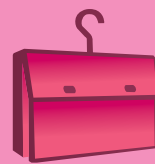




empower

# MAKING CHANGES

annual | 2012-2013 | report



Making  
Changes  
creating futures for women

Our  
core values  
reinforce  
the reason why we exist,  
which is simply to

# empower

Empowering women to make meaningful contributions to the community.

EMPOWER  
it's what we believe.

it's what we do.

it's who we are.

As a registered charity, Making Changes is a community of women helping women through life transition by providing them with skills and resources to support their pursuit of meaningful work.

## MESSAGE FROM THE EXECUTIVE DIRECTOR

Calgarians are amazing! At Making Changes, we have experienced the generosity of neighbour supporting neighbour over the course of our 32 year history. This year, the rest of the world caught a glimpse of this remarkable spirit of community service as we supported each other through the flooding and stampeded on through Hell and High Water.

In our 2012-2013 fiscal year, Making Changes has experienced a period of exceptional growth as well as a time for reflection in terms of how best to focus on the areas that matter most to the women we serve. Both of our existing programs, Employment and Life Skills and Walk-In Closet, have expanded and provided essential services to many women this year based on the extraordinary outpouring of community support. We began a pilot phase for our new

teen program, My Best Friend's Closet, in August 2012. The level of community support for our new initiative has been overwhelming. We are now able to run My Best Friend's Closet on an ongoing basis, and address a critical need in our community.

This year has seen an expansion of our wonderful donation network. We continue to receive assistance from corporations and businesses willing to run clothing drives to outfit both of our "closets"; new associations and groups volunteering together to support our work; independent retailers donating clothing to us directly; and a host of associations and private citizen-led initiatives establishing clothing drives and fundraising events for us. There is no adequate way to say thank-you to all of our ongoing and new partners. What we can do is to make sure that we provide

respectful, relevant and timely supports to the women and teenage girls who connect with us, and stay close to our mandate so we continue to do a few critical things extremely well.

On behalf of Making Changes staff and volunteer team, I offer our heartfelt thanks to all of our ongoing and new supporters. We build opportunities for women and teens to contribute their skills and talents meaningfully to create great futures for themselves and their families. In the process, as participants, volunteers, staff members, and community supporters, together we build a stronger Calgary community. Thank you for believing in us and making remarkable changes possible.

Lili Bunce

WE DON'T ACCOMPLISH ANYTHING IN THIS WORLD ALONE...  
and whatever happens is the result of the whole tapestry of one's life and all the weavings of individual threads from one to another that creates something.

Sandra Day O'Connor

MESSAGE FROM THE  
CHAIR

The saying really is true....time flies when you're having fun! We certainly did have fun this year! Through numerous events and social gatherings we have been successful in raising awareness and participation for Making Changes within our community.

We are pleased to be celebrating 32 years of supporting immigrant women through our Employment and Life Skills Program, 17 years of assisting and empowering women to transition into the workplace through our Walk-In Closet program and now I am so proud to say we are celebrating the completion of our 1st year with My Best Friends Closet where we focus on supporting and encouraging young women to return to school looking and feeling confident. The driving force behind these successful programs is our dedicated staff:

Lili, Elaine, Lillian, Roxanne, Patti and Roxie. You inspire us all!

Through over 200 volunteers we have been able to touch the lives of upwards of 1600 participants through all three of our programs - Outstanding, wouldn't you agree? We remain rooted in our community because of the wonderful complement of volunteers that join our family each and every year.

**Thank you!**

Thank you to our funders for supporting and standing behind us as we continue to grow and reach out to serve our ever expanding community.

We look forward to another exciting year ahead!

