



# Making Changes

► Association is a community of **women helping women** ◀ through life transition by providing them with the skills and resources to support their pursuit of meaningful work and educational opportunities.

**Our goal** is to help women and teenage girls build a better future for themselves and their families.

**Our achievements** are directly related to committed and talented volunteers and staff members, donors and community partners. In developing new ways to deepen the impact of our services, we also seek ways to identify and address the emerging needs of women in transition and collaborate with other stakeholders to address those needs.

## STAFF

Lili Bunce  
EXECUTIVE DIRECTOR  
EMAIL: ExecDirector@makingchangesassociation.ca

Roxanne Steen  
FINANCE AND ADMINISTRATION MANAGER  
EMAIL: Finance@makingchangesassociation.ca

Elaine Lupul  
EMPLOYMENT AND LIFE SKILLS PROGRAM  
MANAGER  
EMAIL: EmploymentLifeSkills@  
makingchangesassociation.ca

Lillian VanGenderen  
WALK-IN CLOSET OPERATIONS MANAGER  
EMAIL: WalkInCloset@makingchangesassociation.ca

Sonia Okamoto  
MY BEST FRIEND'S CLOSET PROGRAM MANAGER  
EMAIL: MBFC@makingchangesassociation.ca

Patti Dalsin  
VOLUNTEER MANAGER  
EMAIL: Volunteer@makingchangesassociation.ca

Roxie Hall  
PROGRAM ASSISTANT  
EMAIL: Info@makingchangesassociation.ca

MESSAGE FROM THE  
**CHAIR**

It is really hard to believe that it has already been a year since my last message in the Annual Report. In some ways it has been a short time; in other ways so much has happened it seems like forever.

First, let's pay tribute to the people who enable us to do the work that we do, our volunteers! As you know Making Changes has only two full time employees and 5 part time employees. Yet, in light of these numbers we are able to help over 1000 women every year! This speaks to the exponential power of having great and empowered volunteers. Many of our volunteers are image consultants for the Walk-In Closet. Others are volunteers who are willing to stay in the background. They may sort and prepare clothes for the closet. They may be the ones who act as reception or maintain our database. Still others drive around the city of Calgary picking up donations to our Closets. They may be conducting mock interviews, participating in workshops for our employment and life skills program. Maybe they come to Global cafes or help our newcomers learn to line dance in preparation for Stampede. They might be volunteering at a bingo, casino or other fundraiser. They may serve as board and committee members, helping to ensure

the fiscal and strategic health of the association. No matter who they are or what they do, they are extraordinary. We know that they believe in the work that we do and I would like to acknowledge their contributions to the association. As they said in the old MasterCard commercial "There are some things money can't buy, for everything else there is MasterCard". Thank you for being the something that money can't buy!

Of course none of the amazing things that Making Changes has accomplished could be done without a dedicated staff team. Lili, Elaine, Lillian, Roxanne, Patti, Roxie and Sonia, you are each and all champions in our eyes. Thank you for your dedication and commitment to a small grassroots organization doing big things!

Sonia Okamoto, our amazing My Best Friend's Closet Program Manager has been awarded the Bhayana Family Foundation Innovation and Creativity Award.

For the past 3 years, The Bhayana Family Foundation Awards have been recognizing the dedicated contributions of front-line agency staff at United Way funded agencies. Sonia was recognized for her excellence in introducing ideas, services or practices in new and imaginative ways. Congratulations Sonia!

Sometimes there are people in our community who admire the work that we do and we are not even aware of it. This was certainly the case in Spring 2014. Laretta Enders had decided to do something really special for a significant birthday. She and her friends came up with Fashion Forward YYC, a high end fashion show and fundraiser with the proceeds supporting Making Changes. Less than 3 months later they pulled off the event. Not only did Making Changes get a cheque for over \$62,000 but we gained exposure that we could only dream of! Brett Wilson, Olympic athlete, Gilmore Junio, and Denny Morrison, Paul Hardy, Carly's Angels. Laretta, thanks to you and your team for a job well done. Shortly after Fashion Forward YYC, Laretta and her team decided to do it again in June 2015. Thank you!

