency's successful outcomes, longevity, and growth. Today, these connections abound across every program we offer. Our Mentors Matter program would not exist without the support of our community mentors who volunteer and invest their time in our youth. Our Indigenous engagement work relies on connections with Elders as an instrumental piece for building community and developing supports. (Read more about this on page 10).

Hull partners with other agencies to run programs together. "We offer our strengths and our partners offer their strengths. We work together to build community," says Kevin Foran, Hull's Senior Director Community Services and Partnership Development.

We also connect to our community through sharing knowledge. Hull's Pathways to Prevention — a community for innovative research, clinical intervention and assessment, exceptional training and education, and unparalleled advocacy, to prevent developmental trauma — trains hundreds of participants from many agencies in Alberta, including front line workers, health care workers, educators, administrators, policy makers, caregivers, juvenile justice workers and others.

Our inclusion and diversity committee guides how we work with different cultures and families — with the goal of better connections to their cultures to build capacity and support.

And without our donors, we simply could not do the important work we do. Hull has survived and thrived for 60 years through this essential support of our infrastructure and programming.

Foran says, "Our emphasis on connecting with our communities has always made Hull strong enough to support the most vulnerable people among us."



RECREATION ACTIVITIES
WITH YOUTH

CONNECTING TO THE COMMUNITY = SUPPORTING THE YOUNG PEOPLE AND FAMILIES HULL SERVES

Fostering connection and belonging is a pillar of our work at Hull. It is tantamount to safety and treatment and is what makes our lens and support so comprehensive. We build a safety net around the young people and families we serve to help support them on their healing journey and into the future.



“

For young Indigenous people, the most dangerous journey they have is to open their front door and walk out into racism, biases and stereotyping. Hull connecting Elders to Indigenous youth provides a lot of hope for reconnection to their culture and the pride and strength that comes from that.”

— CASEY EAGLE SPEAKER
Hull's Indigenous Resource Coordinator

HEALING CONNECTIONS: THE POWER OF ELDERS

Hull is fostering connections with Elders as an instrumental piece in promoting wellness for Indigenous young people and their families, through connecting them to their heritage and building community and supports.

Like most of Canada, Indigenous youth are over-represented in Alberta's child welfare system. Many of them carry intergenerational trauma as a result of their parents, grandparents, and great grandparents being denied their rights, forced into residential schools, and made to feel shame for their culture, the color of their skin and the language they spoke. As a result, many of these youth were raised away from their communities or had minimal connection to their heritage.

“The highest percentage of youth caught up in the child welfare system in Alberta are Indigenous, yet they make up the smallest percentage of our province's child population,” says Casey Eagle Speaker, Hull's Indigenous Resource Coordinator. “Many of these youth don't have a sense of culture or a sense of belonging. Hull is working with Indigenous Elders in the community to connect these youth to their roots and their culture as an important piece to start changing that tide. Reconnection with culture is a major part of the healing journey.”

Having connections with Elders and a strong relationship to the Indigenous community is critical to the work our Agency does. The traditional role of Elders in the community is as wisdom keepers.

Essentially it is their life's work to teach and pass on traditional ways of being, knowing, and doing. Central to these ways is the idea that once entering into this learning relationship (or “making relatives”) a person is considered family. The relationships the young people at Hull form with Elders are life-long connections and critical for their healing journey. In Eagle Speakers' words, Elders are equivalent to PhDs of the western world. Elders have the knowledge and wisdom to teach their cultures, support youth in their development, and help them overcome challenges and trauma such as addiction or sexual exploitation.

These Elders give immensely of their time and knowledge, making themselves readily available to Hull. Eagle Speaker is continuously

recruiting Elders for different programs and notes that he has never had an Elder refuse to work with us when asked to do so. They connect with our youth and talk about values and beliefs. They encourage pride, honor and respect in relation to their Indigenous roots. With patient, consistent and repeated connection with Elders, the Indigenous youth and families we serve begin to develop a sense that it's okay to be who they are — whatever culture that is.

Elders working with Hull represent diverse cultural groups such as Stoney, Tsuut'ina, Cree, Blackfoot or Métis. When Elder connections are being made for the young people at Hull and there isn't one from their own cultural group, they are guided to find a highly recognized Elder in their

home community. Often, they choose to maintain a connection with the initial Elder as well. The key is building connection and relationships.