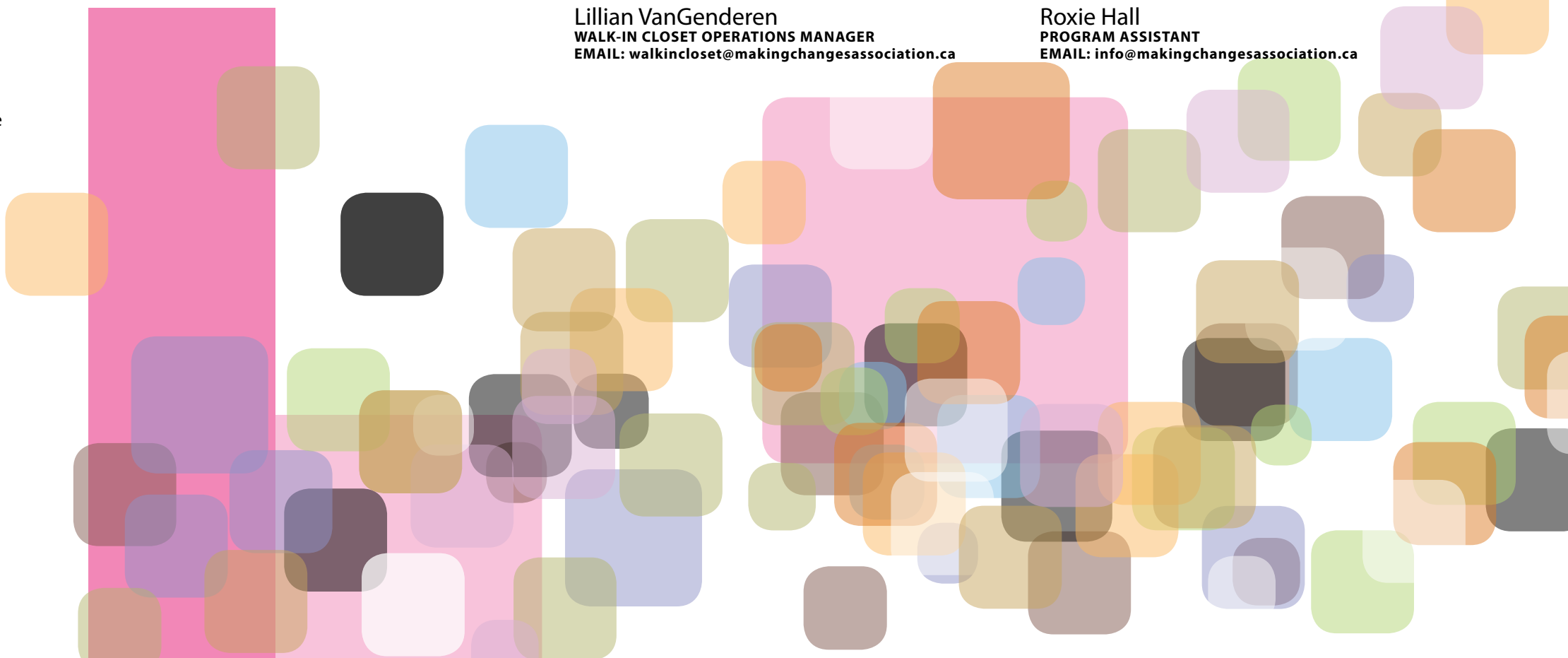
Monica Simpson

IF ANYTHING MATTERS THEN EVERYTHING MATTERS. Because you are important, everything you do is important. Every time you forgive, the universe changes; every time you reach out and touch a heart or a life, the world changes; with every kindness and service, seen or unseen, my purposes are accomplished and nothing will be the same again."

**Wm. Paul Young**

TOO OFTEN WE UNDERESTIMATE the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.

**Dr. Felice Leonardo Buscaglia**



STAFF

Lili Bunce  
EXECUTIVE DIRECTOR  
EMAIL: [execdirector@makingchangesassociation.ca](mailto:execdirector@makingchangesassociation.ca)

Elaine Lupul  
EMPLOYMENT AND LIFE SKILLS PROGRAM MANAGER  
EMAIL: [employmentlifeskills@makingchangesassociation.ca](mailto:employmentlifeskills@makingchangesassociation.ca)

Roxanne Steen  
FINANCE AND ADMINISTRATION MANAGER  
EMAIL: [finance@makingchangesassociation.ca](mailto:finance@makingchangesassociation.ca)

Patti Dalsin  
VOLUNTEER MANAGER  
EMAIL: [volunteer@makingchangesassociation.ca](mailto:volunteer@makingchangesassociation.ca)

Lillian VanGenderen  
WALK-IN CLOSET OPERATIONS MANAGER  
EMAIL: [walkincloset@makingchangesassociation.ca](mailto:walkincloset@makingchangesassociation.ca)

Roxie Hall  
PROGRAM ASSISTANT  
EMAIL: [info@makingchangesassociation.ca](mailto:info@makingchangesassociation.ca)

