



# CHILDREN'S COTTAGE SOCIETY

*ANNUAL REPORT 2003/2004*

*Safe Children in Healthy Families*



## MESSAGE FROM THE PRESIDENT

The Board's focus for the last year has been on the Cottage's financial position, all with a view to ensuring that the Cottage can continue to look after Calgary's children. Clearly, our biggest challenge is to raise our fundraising capacity so that we can not only continue our current range of services, but also expand those services in line with our Vision of *Safe Children in Healthy Families*. We will continue to search for businesses and individuals who recognize the need for longer-term commitments to the Society and who will help us foster the concept of "Sustaining Partners."

The Board's perseverance in this regard, as well as the staff and volunteers' recognition of the need to work within a prudent financial plan, is greatly appreciated. Specifically, Patty Kilgallon deserves a great

deal of credit for her ability to manage our many programs, all within the confines of a very tight budget.

I look forward to building stronger and broader relationships within the Calgary business community such that we can ensure the sustainability and plan for the fiscally prudent expansion of the Society's programs to better serve this city's needs.

Sincerely,



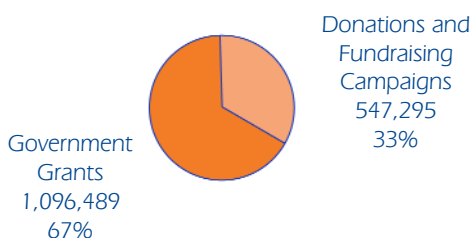
**KEN PATTENDEN**

## FINANCIAL OPERATIONS FOR THE YEAR ENDED MARCH 31, 2004

In the past year, the Children's Cottage Society was able to provide crisis, respite and family support services to Calgary's children and their families. With program operating costs at **94%** and administrative and fundraising costs at **6%**, our dollars are hard at work and benefiting the community, keeping children safe.

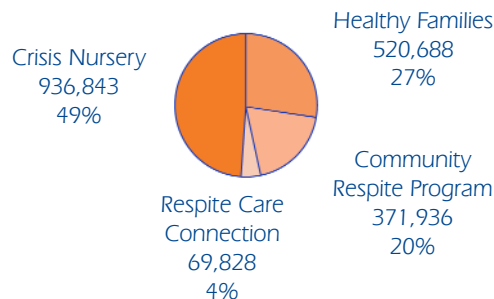
### PROGRAM OPERATING REVENUE

Total 1,643,784



### PROGRAM OPERATING EXPENSES

Total 1,899,295



Administration and Fund Development Costs 123,422 (6%)

Complete April 1, 2003–March 31, 2004 Audited Financial Statements are available upon request.

## HONORARY PATRONS

*Keith Donaghy, MSC*  
Collaborative Mental Health Care  
CBVCC

*Dr. J. Brock Dundas*  
Pediatrician

*Colleen Klein*

*Linda M. Anderson, MSW, RSW*  
Coordinator, Child Abuse Service  
Alberta Children's Hospital

*Jim Peplinski*  
Managing Partner  
Jim Peplinski's Leasemaster

*Ellen Percival & Shery Kerr*  
Publishers & Co-Editors  
Calgary's Child Magazine

## 2003/2004 BOARD OF DIRECTORS

### PRESIDENT

*Ken Pattenden*  
President,  
Taco Time Canada Inc.

### TREASURER

*Art Dyck, FCA,*  
Luna Clark Taniguchi

### SECRETARY

*Olwen Thomas*  
Retired Principal,  
Louise Dean School

### PAST PRESIDENT

*Bruce Sherley*  
President and COO,  
Eurogas Corporation

### BOARD MEMBERS

*Peter Andrekson*  
Miles Davison McCarthy  
McNiven, Barristers and  
Solicitors

*Carmel Gatt*  
Sr. Architect,  
The Cohos Evamy Partners

*Stewart Gossen*  
Vice President, Business  
Development,  
Kroes Energy Inc.

*Brian Hodgson*  
Retired Real Estate Executive

*Andrew Holder*  
Holder Exploration Consultants

*Diane Lee*  
Aboriginal Liaison Counsellor,  
School Support Services,  
Calgary Board of Education

*Dr. Sandra Reilly*  
Associate Professor,  
Faculty of Nursing,  
University of Calgary

*Leianne Vye-Rogers*  
Sessional Instructor,  
Faculty of Nursing,  
University of Calgary

## MESSAGE FROM THE EXECUTIVE DIRECTOR

Dedication toward making a difference to young children has been the strength behind the Society's ability to have served more than 26,000 children in the past 18 years. As I reflect on the past year, it is very important that I take this opportunity to appreciate the hundreds of supporters who show such commitment. 7,250 hours of volunteer time was contributed in 2003 through 174 program-related volunteers and an additional 150 fundraising and special event volunteers.

Thank you to the generous donors and government funders that make sure that vital programs exist to provide necessary and valuable resources aimed at ensuring the safety of children during troubled times. Thank you to volunteers for their involvement in every aspect of the organization. Many dedicate their time to playing, helping and comforting the children at the Crisis Nursery. Others open the doors to their own homes to help a child in need. Day cares have volunteered their facility and staff to care for children. Volunteer office support ensures that the countless activities that keep two locations running, newsletters and annual reports published, and charts collated, is done on a shoestring budget. Countless volunteers help with fundraising activities. Board members and committee members work tirelessly to ensure that the financial and organizational goals of the Society reach the highest of standards.