Elders are embedded in everything we do at Hull, from our school to our programming to training our staff. The relationships that families seek and build with Elders through our Braiding the Sweetgrass program extend well past the duration of the program itself. Elders are an integral part of the working group that is developing Hull's Indigenous Strategy in support of the Agency's commitment to honouring the path of Truth and Reconciliation in all our work. As well, Elders sit on Hull's Indigenous Advisory Council (HIAC) in its mandate to help align programming with Indigenous ways of being, knowing, and doing.

“Elders provide us guidance and support in so many ways,” says Eagle Speaker. “They are a crucial element at this point in time for inclusion. Hull has a very open mind and heart to say we need to be a part of this and that we want to walk this journey with Elders and let them guide us.”

Eagle Speaker also notes that Elders and the work they do are “major stepping stones” for youth and their families to reach their full potential. “Because of what has happened to Indigenous people, they have a strong belief they are undeserving. Elders bring knowledge and a sense of a pride. Connecting our youth to them brings hope that future generations will not have to go through this. It also opens a corridor that Indigenous culture will be carried forward by these young people.”

NATURAL SUPPORTS FRAMEWORK: BUILDING CONNECTIONS BUILDS SUPPORT

A house without a framework and a foundation would topple to the ground as their purpose is to keep the house even and supported. The Natural Supports Framework acts in the same manner for the young people and families accessing our services.

The Natural Supports Framework is a model of practice and training that encourages us to connect to those already in an individual's life, biological or not, and provide them the necessary skills to be supports. Hull works to build capacity with those connections — whether aunts, uncles, coaches, teachers, family friends, etc. — and decrease the need for professional supports. Essentially, we are creating a foundation to hold them up and a safety net to catch them if they fall once they have transitioned out of our Agency's services.

One of the guiding principles of the framework, is we treat connection to natural supports with the same urgency as food, shelter and clothing needs.

Hull began using the Natural Supports Framework in our community programming, and based on its success implemented

it across all Hull programs. It is now the cornerstone of the work we do and essential to successful outcomes, transitions from services, and futures for those vulnerable children and youth we work with.

An important part of the process is asking these young people what they need from the people in their lives and if those needs are being met. We look at who is in the young person's life, assess those relationships and determine if those connections are willing to take on an even more involved and supportive role. If they are willing, we then provide training and support back to them. We also work with a "do with, not for" guiding principle — respecting the autonomy of young people/families and their natural supports.

"Everyone needs lifelong supports. That's a part of a functioning society," says Dave Maclean, Hull Services, Natural Supports Trainer. "We acknowledge that Hull can't be the long-term solution for these young people. A critical part of our role is connecting them to supports, building capacity and then stepping back at the appropriate time."

Creating and incorporating natural supports for these young people is a key component of the safety plans Hull creates to carry the young people we work with past our involvement. This type of life-long support is essential to their futures.

"When these vulnerable young people know they can build healthy relationships and turn to those connections in times of need, it is hugely rewarding for them," says Christen Terakita, Hull Services, Natural Supports Trainer. "Everyone matters to someone. We just help them find those people."



NATURAL SUPPORTS FRAMEWORK GOAL

Youth/families are able to rely on, and contribute to, a lifelong network of supportive family, community and peer relationships.

HELPING FAMILIES NAVIGATE THROUGH DIFFICULT TIMES

Hull's Mental Health and Addiction Navigator role is one part triage, one part detective and one part Sherpa. These all combine into a human resource for families who don't know where to turn in times of mental health and addiction concerns and crisis with their kids.

Our Mental Health and Addiction Navigator helps parents and caregivers identify the best resources and supports available to them in their community, provides guidance on how to navigate those resources, and is available for ongoing support to help people through their journey. Finding the right supports at the right time in a complex system can be daunting and frustrating — particularly during a very stressful time. And while we live in an age where Google provides a lot of our information, there are certain things an online list can't provide.

"We offer families relief that they aren't walking and searching alone anymore. We are here to support them and give them an actual person to talk to," says Joy Clark, Hull's Mental Health and Addiction Navigator.

Clark often takes calls from worried family members or caregivers who know their young person is struggling with something but aren't sure what it is or where to turn.

"It can be difficult to find the right service when you aren't exactly sure what the problem is. I encourage people that they don't need to figure that out. I just need to hear their story. My job is to sort out what the issue might be and where to turn," explains Clark. "I look to what services are a good fit for both the immediate and the long term."