2012-2013  
BOARD OF DIRECTORS

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Aline LeBel  
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DIRECTOR

Cindy Eeson  
DIRECTOR

Ada Adeleke-Kelani  
CO-SECRETARY

## CORE VALUES

Our core values reinforce the reason why we exist  
which is simply to EMPOWER through:

**E**ducational success  
**M**eaningful work  
**P**romoting change  
**O**ptimism  
**W**omen helping women  
**E**thical practices  
**R**espect

# 1600

Walk-In Closet image consultations

IN 2012-2013  
OUR PARTICIPANTS RECEIVED:

1,684  
skirts

718  
coats

1,113  
dresses

2,152  
jackets

2,887  
pairs of pants

2,601  
pieces of jewellery

2,415  
pairs of  
shoes/boots

1,124  
pieces of  
underwear

6,664  
shirts and blouses

2,639  
sweaters

(JUST TO LIST A FEW)

# 98%

of Walk-In Closet  
participants report  
increased motivation  
to gain employment.

**WOMEN ARE MORE  
CONFIDENT THAN  
WHEN THEY STARTED  
THE ELS PROGRAM.**

# 98%

of participants report  
increased confidence in their  
ability to dress appropriately  
for job interviews and work.

# 120

EMPLOYMENT  
AND LIFE SKILLS  
CLASSROOM  
PARTICIPANTS

**WOMEN ARE MORE  
CONFIDENT THAN  
WHEN THEY STARTED  
THE ELS PROGRAM.**

# 95%

of women report that  
they are a lot more  
confident than when they  
started the ELS program.

# WHAT'S NEW FOR 2013

created by volunteers that care...

*a bit of work..*

*a bit of time...*

[and a LOT of love]

*and...*

## With our move

to our new location near Chinook Center in March 2011, we were able to collect and store many more of the beautiful new, casual and teen friendly items we received. We decided to run a "Teen Back to School in Style" pilot project in August 2011. We provided a wide selection of fashionable and functional back to school clothing and our Image Consulting services for 60 girls (aged 13-19), but barely

touched the surface in terms of community need.

ARC Resources was looking for an agency interested in building a long-term partnership where staff members could become engaged and see the results of their work over a number of years. They were interested in helping us build our teen program and provided funding for us to lease a 3500 square foot warehouse just a few doors down

from our Walk-In Closet location. Together, our 'closets' offer us 6800 square feet which allows us significant storage, collection and merchandising opportunities. Once we leased the warehouse in June 2012, we knew we'd need to do quite a bit of clean up. Northmount Kiwanis came on board and assisted us with laying down flooring, building change rooms and purchased a fridge and washer and dryer

for us. Cadillac Fairview offered us all of the fixtures, cabinets, warehouse storage supplies, etc. that one of their tenants had left. Our amazing group of volunteers managed and orchestrated a huge move, laid tiles, set up displays, and got everything ready so we could open on August 14, 2012. Thank you to project managers Elizabeth Berg, Tirzah Van Lindenberg and Heather Knoll for orchestrating

the whole moving and settling in process. Glasswaters foundation provided funds for us to purchase storefront signage and McCann Family Foundation offered salary support and funds to purchase the supplies we needed right away (underwear and footwear). Forzani's group came on board and donated 150 pair of brand new running shoes for our teens and we had an outpouring of generosity that has continued as

we've moved forward. Volunteers from Youth Central Calgary have spent the last six months creating an incredible ceiling mural and art work which is displayed throughout MBFC. We have learned just how much our community members want to help when agencies 'allow' the space for contribution.



# voila

my  
best  
friend's  
closet

**350** teens receive a year's worth of recreation and school clothing

Fitting in is an important part of the teenage experience and having a selection of stylish items assists both with motivation to attend school and the confidence to connect with peers. In a one-on-one, 90-minute consultation, teenage girls (ages 12-18) receive a year's worth of clothing, footwear, accessories and toiletries to meet their school and recreational needs.

Back-to-school is an expensive time of year, especially for parents whose budgets are stretched. School fees, supplies, bus fees and extracurricular costs quickly add up and providing a selection of warm, fashionable clothing for teenage daughters is not always possible. For new Canadians, the variety of clothing needed to

manage through our changing weather patterns is often unanticipated and financially out of reach.