Thanks to everyone who held clothing drives and fundraisers. We appreciate your support.

The upcoming year promises to be an even bigger challenge. The economy is slower due to a decrease in oil prices and many layoffs across sectors. At the same time, the demands for our services continue to increase. Making Changes is well positioned to take these challenges head on with the support of our many community partners.

Thank you for your ongoing support!

2014-2015

## BOARD OF DIRECTORS

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# EMPLOYMENT & LIFE SKILLS PROGRAM

The Employment and Life Skills Program is Making Changes Association's foundational program.

At its essence, this program is an empowerment process for immigrant women, increasing their personal power through participation so that they can take action to improve their circumstances.

The program offers a series of workshops that help immigrant women plan and prepare for their future in Canada. The training provided builds confidence and skills in the areas of career planning, communication, assertiveness, Canadian business culture and accessing community resources.



“A women-only program is safe and  
**empowering.**

It made me regain my self-confidence  
and reassured me that there *is* a place  
for me in my new community.”

# 115

Number of women who participated in Employment and Life Skills program this year

“Making Changes  
**changed my life,**  
my professional and personal life.

Now I can see and feel a lot of things  
in a better way.”

# success

“During five years  
I put my professional life  
inside a drawer and  
locked it there.  
Making Changes  
helped me to  
open this drawer and bring back  
this so important  
part of my

life!”

“The program is  
very motivating  
to believe in myself,  
my abilities and  
skills.”

“I made a lot of  
friends,  
learned a lot of  
useful things and  
became more  
confident.”

Maya\*

arrived in Canada in  
2012. After a sustained and successful career as an  
accountant, she chose to attend the Employment and  
Life Skills Program because she was looking for  
a career change.

Maya had always enjoyed baking and cake decorating but  
her parents expected her to pursue a professional career  
as an accountant. After moving to Canada and settling  
her family, she started exploring the field of baking by  
taking short courses and workshops to increase her  
technical knowledge of the food industry.

Maya found the Employment and Life Skills Program  
valuable in terms of providing information for  
newcomers about programs, courses and services  
in Calgary. She felt that she learned a lot about the  
importance of information gathering and networking  
as strategies for career exploration and job search  
success. Most significantly she learned how to  
‘find herself’ – she really enjoyed the Personality  
Dimensions® component of the program, and to  
finally see how she could change her career.

All of these activities and learnings provided  
her with the evidence she needed to pursue her  
dream. Maya was successful in gaining seasonal  
part-time work in the bakery department  
of a grocery store. She recently received the  
exciting news that she has been accepted in  
the Baking and Pastry Arts Program at SAIT  
for the Fall of 2015. In the meantime she has  
been participating in some of the events  
offered through Accenture, and continues  
to delight family and friends with her  
artful and delicious creations.

\*Name has been changed.

# THE WALK-IN CLOSET

The Walk-In Closet provides 90-minute individual consultations on professional business attire to women facing financial barriers who want to join the work force, return to school or engage in volunteer opportunities. In addition to information on business culture and appropriate dress, participants are offered gently used clothing and accessories at no cost to help them look and feel their best.



# 1652

Number of appointments this year at the Walk-In Closet

**After their first visit to the closet:**

# 96%

women gain motivation to access employment.

# 98%

women have access to appropriate work clothing.

# 98%

of women reported that they gained confidence in their ability to dress appropriately for job interviews and work.

# 22,840

Total number of pieces of clothing donated to our participants:

- blouses & shirts
- pants & skirts
- under garments
- jackets
- purses
- shoes & boots
- jewelry

“The program is a lot of fun and motivating. It made me feel good and awesome about myself. The thought of going to interviews with cool & fun office wear just makes me smile. :)  
Thank u!  
Thank u!  
Thank u!”

# optimism

“Thank you for  
**not judging**

me at all. I am a plus size

woman. My consultant made me  
very comfortable and she  
was respectable.