Our Mental Health and Addiction Navigator also determines who needs support and service right away, and who needs less immediate support. Regardless, no one's situation is diminished and everyone receives help — at no cost.

"When your child is hurting, it is a crisis and emergency to you," explains Clark. "I want to make sure

families don't feel like they can't call if they feel the issue is not severe enough. The earlier you reach out for support the more options you have."

Our Mental Health and Addiction Navigator also helps those in crisis remove possible barriers to support. Those access barriers could come in the form of excessive waiting lists, transportation challenges

or unanticipated financial costs. The Navigator identifies other resources and support options to better meet the family's needs. In some complex situations, families may have already accessed all available self-referral options and we help advocate for them to access other systems. Perhaps they need a family doctor referral and we work with them on what to say to get support. Hull helps look at things from a different perspective and advocates in a different way.

In what can be a very isolating time in a young person's and their families' lives, Hull helps provide the important connections they need.

“When families are going through hard times, they deserve to be supported, feel heard, and have someone to guide them. They shouldn't have to be the experts. That's what Hull is here for.”

— JOY CLARK
Hull's Mental Health and Addiction Navigator

CONNECTION MAKES US STRONGER: WORKING WITH OTHERS IN OUR COMMUNITY

If the title of Hull's Mental Health and Addiction Navigator wasn't already so long, we'd add the word "Connector" to it, as connection is an essential part of the role — whether providing families connections to Hull resources and our Navigator, to supports offered through other agencies, or connections back and forth between community partners and agencies.

While anyone can contact Hull's Mental Health and Addictions Navigator for no-cost support, we also receive many requests for support from schools, preschools, community organizations, colleagues, and Alberta Health Services (to name a few) when they recognize a family needs support that falls outside of their scope of programming.

Hull's goal through this unique role is to open up as many possibilities and services as possible for young people and families in crisis.



REACH OUT, ANYTIME

If you know a young person that needs mental health or addiction support, reach out to us.

If you aren't sure if you should call because things aren't "bad" enough, reach out to us.

If you don't know exactly what you are looking for, but know you need support, reach out to us.

Hull's Mental Health and Addictions Navigator is here to listen to your story and help you navigate the support you may need.

navigator@hullservices.ca
403.207.2513



MENTAL HEALTH AND
ADDICTIONS NAVIGATOR

HULL'S VOICES: Listening and Learning

Who better to guide the journey than someone who has already walked the path?

We are turning to the foremost experts to guide and improve how Hull offers service delivery — the young people and families who have received our services.

Hull's Voices of Lived Experience — Child, Youth and Family Advisory Council (Hull's Voices) connects us to this important community. We listen to their experiences and utilize their valuable input to develop key strategies that support growth and positive change within our programs. The council is mostly comprised of lived-experience members — meaning those who have received services through our Agency.

"This is a really novel idea in that it establishes a place and space for people who have received our services to give back and advise on service delivery and other areas in our organization," says Virginia Hervey, Staff Liaison, Hull's Voices. "It brings to life their voices in a way we haven't done before."

Hull has always held strong value in seeking and including client perspective and feedback. And while client surveys are valuable tools used at Hull and across our sector, this is different. Our Agency

has committed to Hull's Voices as part of our organizational structure. Like our Board of Governors, the council is a living and breathing function within our organization. Hull's Voices advises our highest level of leadership on practice policy, and each of our 29 programs is accountable to senior leadership for working on one to three of those recommendations at any given time.

"Our commitment to doing the best we can for the kids and families we work with extends to hearing when we aren't getting it right. Who better to tell us if we are missing the mark?" says Hervey. "We aren't afraid to show we haven't been perfect. If we aren't where we want to be, we use Hull's Voices to guide us there."

Those invited to share their stories have typically received service within the past five years so that their experience is recent. Representation is sought from across Hull's 29 programs. Council members experience is recent within two years, with them at a point in their journey where they are emotionally ready to share their story. Many of Hull's Voices members have had very positive experiences with our Agency and want to give back. Others can see gaps and areas for improvement.



I have been a part of so many aspects of our Agency and have loved every bit of work I've been a part of, however nothing feels more important or more gratifying than being a part of this council. It is humbling and I am endlessly blown away by the council's capacity to give."

— VIRGINIA HERVEY

Staff Liaison, Hull's Voices of Lived Experience
Child, Youth and Family Advisory Council (Hull's Voices)

Christina Sackett is the Chair of Hull's Voices and experienced our services firsthand with her son Myles. She notes that going through the extremely difficult challenges faced by the young people and families Hull serves means they often don't have friends or family that truly understand their experience.

