



Learning **together**
and thriving

2022 ANNUAL REPORT



Financial Report

Statement of Financial Position	2022	2021
Current Assets	1,297,312	1,037,569
Liabilities	819,742	706,738
Net Assets		
Endowment fund	651,316	650,724
Internally restricted funds	180,404	130,404
Unrestricted	288,960	375,443
Total	1,120,680	1,156,571
Total Net Assets and Liabilities	1,940,422	1,863,309
Statement of Operations	2022	2021
REVENUE		
Fees for service and clinical program funding	988,625	916,798
Literacy programs	617,603	605,144
Canada Emergency Wage Subsidy and Government assistance	1,368	1,368
Fundraising, events, donations and gifts in kind	98,236	67,249
Capacity building	15,373	73,374
Casino	65,961	44,208
Investments and other	49,998	55,416
Amortization of deferred contributions related to property and equipment	31,242	30,048
Total	1,868,406	1,793,605
EXPENSES		
Salaries, wages and sub-contractors	1,535,107	1,413,736
Gifts in kind and fundraising	24,421	6,160
Projects	38,855	30,584
Office administration	173,975	214,654
Amortization	31,242	30,048
Total	1,803,600	1,695,182
Change in fair value of endowment fund investments	-101,289	48,834
Excess of Revenue Over Expenses	-36,483	147,257

Thank you to our major funders:



Board Chair and CEO Message

Dear CanLearn Family,

We can't believe we are at the end of another year already! It has been our pleasure to continue to lead CanLearn and support the organization as it grows, develops, and responds to the ever-changing needs of our Calgary community.

Throughout much of this fiscal year, we remained in uncharted territory. We are happy to report that the gradual transition to a hybrid workplace has gone well, our staff and key volunteer retention remains impressive, and our renewed team remains strong. Our people continue to be CanLearn's strongest asset, providing us with both a competitive advantage and some of Calgary's most enthusiastic, innovative and collaborative partners.

Despite another year of operating our programs primarily online, we were pleasantly surprised to see both the satisfaction results and skills acquisition rates from our evaluations remain high. We learned that some of our programs, like ADHD coaching, are best offered online, so we will continue this way into the future. As some of our programs and services start to take place in person, we are happy to report that our new and renewed partnerships will continue to make us stronger and allow us to provide better service to our clients than we could offer alone.

The Board came together this past year to continue to support and strengthen the work the CanLearn team dedicates their days to and to set a path going forward to continue to serve the needs of our clients and the Calgary community through:

- Renewing partnership strategy to reflect changes in the ecosystem,
- Reaching more clients with and through collaborative partnerships with organizations serving diverse and marginalized communities, and
- Scaling through the use of technology

Please see the initiatives page for more details.

We learned so much over the past couple of years, most importantly, how brave, thoughtful, resourceful, and agile the CanLearn Community is. We also learned that offered the right support, nothing that can hold our clients and learners back.

Our heartfelt thanks to the Board of Directors for their unwavering support, brilliant strategy and willingness to roll up their sleeves at a moment's notice. Thank you to Krishna Peesapati, Mike Peters, and Sabrina Brock, who have contributed significantly and will now be leaving us. A special thank you to Helen Squance for her seven years on the Board and invaluable contributions to the Finance committee.

Thanks to each and every one of you for your part in our journey of learning together. It has kept CanLearn thriving!

Long may we learn!



Heather MacBeath, Board Chair



Krista Poole, CEO

Board of Directors



Heather MacBeath, Chair



Elizabeth Pratt, Vice Chair



Krishna Peesapati, Treasurer



Emilie Stewart, Secretary



Alec Silenzi, Director



Alex Brierley, Director



Deanna Shymkiw Yeo, Director



Helen Squance, Director



Jesse Stilwell, Director



Jodie Jeworski, Director



Mike Peters, Director



Natalie Ilkiw, Director



Sabrina Brock, Director



Krista Poole, CEO

Clinical Impact

Reflecting on CanLearn's clinical services over this past year has been energizing. We have come out of the pandemic stronger and seem more connected than ever to our community's needs.

We have been very fortunate to have received funding from several sources, allowing us to serve more individuals in our province.

We have increased our counselling services' capacity and expanded our ADHD coaching service to include support groups. We have also increased the number of in-house skills-based groups we offer throughout the year.

We are always active in our efforts to apply for funding opportunities to support our programs. Our team of clinicians and reading facilitators has grown and, with that growth, has brought new skillsets and expertise to the agency. Thank you for your continued support and passion for CanLearn.

We are excited to continue to serve and learn from our clients and community!

Dr. Heather Baker

Director of Clinical Services, CanLearn
Registered Psychologist

Client Feedback

"Thank you. The assessment was impactful and would not have taken place without the financial support I received. I hope others continue to benefit from this financial aid and assessment service."

CanLearn has been a great experience for me. I've learned so much about myself in the last couple years from the services and experts they have coordinated to be available to me.