5 stars for her.”

“Working

with my

image

consultant

was

awesome,

now I am

more

**confident**

to look for

a right job.

Thank you

so much.”

**Nadia\*** moved to Canada

in the Fall of 2011 with her husband and  
two sons. She holds a Bachelor’s Degree  
in Business from her native country and  
decided to pursue a Bachelor’s Degree  
in Accounting at SAIT. While seeking  
volunteering opportunities in the summer  
of 2013, Nadia joined the Walk-In Closet  
family to assist in the office for 2 months.

After her first year of studies, Nadia realized  
that she was in need of career clothes to  
attend an accounting fair and for doing  
school presentations. She found her  
Image Consultant at the Walk-In Closet  
very friendly, helpful, and supportive in  
finding the types of clothes that she was  
comfortable wearing. Nadia felt that there  
was a good variety of clothes available and  
that the amount of clothes she left with  
was “more than generous.” She is very  
thankful for this resource and she feels that  
it is an essential one for women entering  
the workforce, as it is too expensive to buy  
new clothes when you are first starting out.

When asked how she would describe the  
Walk-In Closet she said that she has three  
words, “Perfect, perfect, perfect.”

Nadia feels that her family has now found  
in Canada all that they were seeking.

The highlight of her year was her own  
graduation in December. With the help of  
the Walk-In Closet she now feels prepared  
for the next part of her journey.

\*Name has been changed.

# MY BEST FRIEND'S CLOSET

My Best Friend's Closet is a youth empowerment program at Making Changes. It provides teenaged girls from low-income households with clothing and accessories to meet their school and recreational needs for the upcoming year – all at no cost to their families. My Best Friend's Closet also provides valuable leadership and personal development opportunities to young women in the community, who volunteer in the program and act as peers or near-peers to the girls they support.



“Thank you so much for today.”

453

Total number of appointments

2,761

Total number of clothing items donated to our participants:

- tops
- bottoms
- coats and parkas
- shoes and boots
- running shoes
- purses and backpacks
- jewelry

It was such a nice gift to get to go and pick out new clothes – and have help doing it.”

After their first visit to the closet:

99%

of the participants reported that they were happy with the service they received.

98%

of the participants indicated that their consultant was helpful during their appointment

94%

of the participants indicated that they are feeling more confident as a result of their visit.

## Maryam\*

immigrated to Canada in 1991.

She has three daughters, two of whom are teenagers. Since becoming a single mother several years ago, Maryam has faced new challenges raising her children. She describes the impact a visit to My Best Friend's Closet had on her two oldest daughters this past fall:

"It was like heaven for them when they came there. They have always had a hard time going to school every year, wearing the same clothes. I am low income and raise my daughters all on my own. I never, ever, buy clothes for them. Only from thrift stores when I can.

It really was heaven for them when they came to My Best Friend's Closet because they got to pick clothes they liked. And later, they were like, showing them off in front of their friends. It's the first year they're proud to go to school. Thank you so much."

\*Name has been changed.

**My mom** told me that there was a program that offered "fashionable clothing for teenage girls". Of course, I didn't believe her because everyone knows people only donate things that they don't like, but I agreed and I am glad I did.... It made me believe that saying that,

"if you look good,  
you feel good"

and that was the **teenage girl euphoria** that I was experiencing at the time.

## Confidence

"I think the staff were really nice, and I appreciate all their help!

They take very good care of the clothes, and everything is neatly organized and pretty."

# OUR COMMUNITY PARTNERS

We have developed wonderful relationships with a great number of businesses, corporations, organizations and individuals in the city. Support from our community is essential to the viability of our programs. We are grateful to everyone who contributed to our success this year. Thank you, Calgary for your generosity!

## Corporate Calgary

Organizations large and small run amazing clothing drives on our behalf. Many volunteers from corporate Calgary share their expertise and time to support our Employment and Life Skills Program participants.