"They struggle with feeling like they don't have a voice, and that they can't share their stories with anyone who really understands what they are going through," explains Sackett. "They don't want unsolicited advice or judgement. They just want to be heard and to share their story. Hull's Voices give them that opportunity while improving the journey for those to come."

An unforeseen benefit of being a part of Hull's Voices is a healing effect. Both through the opportunity for voices to be shared, and in that it helps shift the power dynamic that can be felt within therapeutic relationships.

"Hull places tremendous importance on the ethics of

therapeutic relationships. However, the very nature of service provision creates a power differential between the Agency and the people receiving services," say Hervey. "Creating opportunities to collaborate and give back is a natural part of healthy relationships. Those that were helped are now helping us. It brings purpose, closure and a levelling of the field. It also reminds us as service providers that the people receiving our services are just like us. Everyone has strengths, talents and wisdom to share."



WATCH THIS VIDEO TO LEARN MORE ABOUT HULL'S VOICES

ADD YOUR VOICE TO HULL'S VOICES

If you are a lived-experience person who has received services through Hull and would like to share your voice through telling your story or join the Hull's Voices council, please reach out to Christina Sackett at csackett@hullservices.ca.

POSITIVE CHANGES AT HULL LED BY HULL'S VOICES



FAMILY-CENTERED CARE APPROACH

Recognize that each family is unique and that the family is the constant in the child's life. They are experts on their abilities and needs and should be involved in every aspect of care.



NATURAL SUPPORTS

Support young people and families in building strong connections to natural and community supports.



LANGUAGE

Use consistent, understandable language, and reduce jargon in documentation.



INTAKE AND OUTTAKE PROCESSES

Alleviate anxieties for when youth and families begin and end their journey.

YOUR GENEROSITY MAKES A DIFFERENCE

Thanks to your support, we are partnering to build resilience today for a brighter tomorrow for more than **8,100** kids, youth and families we support each year.



WHERE YOUR GIFTS MAKE AN IMPACT



TOOLS TO HEAL

Spaces, like our easily accessible on-site labyrinth, give the young people a safe space to heal, regulate emotionally, and participate in a journey of discovery through quiet and purposeful meditation.



VEHICLES

Safe and reliable transportation allows our programs to get youth to appointments and outings in the community.



RECREATION OPPORTUNITIES

Young people can participate in sports, outdoor activities, and community events throughout the year, which is vital for healthy brain development.



GIFTS FOR KIDS

By supporting our Gifts for Kids program, you are providing our young people who reside in-program with Christmas and birthday presents.

TOTAL MONETARY GIFTS

\$4.49M

- **\$2.22M** Private grants and donations
- **\$1.77M** Government grants and other agreements
- **\$0.50M** Hull Child and Family Foundation

Contributions are received from individuals, corporations, foundations and services clubs, and community groups through Hull's annual campaigns, fundraising events, sponsorships, and government and private grants. Our fiscal year is April 1, 2022 to March 31, 2023.



GIFTS IN KIND

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

There are many donors and community partners who 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 it's a challenge for families to provide their children with school supplies, recreational equipment and opportunities, as well as birthday and Christmas gifts. These challenges were extremely heightened throughout the COVID-19 pandemic and continue to be heightened due to the rise of inflation, impacting countless low-income families. Thanks to our generous donors, their gift in kind donations have made such an impactful difference and are essential in meeting the needs of the children, youth and families we support in more ways than they will ever realize. Our donors are our greatest resource to building stronger, healthier communities.

EXAMPLES OF GIFT IN KIND DONATIONS RECEIVED IN 2022/23

- Christmas gifts for kids and families
- Backpacks
- Recreational opportunities
- Birthday gifts
- School supplies
- Sports equipment
- Gift cards
- Sporting event tickets

VOLUNTEERS

Volunteers who are willing to step up and give their time help make all the difference to children, youth and families who are struggling with their mental health. At Hull Services, volunteers give their time through our Group Involved Volunteer days, as individual or group volunteer mentors in our mentorship program and help in critical support roles at various special events. Our volunteers continue to exhibit determination in their support year-over-year, no matter the challenges we face, which leaves us filled with gratitude. Our volunteers play an important role in the healing journey of our young people and families and their unwavering support to give back will have a profound and long-lasting positive effect on our communities for generations to come.