The teen project is a timely and necessary extension of our supports and meets a presently un-served basic need for many families in the Calgary community. By offering relevant services linked to our existing mandate, we have been able to assist both mothers and their daughters in their journeys forward; create outreach opportunities to deepen the impact of our work; engage a new generation of volunteers and supporters; and address a gap in services for many low income families in our community.

**My Best Friend's Closet remains the only program of its kind in Canada.**

I think you guys are perfect!!!  
really love the product: jewellery,  
shoes, clothing!

OMG so many choices:  
**Thank you !**



2012-2013  
VOLUNTEERS

**Aaisha** Tufail  
**Ada** Adeleke-Kelani  
**Aida** Leonor Rodriguez Martell  
**Alana** Nelson  
**Aline** LeBel  
**Alison** Ferguson  
**Amanda** Bot  
**Amanda** Easter  
**Amber** Conrad  
**Amy** Lui  
**Amy** Ta  
**Andrea** Fedorchuk  
**Andrea** Marquez  
**Anna** Karpova  
**Anna** Stilwell  
**Anne** Margaret Clark  
**Annet** Chu  
**Annie** Batsaikhan  
**Any** Astoeti  
**Arynn** Giesbrecht  
**Atheo** Atak  
**Barbie** Franks  
**Betsy** Vazquez  
**Blanka** Kuhnel  
**Brandi** Dorchak  
**Brenda** Mah  
**Brenda** Vassilicopoulos  
**Brogan** McPherson  
**Camie** Tat  
**Carly** Smith  
**Carole** Carlton  
**Carol** Bates  
**Carole** Goetz  
**Carolyn** Alexander  
**Carolyn** Black  
**Caron** Stewart  
**Catherine** Low  
**Celeste** Yano  
**Celine** Brewer  
**Charlotte** MacDonald

**Chris** Seger  
**Christine** Landry  
**Cindy** Hickerson  
**Cindy** Law  
**Colleen** Barton  
**Colleen** Fortuna  
**Connie** Cockshutt  
**Corey-Jo** Danyluk  
**Courtney** Hiebert  
**Courtney** Long  
**Crystal** Kwan  
**Crystal** Mulligan  
**Dale** Robson  
**Daniela** Zapirtan-Lainer  
**Danika** Yau  
**Darcy** Chattell

**Eva** Czerwinska  
**Fran** Roycroft  
**Georgia** Duggan  
**Germaine** Rivera  
**Gerry** Norman  
**Gillian** Barnett  
**Gillian** MacDonald  
**Gillian** McInerney  
**Grace** Satre  
**Hailey** Schoenfeld  
**Heather** Knoll  
**Heather** Larson  
**Heather** Rees  
**Heather** Watson  
**Heianna** Ge  
**Heidi** Orchard

**9,000!**  
VOLUNTEER HOURS

**DD** Asih  
**Debbie** Spivak  
**Deborah** Close  
**Diana** Sanchez  
**Diana** Howes  
**Diane** Jeffers  
**Don** Rutherford  
**Donna** Yamniuk  
**Doris** Yaskiw  
**Elaine** Liang  
**Elizabeth (Liz)** Berg  
**Elizabeth** Buchanan  
**Ernie** Purnadiaia

**Helena** Gawron  
**Ila** Edgar  
**Ingrid** Smith  
**Irene** Banchik  
**Ivana** Chow  
**Jacce** Muller  
**Jaime** McHardy  
**Jan** Corner  
**Jane** Labodi  
**Jane** Osanife  
**Jennifer** Abbott  
**Jennifer** Asnani  
**Jennifer** Bui

**Joni** Swaile  
**Joy** Taylor  
**Judy** Afaganis  
**Juliane** Ohlhauser  
**Julie** Gibson  
**Julie** Thompson  
**Kailey** Mah  
**Kaitlin** Naglis  
**Karamjot** Sidhu  
**Karen** Heyman  
**Karen** Richards  
**Karen** Willstead  
**Katherine** Gomes  
**Kathy** Baker  
**Kathy** Kueber  
**Katie** Risdon  
**Keirstyn** Secord  
**Kelle** Hurd  
**Kelly** Morrison  
**Kelsey** Pecson  
**Kendra** LaBorde  
**Kimberley** Bacon  
**Kimberly** Howe  
**Kristy** Archibald  
**Krystan** Publow  
**Lara** van Lindenberg  
**Laura** Parry  
**Lauren** Berryman  
**Lauren** Krugel  
**Leanne** Schneberger  
**Lesa** Zimmerman  
**Leslie** Beliveau  
**Lesya** Martin  
**Lisa** Cockshutt  
**Lisa** Marlanych  
**Lisa** Munro  
**Lisa** Shore  
**Loida** Valino  
**Lynda** Phounsavath  
**Lyndsay** Zimmel  
**Lynne** Scott  
**Madison** Bot