It was incredibly intensive, and I feel like all aspects of both the learning disabilities and spectrum assessments made me feel like I was finally being seen and what I was saying was finally being heard.

I liked the different perspective. [The facilitator] was keen to help and did obvious research between our appointments"

"I appreciated that [coaching] normalized ADHD and allowed [me] to talk about it openly."

"I was left with a lot of resources and ideas to help with my ADHD. I felt heard and understood."

"[The best thing was] knowing that there are other families who are dealing with similar situations. It was a safe place to ask questions."

This has been the best program for my son and we've seen a major improvement in his reading and academics. It's remarkable. He also loves coming to reading pilots.

"I love that they know how to deal with ADHD and [other] issues. Not used to that."

"[I liked} meeting others with ADHD, seeing that I wasn't the only one, and really learning about the neurology"

"We are so grateful for this amazing experience. We feel like we finally made some steps forward!"

"Having other parents going through the same thing. It feels good to know we are not alone."

Clinical Programs

Over 640 clients were served, with 99% of those surveyed finding CanLearn services and programs helpful.

Assessments

- 231 Assessments
- 27 Financial assistance assessments
- 92 Adults
- 139 Children and teens

Counselling

- 77 Clients
- 23 Adults
- 54 Children

ADHD Coaching

- 167 Individuals and families
- 87 Adults
- 80 families
- 23 Coaching Support Groups - Connect the Dots funded

Academic Strategies

- 20 Students
- 115 hours

Behavioural Consultations

- 23 Caregivers
- 77 Hours provided - Connect the Dots funded

Reading Pilots

- 25 Children
- 100% saw an improvement in the reading process
- 100% would recommend it to other parents

Calm Kids, Happy Families

- 38 Families
- 5 Groups
- 94% found the group helpful
- Connect the Dots and Telus Friendly Future Foundation funded

Let's Talk ADHD

- 62 Adults
- 7 Groups
- 100% satisfied
- Connect the Dots funded

CanLearn Friends and Teen Talk

- 500 Children and teens
- 98% of parents and teachers noted improvement in emotional awareness
- 100% of parents and teachers said the program was helpful



Literacy Impact

Although we could not always offer face-to-face programming in 2021-2022, we continued to find ways to maintain literacy programs for adults, families, and children.

We delivered online programming and mailed learning materials and books to families at their doorstep. As Covid-19 restrictions were eased in March of 2022, we started working with several adult learners in-person, following strict safety protocols, ensuring safe and meaningful learning experiences for all. In May of 2022, we delivered our first face-to-face group program in partnership with the Women's Centre of Calgary. At the same time, our family literacy staff started meeting with their families at different Calgary Public Library locations or outdoors.

We supported adult learners throughout their journeys, building on their strengths and meeting their individual needs. Parents in our family literacy programs improved both their parenting and literacy skills while learning how to support their children's early language and literacy development.

Our programs for children helped struggling readers in early grades address their difficulties by providing direct and explicit phonemic awareness training and ample letter-sound instruction. We supported young children by helping them build interest in reading and maintaining their motivation by giving them engaging and age-appropriate books.

2022-2023 looks busy and promising, as we have embarked on a new partnership project with the Urban Society for Aboriginal Youth (USAY) to develop and pilot an Indigenous Adult Foundational Program.

The staff at CanLearn make me proud to be a part of such a resilient group – a group guided by the values of kindness, generosity, and dedication which strives to express these values in our services to our learners.

Nada Jerkovic

Manager, Literacy Programs

Nada Jerkovic and Krista Poole received the PGI Learner award on behalf of Kerry from the longstanding award sponsor Bow Valley College



Feedback

Ann was in the WordPlay program in the last few months. She has ADHD and a severe learning disability. Anne loves to read at bedtime now. She started with the book that was read to the children in WordPlay (Elephant and Piggie). She now slowly moves on to different book options. This is a big change for her. I feel so grateful to this program and your team.

This is the first math program where I felt like I was understanding things!

Thank you CanLearn! I have been studying reading and writing with the most patient and knowledgeable instructor... helping me prepare to take the next steps to further my education.

I have never really thought about how we learn to read. The program has helped me become more aware of how much I influence everything my children are learning. I pay more attention to my children's books, and I find myself reading to them more and asking questions about the stories. I learned a lot from discussions with other women in the group.