A QUICK GLANCE AT THE IMPACT VOLUNTEERS HAVE AT HULL

MENTOR VOLUNTEERS

Number of volunteers	71
Total number of hours	2,568
Value of volunteer time	\$61,692

GROUP INVOLVED VOLUNTEERS

Number of groups	6
Number of volunteers	203
Total number of hours	1,494
Value of volunteer time	\$35,856

OTHER VOLUNTEERS

Number of volunteers	147
Total number of hours	695.5
Value of volunteer time	\$16,692

STIRRING CHANGE IN THE COMMUNITY:

From pancakes to casseroles

HOW ONE VOLUNTEER COOKED UP
A NEW OPPORTUNITY AT HULL SERVICES

When you think about changing lives, I bet flipping pancakes isn't the first thing that comes to mind, but for one volunteer at Hull Services, that's exactly how it began.

In 2017, Shelley Nugent had just moved back to the Woodbine area in Calgary and read Hull Services' call-out for volunteers for their annual Stampede Breakfast in the community newsletter. A flash of memories came rushing to mind — for she remembered taking her small children to many of Hull's Stampede Breakfasts in the early 1990s. Coincidentally, her daughter had just started working here as a Child and Youth Care Counsellor. So, she signed up to be a volunteer.

"I said to my daughter, 'I'm going to volunteer at the Stampede Breakfast, will you be there? And she said 'yes,'" says Nugent. "But I came on my own — I wanted to get to know my community more."

And she did exactly that — she got to know more about her community and what Hull offers — and over the years, her connection to Hull has gotten even stronger — but one particular heartfelt conversation she had with her daughter changed everything.

Nugent's daughter had said there are times when young people from the the community come to William Roper Hull School hungry — and though they have access to the breakfast and lunch program offered by the school, they need support with dinner and have been sent home with grocery store gifts cards.

"She also told me that Hull had done a big cooking day — making meals and baking — and that it had been very well received, says Nugent. "I said, 'oh, do you have a service like that going on all the time?' and she said, 'no.'"

But she was going to change that. Nugent was once a single mom to three children and knew the challenges of continuous cooking — she was determined to help.

"I was a single parent as well and when you get home at the end of the day and you've been dealing with other challenges, the last thing you want to do is pull out ingredients and cook," says Nugent.

So, she began developing a cooking service at Hull — she started having conversations with staff and leadership — pinpointing where the greatest need for a cooking service would be at the

Agency. Hull supports over 8,100 young people and families each year, so there's much need.

She was then connected to one of our community programs, Patch.

Patch supports individuals and families living on low-income in Calgary and the surrounding area residents — they offer basic needs, financial empowerment, employment and education, and connection-based services through three different hubs in various locations throughout the city.

Nugent was connected with Alana Barron, Patch's Acting Program Director. They discussed the need for readily available nutritious emergency food, and the cooking service began to rise.

"Families and individuals coming to Patch are experiencing significant stress, often needing help to meet their basic needs, and feed their family," says Barron. "At Patch, being able to offer a healthy, homecooked meal in the moment is a huge relief. Decreasing that immediate stress increases the likelihood families and individuals will be open and ready to access services that will help them longer term."



“
You know that warm and fuzzy feeling you get when you know you've done something to help someone? That's how I feel.”

— SHELLEY NUGENT
Volunteer with Hull Services' Patch program

For the past year and a half, usually every Wednesday, Nugent and her helper Joanne Loach, alternate between preparing precooked meals such as casseroles or snacks like muffins. How much she makes depends on that need, but once she made 42 casseroles in one week.

Countless people and families have had food on their tables, all because of Nugent.

"Shelley came to Hull looking for a way to help people and because of that, she has made a significant difference, providing healthy meals to hundreds of people and families at Patch," says Barron. "She is a pleasure to work with and always happy to help! We are so thankful to have her support at Patch."

For Nugent, the best part of her cooking service isn't the praise she gets but the feeling she experiences when she drops off the meals knowing vulnerable people in the community will have a warm meal — which warms her.

"You know that warm and fuzzy feeling you get when you know you've done something to help someone? That's how I feel," says Nugent.

Nugent is currently cooking in a kitchen located on our SW campus where many of our live-in programs reside. Every time she comes to cook, she feels more connected to her community. She sees first-hand the work we do and the people she supports.