**Manuela** Gongora  
**Margaret** Coleman  
**Maria** Doll  
**Mariama** Ndiaye  
**Marlee** Worthen  
**Mary** Atkinson  
**Mary** Chalupka  
**Mary** E Laughren  
**Mary** Kramer  
**Megan** Yee  
**Melanie** Jeannottee  
**Melanie** Zesko  
**Melinda (Lindy)** Shearer  
**Melissa** McCluskey  
**Melody** Chan  
**Michelle** Berg  
**Michelle** Cormier  
**Michelle** Marsh  
**Mona** Cooley  
**Monique** Weilinger  
**Muriel** Paul  
**Nadia** Stewart  
**Nanako** Furuyama  
**Nandini** Venkatesan  
**Natasha** Rogers  
**Nathalie** Wright  
**Nicole** Colmenares  
**Nicole** Jelley  
**Nitika** Mathews  
**Nohora** Mejia  
**Pamela** Hodgson  
**Pamneet** Brar  
**Pat** Cavill  
**Patti** Dalsin  
**Paula** Thompson  
**Pennie** McKenzie  
**Rabab** Khan  
**Rachel** Borrelli  
**Ramita** Dangol Shrestha  
**Reese** Reyes  
**Robynn** Smith  
**Rosalind** Davis

**Rosie** Serna  
**Sadie** Clark  
**Sally** Ewaskiw  
**Samantha** Chan  
**Sandie** Cheney  
**Sandra (Sandy)** Southgate  
**Sandra** Eisner  
**Sandra** Zalec  
**Sapna** Sharma  
**Sarah** Wilkie  
**Seaneen** Wasch  
**Sharon** Grundy  
**Shawna** Johnston  
**Shaylee** Vanderzwaag  
**Shelley** Nagy  
**Sher** Follett  
**Sheryl** Joseph  
**Sisi** Zheng  
**Sonia** Okamoto  
**Sophie** Hu  
**Stacey** Shimek  
**Stacy** Liu  
**Stephanie** Houssin  
**Suzy** Jarvie  
**Tamura** McElgunn  
**Teigist** Dessalegn  
**Teri-Ann** Begin  
**Tessa** Bunce  
**Thandi** Nitini  
**Tina** Hoang  
**Tirzah** van Lindenberg  
**Tracy** Johansen  
**Valentina** Culina  
**Vanessa** MacTavish  
**Vie** Bates  
**Vrinder** Chahal  
**Yani** Pratiwi  
**Yukiko** Moriya  
**Yvette** Jordaan

MAKING CHANGES EMPLOYMENT ASSOCIATION OF ALBERTA  
**STATEMENT OF OPERATIONS**  
 FOR THE YEARS ENDED MARCH 31, 2012 AND 2013