## Fashionistas

The women of Calgary help keep the Walk-In Closet and My Best Friends Closet well stocked. Women are continuously dropping by with clothing and accessories from their closets.

## Local Businesses

For many years now we have been receiving new and gently used clothing from retailers and consignment shops. We also receive services such as clothing alterations, dry cleaning and salon services for our participants.

## Community Organizations

Many local service clubs, agencies and organizations support our programs through clothing drives, donations, special events, capacity building and collaborative partnerships.

## École Holt Couture – School of Couture Fashion Sewing and Design

For the past 5 years, École Holt Couture – School of Couture Fashion Sewing and Design (EHC), has held a fashion event in support of Making Changes. This year's event, "A Flair to Remember", showcased the talents and skills of EHC's students while giving a rare insight into the work of couture fashion. We are extremely grateful to EHC for their continued support of our organization.



*Getting ready for the fashion show.*

## fashion forward 2014

In June 2014, 350 generous Calgarians attended Fashion Forward, an event organized by a group of philanthropic Calgary women who share a love of fashion and the drive to create change in the world. The fashion cat walk and clothing drive event, "Someone's Future Is in Your Closet", raised a grand total of \$62,171 as well as two sprinter vans full of donated clothing and accessories.

Our thanks and gratitude goes to the Fashion Forward team of extraordinary women and to all the local businesses, celebrities and attendees who made this event a great success!

"The evening was magical and helped us raise awareness for our organization, which is essential for a small, volunteer run association like Making Changes. Lauretta Enders and the Fashion Forward organizing committee took on a Herculean project on our behalf and created an evening that surpassed our wildest dreams."

LILI BUNCE

Making Changes Executive Director



Elaine Lupul, Lili Bunce, Lauretta Enders, Karen Whiteman, Lillian VanGenderen.



"Champagne Diamond Dip" - one lucky person won a diamond!



Ready to welcome the guests

"This event would not have been possible without the dedicated support of everyone who put this together - the excitement and engagement from the community was overwhelming. Everyone should be proud of their contribution towards giving women the tools to change their lives, and thereby our community forever - it was an evening of fun, empowerment and opportunity!"

LAURETTA ENDERS

Chair and Founder of Fashion Forward.

# OUR VOLUNTEERS

# 270

Total number of volunteers

All of us at Making Changes wish to thank all of our volunteers for their valuable contributions to our organization. We truly have the most fabulous people to work with. Our participants are always telling us how grateful they are for the help they receive. Together we do create futures for women!

Abigail Tiangco  
Ada Adeleke-Kelani  
Alanna Meyer  
Alecia Nachtigal  
Alison Ferguson  
Alissa Woo  
Ally Virga  
Amanda Bot  
Amanda Donnelly  
Amber Conrad  
Amber-Marie Wells  
Amy Lui  
Amy Ta  
Andrea Michalchuk  
Anna Karpova  
Anne Clark  
Anne Kemp  
Anne Sentiara  
Antonella Loffari-Oberholzer  
Any Astoeti  
Betty Derosiers  
Betty Jungwirth  
Blanka Kuhnel  
Carieanne Rondilla  
Carly Ball  
Carly Barton  
Carly Smith  
Carmen Rodriguez  
Carmen Sabey  
Carole Goetz  
Carole Anne Kaufman  
Caroline Peplinski  
Carolyn Alexander  
Carolyn Black  
Carrie Rong  
Chantal Barchard  
Charlotte Stokes  
Cheryl Keung  
Cheryl Schulz  
Chris Seger

Chrisann Bodi  
Cindy Law  
Cindy Wolfe  
Cinzia Turchet  
Colleen Barton  
Colleen Fortuna  
Collette Wollmann  
Connie Cockshutt  
Courtney Hiebert  
Courtney Hills  
Courtney Long  
Crystal Mulligan  
Dale Robson  
Danika Yau  
Deanna Derbyshire  
Deb Close  
Debrah Starratt  
Delfina Abbiati  
Don Rutherford  
Donna Gagnon  
Donna Sherven  
Donna Yamniuk  
Doris Yaskiw  
Dulce Molina  
Liz Berg  
Eiriel Obiar  
Elizabeth Buchanan  
Emily Couture  
Erica Cabezas  
Erica Foulds  
Erin Leson  
Fran Roycroft  
Frank Sebjanic  
Franyenis Rivera  
Gail Lai  
Gail MacCallum  
Germaine Rivera  
Georgia Duggan  
Gerry Norman  
Gillian Barnett