Literacy Program Outcomes

In 2021-2022, 706 children and adults benefited from CanLearn literacy programs. This includes:

- 103 adult foundational learners
- 238 parents
- 195 preschool-age children (ages 0-5)
- 159 early elementary-age children (grades K-2)

Adult Learners

- 331 (100%) rated program as “excellent, very good or good”
- 322 (94%) feel “highly confident or confident” about their learning
- 19 (6%) report that they are “not confident YET”
- 214 (89%) parents showed improvement in parenting and literacy skills
- 86 (84%) of foundational learners improved reading, writing, or basic math skills

Child Learners

- 142 (84%) K - Grade 3 children improved their early reading skills
- 154 (88%) children ages 0-5 acquired appropriate early literacy and language skills

Adult Foundational Programs:

- Taking Charge
- Reading Connections
- CALL
- Basic Math

Family Literacy Programs:

- Magic Carpet Ride
- Learning Starts at Home

Literacy Programs for Children:

- WordPlay
- Share the Magic

Learner Story

Ben began his journey with CanLearn two years ago. When he started, he was not able to read or write. At the age of eight, his mother was told that he would never be able to read beyond grade 1 level. Working with an instructor in the Reading Connections program last year, he gained the skills needed to participate in CALL. He is currently reading at the grade 6 level. Ben is very outspoken and enthusiastic about learning. He loved participating in group discussions and is not afraid to share his opinion. In the past year, Ben has made major strides in reading and writing. He is enthusiastic about Black History and social justice. He has expressed gratitude for the CALL program and CanLearn on many occasions.



436 families received free, age-appropriate, and engaging books to help them build a desire, joy, and interest in reading.

Initiatives

Marketing and Communications Project

Evergreen Digital Marketing was contracted to develop a marketing plan, brand guidelines, and a social media strategy for CanLearn. Raegan Frenette joined the project as our marketing and PR intern from Mt. Royal University. They also produced some great checklist guidelines for staff to follow when creating materials. Evergreen is currently updating our website and helping us implement the new brand guidelines. Please keep your eyes open. The new website will be launching soon. Thanks to everyone involved. Our marketing materials look better than ever.

IT and Cyber-Security

2022 saw several changes and updates in our IT processes. Bitwarden, a password manager, was adopted to provide Multi-Factor Authentication for access to our database. Salesforce was enhanced to provide improved data management and reporting. Our continued use of Microsoft Teams allows us to optimize staff communication processes. We purchased an improved virtual conference system for staff and clients in the office. A new system was implemented that allowed admin staff to use the Virtual Private Network from anywhere they are working to access the VOIP telephone system when calling clients. Before this, our staff used private cell phones and blocked their IDs.

Diversity, Equity and Inclusion

CanLearn's Anti-Racism-Diversity, Equity and Inclusion (AR-DEI) committee worked with a consultant, Narmin Ismail-Teja, to create an agency-wide document outlining the following DEI objectives to inform our agency practices and procedures:

1. To cultivate an environment where social equity is understood, valued, and embedded.
2. To put forward a just pedagogy in training and approach to all CanLearn services.
3. To promote socially just partnerships and wider allyship/advocacy efforts in the community.
4. To ensure equitable and inclusive governance.

Health and Safety

The health and safety committee has been hard at work with a specific focus on the following:

- Updating health and safety hazard assessments as we undertake a hybrid work model
- Looking into group first aid training for CanLearn staff
- Navigating office procedures to help staff return safely to the office

Strategic Planning Refresh

The management team was pleased to work with the Board to develop the following new strategic priorities for CanLearn:

1. Enhance our Financial Resilience.
2. Scale our impact in the community.
3. Find office space that provides innovative growth opportunities.
4. Develop leading standards in people practices.
5. Build awareness of our work and impact in the broader community.
6. Develop IT systems to provide modernized approaches to security, working, and collaborating.

Events



The farewell to PGI event was held at Trolley Five and everyone had a wonderful time. Our thanks to our co-chairs Liz and Heather.



Thanks to our past PGI committee members, Audra Rawlinson and Catherine Ford.



The Kinsmen wowed us by bringing 35 members out to our last PGI event.



Hilary Munro has been a superstar PGI Volunteer for several years. Hilary, thank you for your "If anything needs to be done, I am happy to help" attitude.



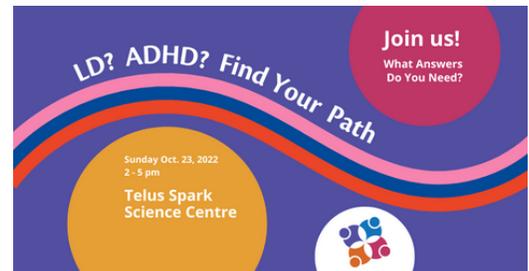
Thank you to Wakefield Brewster and Lauren Mayell for their performances.



Congratulations to the CanLearn team at the Servus Calgary Marathon! They raised close to \$4000.



\$18K raised in matched funds thanks to Birdies for Kids presented by AltaLink.



LD and ADHD Network held the Find Your Path event for Calgary families. CanLearn is pleased to be a network partner.

Awards



The Chiarastella Family won our volunteer award for 2021 to recognize their contributions in the areas of board leadership, video production, marketing events, and fund development as a family.



Congratulations to Pamela and Robert Simpson on receiving the 2022 and final Gzowski Award for their long-standing support of CanLearn and literacy in Calgary.



Calgary Learns recognized Jayne Clarke for her 20 year contribution to adult foundational learning. Congratulations, Jayne!