	General	Walk in Closet	Employment and Life Skills	My Best Friends Closet	2013	2012
<b>Revenue</b>						
Citizenship and Immigration Canada	\$ 4,036	\$ 78,504	\$ 85,214	\$ 12,244	\$ 179,998	\$ 137,999
Donation in kind (Note 5)-		71,729	-	7,830	79,559	95,910
Other restricted revenue	1,450	9,425	15,846	47,915	74,636	810
United Way	1,515	49,485	5,850	-	56,850	30,817
Casino/bingo revenue	6,119	45,896	9,179	-	61,194	43,999
Donations	6,785	26,667	658	523	34,633	41,480
Community initiatives program	-	25,758	6,593	1,885	34,236	25,764
Fundraising	11,101	9,862	203	3,236	24,402	67,977
Amortization of deferred contributions related to leasehold improvement	1,753	13,144	2,629	-	17,526	15,694
The Calgary Foundation	102	10,075	2,052	167	12,396	12,354
Community Spirit	331	2,479	496	-	3,306	5,608
Rental	-	-	-	-	-	250
	<b>33,192</b>	<b>343,023</b>	<b>128,720</b>	<b>73,800</b>	<b>578,736</b>	<b>478,663</b>
<b>Expenses</b>						
Salaries and wages	10,020	133,345	57,738	13,458	214,561	195,121
Donations in kind	-	71,730	-	7,830	79,560	95,910
Rental	3,987	30,040	9,396	22,363	65,786	43,447
General and Administrative	7,668	28,329	7,401	9,211	52,609	40,387
Amortization	2,672	20,039	4,008	-	26,719	24,711
Contractors	-	-	21,738	-	21,738	17,348
Repairs and maintenance	901	6,587	1,372	8,484	17,344	9,502
Utilities	753	5,401	1,131	5,451	12,736	6,436
Communication	864	7,716	2,312	1,201	12,093	22,956
Outcome evaluation	-	6,480	2,315	536	9,331	2,600
Volunteer	705	5,272	1,450	927	8,354	3,800
Employee benefits	4,364	2,856	677	232	8,129	17,664
Supplies	-	3,691	983	693	5,367	6,314
Travel expense	57	300	4,745	138	5,240	3,817
Training	755	3,122	880	-	4,757	2,396
Clothing	-	1,683	-	2,586	4,269	2,348
Resource development	237	1,777	356	-	2,370	8,960
Insurance	198	1,435	291	345	2,269	1,744
Other operating expenses	-	-	-	-	-	236
	<b>33,181</b>	<b>329,803</b>	<b>116,793</b>	<b>73,455</b>	<b>553,232</b>	<b>505,697</b>
<b>Excess (deficiency) of revenue over expenses</b>	<b>\$ 11</b>	<b>\$ 13,221</b>	<b>\$ 11,927</b>	<b>\$ 345</b>	<b>\$ 25,504</b>	<b>\$ (27,035)</b>

MAKING CHANGES EMPLOYMENT ASSOCIATION OF ALBERTA  
**STATEMENTS OF FINANCIAL POSITION**  
 AS AT MARCH 31, 2012 AND 2013 AND APRIL 1, 2011

	2013	2012	April 1, 2011
<b>ASSETS</b>			
<b>Current</b>			
Cash	\$ 42,558	\$ 92,128	\$ 95,152
Goods and services taxes recoverable	3,956	3,986	2,441
Accounts receivable	45,976	17,809	9,410
Prepaid expenses and other current assets	18,706	10,399	9,034
	<b>111,196</b>	<b>124,322</b>	<b>116,037</b>
Property and equipment (Note 4)	117,732	143,140	132,325
	<b>\$ 228,928</b>	<b>\$ 267,462</b>	<b>\$ 248,362</b>
<b>LIABILITIES AND NET ASSETS</b>			
<b>Current liabilities</b>			
Accounts payable and accrued liabilities	32,591\$	43,539\$	22,689\$
Deferred contributions related to operations (Note 6)	64,869	100,433	79,170
Deferred contributions related to property and equipment (Note 6)	79,353	96,879	92,857
	<b>176,813</b>	<b>240,851</b>	<b>194,716</b>
<b>Net assets</b>			
Invested in property and equipment	38,379	46,261	39,468
Unrestricted	13,736	(19,650)	14,178
	<b>52,115</b>	<b>26,611</b>	<b>53,646</b>
	<b>\$ 228,928</b>	<b>\$ 267,462</b>	<b>\$ 248,362</b>



Thank you to all our wonderful sponsors, donors and partners.  
For a full list of supporters, please visit our website:  
[www.makingchangesassociation.ca](http://www.makingchangesassociation.ca)

2012-2013  
FUNDERS



Citizenship and  
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Citoyenneté et  
Immigration Canada

Government  
of Alberta

Alberta



United Way  
of Calgary and Area

BUILDING STRONGER COMMUNITIES

McCann  
Family Foundation

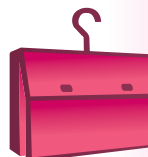


THE CALGARY  
FOUNDATION  
FOR CALGARY FOREVER

glasswaters  
foundation

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or visit our website: [www.makingchangesassociation.ca](http://www.makingchangesassociation.ca)



Making  
Changes  
creating futures for women