Gillian Lem  
Gillian MacDonald  
Gloria Orjuela  
Hadeel Qazzaz  
Hailey Schoenfeld  
Heather Knoll  
Heather Rees  
Heianna Ge  
Helen Peng  
Helen Vuong  
Helena Gawron  
Hyldegarde Ntakarutimana  
Ila Edgar  
Ingrid Martinez  
Ingrid Smith  
Irene Banchik  
Irene Brown  
Irit Matzov  
Ivana Chow  
Jacce Muller  
Jacquie McCarroll  
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Jane Labodi  
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Jessilyn Yuhas  
Joanne Bradley  
Joanne Minni  
John Hadley  
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Joy Nelson  
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Julia Virga  
Julie Gibson  
Julie Ma  
Julie Thompson  
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Karen Richards  
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Kayla Pearcey  
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Laura McIntosh  
Lauren Berryman  
Lauren Krugel  
Laurie Hartley  
Leanne Clark  
Leanne Schneberger  
Leanne Smith  
Leslie Beliveau  
Leslie Burke  
Lesya Martin  
Linda Kaiser  
Lindsay Mowat  
Lisa Homer  
Lisa Munro  
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Mariama Ndiaye  
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Monica Simpson  
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Morgan Hadden  
Mwansa Nyemba  
Myrna Dueck-Wilford  
Nancy Green  
Nandini Venkatesen  
Natalie Zacher  
Natasha Rogers  
Nicole Colmenares  
Nina Obiar  
Oxana Franchuk  
Paisley Dressler  
Pam Ediger  
Pamela Hodgson  
Pat Cavill  
Patricia Boser  
Paul Chisholm  
Paula Supetran  
Pennie McKenzie  
Pradnya Khatavkar  
Rachel Borrelli

Rachel Oberholzer  
Raksha Lakhani  
Raluca Ungureanu  
Reanna Butler  
Reta Norrish  
Ritika Nanda  
Romana Iqbal  
Rosalyn Richardson  
Rosie Serna  
Sadie Clark  
Sally Singer  
Samantha Imbrogno  
Sandie Cheney  
Sandra Zalec  
Sandy Southgate  
Sarah Mathew  
Sarah Rabik  
Shaylee Vanderzwaag  
Sheila Avery  
Shelley Nagy  
Shikha Somani  
Sofia Abbiati  
Stacie Wilkinson  
Stefanie Barton  
Stephanie Houssin  
Swati Chavda  
Tamara Jorgic  
Teri-Ann Begin  
Tessa Bunce  
Tina Ierakidis  
Ussumane So  
Vivian Caceres  
Wagjyl Lacbongan  
Wanda Bennett  
Yamila Shukla  
Yani Pratiwi

12,718

Total number of volunteer hours

**“I have met so many amazing women through this volunteering opportunity and I am really loving the entire experience.”**

**MAKING CHANGES EMPLOYMENT ASSOCIATION OF ALBERTA**  
**STATEMENTS OF OPERATIONS**  
**FOR THE YEARS ENDED MARCH 31, 2015**