"You know that saying 'It takes a village to raise a child?' Well, this is a village here. And to me, I'm part of the village and I am proud to be a part of Hull," says Nugent. "Even though I am mainly working with the Patch program, it is a part of Hull. And to me, we're all supporting, we're all helping. Even though, you know, I'm not a teacher or a social worker."

And you don't need to be a teacher or a social worker to impact and change lives. You just need to be someone who cares.

That caring may lead you to volunteer at your local charity's Stampede Breakfast, where something like flipping pancakes turns into changing lives.

FROM BIKING TO GIVING

THE INSPIRING JOURNEY OF A CHARITABLE COMMUTE

Each work week, Mike Siewert rises and rides — and by riding, I mean bike riding — peddling his way to work has been his primary method of transportation since the 1980s, and since 1993, he bikes all year long.

Siewert is an advocate of incremental activity, which is why he also likes being a monthly donor with Hull Services. It enables him to consistently give to his local charity and in smaller, more easily manageable amounts.

“I believe in incremental stuff. I’ve been riding a bicycle to work for 35 years and if you took all the parking I haven’t paid and all the gas I haven’t bought and all the insurance I haven’t bought, those are all small day to day things,” says Siewert.

He’s been able to use that extra money to support causes he cares about.

“You know, if folks can just go any other direction and just give a little bit, when they get down the road,

they can look back on a life of they did something really successful,” says Siewert.

And that really successful thing can be positively impacting countless vulnerable young people and families in the community — continually.

And you don’t need to start biking to work every day in order to have extra money to give to your local charity monthly; Siewert says the real key to his success is budgeting.

“I always tried to save up and give at the end of the year to hit the target before the tax deadlines and stuff,” says Siewert. “It was frustrating. So, I went monthly, because the amounts are smaller, and it’s easier to deal with.”

And every little bit counts.

“People I’ve talked to say they don’t want to be a small monthly donor because they don’t feel generous,” says Siewert. “But they

got to realize it adds up and if you have extra at the end of the year, you can always top up.”

Siewert also knows budgeting not only gives donors flexibility, but charities as well.

“Charities need cash flow just like a family or a small business; they have got to have money coming in they can have some discretion over,” says Siewert. “Charities need to function day to day and need resources day to day.”

Siewert also states biking day to day is not only good for his wallet — but also his mind. And just like becoming a monthly donor, biking all year long started incrementally.

“If it works out right and you don’t go super athletic on it right from the beginning — you become a more active person, which becomes a consistent input to good health in your life and your



Hull has more services designed for preventative care so kids can avoid having to head down that road of hardship and that is something I really appreciate.”

— MIKE SIEWERT

Monthly donor to Hull Services

mental health as well,” says Siewert. “And the thing I like the most about it is the meditative aspect of it. To begin and end the day with it.”

Siewert has always made donating to charities and his mental health a top priority in his life and about five years ago, he had been looking for a local charity that aligned more with his values.

Around 2019, his son began working at Hull as a Child and Youth Care Counsellor. It was then he found that local charity he was searching for. But his son wasn’t the reason, but rather the reminder of why he chose Hull.

“In the 1970s, a couple friends of mine in elementary school were taken care of by Hull for a period of their lives -- and then all these years later, when my son started working there, I thought, ‘That’s the place,’” says Siewert.

Since then, Siewert has learned so much more about the kind services Hull offers the community — and it has reaffirmed his decision to support Hull.

“What surprised me the most was the depth of the services,” says Siewert. “My son started in the Secure program, and it still blows my mind the hardship those kids had to go through to get there. Hull has more services designed for preventative care so kids can avoid having to head down that road of hardship and that is something I really appreciate.”



Along with the services we offer — Siewert is also touched by our ability to connect with young people and families.

“Hull strikes me as an organization that’s just full of empathy and understands how to get people to the point where they can help themselves rather than just expecting them to help themselves,” says Siewert.

When you get down to the real root of why Siewert wanted to support Hull, it all comes down to community.

“All I want to do is make the community a better place with the little bit I can do to help,” says Siewert. “I’m not ridiculously rich or anything like that. But I can contribute to the bottom up and help it grow. You know, if I’m walking down the street, I can pick up a piece of trash, but I may not clean up the whole neighborhood. It’s one of those things where if everybody can do a little bit, we all come out winners.”



IN ADDITION TO THE INDIVIDUAL DONORS AND ORGANIZATIONS THAT SUPPORT HULL,
WE WOULD ALSO LIKE TO RECOGNIZE THE FOLLOWING FUNDERS