	General	Walk-in Closet	Employment and Life Skills	My Best Friend's Closet	2015	2014
<b>Revenue</b>						
Citizenship and Immigration Canada	\$ 5,249	\$ 80,389	\$ 85,588	\$ 40,388	\$211,614	\$ 198,958
Fundraising	16,061	41,004	10,459	27,504	95,028	37,028
Other restricted revenue	-	10,000	24,864	57,961	92,825	55,007
Donations in kind (Note 4)	8,820	57,668	-	1,089	67,577	87,007
Casino/bingo revenue	8,324	42,840	1,620	13,557	66,341	75,378
United Way	1,357	50,518	-	-	51,875	60,000
Donations	1,900	31,180	900	5,881	39,861	38,305
Amortization of deferred contributions related to leasehold improvements	1,704	12,776	2,555	-	17,035	17,237
Community initiatives program	1,667	9,167	2,500	3,333	16,667	-
Community Spirit	-	-	-	-	-	10,710
	<b>45,082</b>	<b>335,542</b>	<b>128,486</b>	<b>149,713</b>	<b>658,823</b>	<b>579,630</b>
<b>Expenses</b>						
Salaries and wages	12,349	141,203	57,636	66,157	277,345	225,810
Rental	5,017	32,602	9,930	37,412	84,961	79,176
Donations in kind (note 4)	8,820	57,668	-	1,089	67,577	87,007
General and Administrative	9,476	27,613	6,846	7,920	51,855	40,118
Amortization	2,446	18,350	3,670	-	24,466	25,432
Childcare	-	-	20,750	-	20,750	18,205
Utilities	934	6,214	1,314	10,292	18,754	15,331
Communication	1,151	12,195	1,798	1,337	16,481	11,467
Repairs and maintenance	1,019	7,077	1,371	6,104	15,571	13,421
Employee benefits	685	4,689	5,773	2,710	13,857	13,645
Clothing	-	3,260	-	8,312	11,572	6,396
Volunteer	385	5,180	485	2,750	8,800	6,071
Travel	51	768	5,449	305	6,573	4,746
Outcome evaluation	-	57	4,619	57	4,733	1,796
Supplies	-	2,357	1,212	715	4,284	6,919
Insurance	290	1,920	413	725	3,330	2,578
Training	75	1,136	1,666	213	3,090	3,582
Outreach	-	239	2,243	316	2,798	-
Resource development	300	500	200	200	1,200	1,295
Recruitment	75	-	75	-	150	-
	<b>43,073</b>	<b>323,010</b>	<b>125,450</b>	<b>146,614</b>	<b>638,147</b>	<b>562,995</b>
<b>Excess of revenue over expenses</b>	<b>\$ 2,009</b>	<b>\$ 12,532</b>	<b>\$ 3,036</b>	<b>\$ 3,099</b>	<b>\$ 20,676</b>	<b>\$ 16,635</b>

**MAKING CHANGES EMPLOYMENT ASSOCIATION OF ALBERTA**  
**STATEMENTS OF FINANCIAL POSITION**  
**AS AT MARCH 31, 2015**

	<b>2015</b>	<b>2014</b>
<b>ASSETS</b>		
<b>Current</b>		
Cash	\$111,793	\$ 99,885
Accounts receivable	60,251	52,873
Goods and services taxes recoverable	4,607	4,059
Prepaid expenses and other current assets	19,436	10,906
	<u>196,087</u>	<u>167,723</u>
Property and equipment (Note 3)	67,834	92,300
	<u><b>\$ 263,921</b></u>	<u><b>\$ 260,023</b></u>
<b>LIABILITIES</b>		
<b>Current</b>		
Accounts payable and accrued liabilities	\$ 36,640	\$25,241
Payroll deductions payable	-	4,872
	<u>36,640</u>	<u>30,113</u>
Deferred contributions		
Related to operations (Note 7)	92,773	99,044
Related to property and equipment (Note 7)	45,082	62,116
	<u>\$174,495</u>	<u><b>191,273</b></u>
<b>Net assets</b>		
Invested in property and equipment	22,752	30,184
Unrestricted	66,674	38,566
	<u>89,426</u>	<u>68,750</u>
	<u><b>\$ 263,921</b></u>	<u><b>\$ 260,023</b></u>

2014-2015  
FUNDERS

Thank you to all our wonderful sponsors, donors and partners.

For a full list of supporters, please visit our website:

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Making  
Changes  
creating futures for women