Thanks to 65 caring staff who give of their hearts and souls, touching the life of a child every day. And a moment to thank a leadership team that I have the privilege to work with every day. I am confident that with the support of all who believe that we can make a difference in the life of a child, we will have great success in 2004.

### Many achievements were realized in 2003:

- ◆ After an extensive review of the technology needs of the Society, a team of three volunteers proposed a plan that enabled the Society to have a secure and current IT environment that has moved us toward a dedicated client information system and toward being able to use technology in a strategic way. Two program areas are functional on a database and outcomes system that enables client results to be reported in a logical presentation through a simple push of the button. By the winter of 2004, the Crisis Nursery will experience the same efficiencies.
- ◆ A needs assessment and gap analysis were conducted in the summer of 2003. Action toward the program development needs was curtailed as the Society faced a time of fiscal restraint. The development of a secure financial plan and new relationships with donors will open the discussion on providing a safe environment for more children in 2005.
- ◆ This past year, the Society became a member of the Alberta's Promise family. This initiative is designed to raise awareness and motivate all Albertans about the importance of Alberta's children and youth. We are proud to be a part of this growing movement.
- ◆ Calgary's Child Magazine presented the Children's Cottage with the Publisher's Award recognizing the value of keeping children safe and families healthy.
- ◆ The most important achievements of 2003 relate to service delivery. Despite fiscal restraint, we achieved an increase of service to children and their families. **290 more children from 429 more families** received assistance through the Crisis Nursery and Community Respite Services. In addition, the Family Support Programs and Healthy Families Program assisted **160 more families** through an in-home model of support and education.

| PROGRAM                            | 2002<br># of Children | 2003<br># of Children | 2002<br># of Families | 2003<br># of Families |
|------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <b>CRISIS AND RESPITE SUPPORT:</b> |                       |                       |                       |                       |
| Crisis Nursery                     | 1,246                 | 1,264                 | 768                   | 806                   |
| Community Respite Program          | 1,910                 | 2,159                 | 1,461                 | 1,831                 |
| Respite Care Connection            | 36                    | 59                    | 29                    | 50                    |
| <b>Total</b>                       | <b>3,192</b>          | <b>3,482</b>          | <b>2,258</b>          | <b>2,687</b>          |

- These families report that:
- ◆ they were helped to deal more effectively with their issues.
  - ◆ they feel much less stressed than before receiving respite.
  - ◆ they were more prepared to parent.
  - ◆ they were feeling ready to resume the care of their children.

### FAMILY SUPPORT PROGRAMS:

|  |            |            |
|--|------------|------------|
| Crisis Nursery—Family Liaison and<br>In Home Infant Respite—Family Liaison | 75         | 32         |
| Healthy Families   | 44         | 247        |
| <b>Total</b>   | <b>119</b> | <b>279</b> |

- These parents report that:
- ◆ they have more patience with their children's behavior.
  - ◆ they have a decrease in the stress that they feel and they are better able to control their temper.
  - ◆ they feel better able to cope.
  - ◆ they are learning how to parent effectively.
  - ◆ they have increased their support networks.

Sincerely,



Patty Kilgallon

# Thank You

Sincere thanks to all of the donors who contributed to the Children's Cottage Society during this fiscal year. It is only with your support that we can continue caring for vulnerable children. Although we cannot mention all the generous donations, each one is appreciated. Due to space limitations, only the names of those who donated over \$300 follow.

974873 Alberta Ltd.  
Alberta Ballet  
Alberta Children's Hospital  
Alberta College of Art & Design  
Alberta Handicrafts Guild  
AltaGas  
Amazon Trading Company  
Helen Anderson  
Aon Reed Stenhouse Inc.  
ARC Financial Corporation  
Arch Holdings & Management Ltd.  
ASM Industries  
Jan Astal  
ATCO Gas  
Aurum Ceramic Dental Laboratories Ltd.  
Aventa  
Banff Park Lodge  
Bell West Inc.  
Bella Hair  
Bissett Resource Consultants Ltd.  
Vince Bjorndahl  
Blake Cassels & Graydon  
Patrick Brennan  
Brian R. Morrison Charitable Foundation  
Bow River Community  
Bow Valley Square  
Sandra P. Buckley  
Burlington Resources  
Burnco Rock Products  
CCS Energy Services  
Calgary Children's Foundation  
Calgary Co-operative Association Limited  
Calgary Flames Hockey Club  
Calgary South Rotary Partners  
Calgary Sun  
William B. Campbell  
Canada Safeway Limited  
Canadian Natural Resources Ltd.  
Canadian Oil Sand  
Canadian Rocky Mountain Resorts  
Cardel Construction Ltd.  
Carma Developers Ltd.  
Chelsea's Pub  
Anne Child  
Chinook Chapter #133  
Chrysalis—Calgary Division  
Children's Miracle Foundation  
CIBC World Markets  
City of Calgary Parks & Recreation  
Mavis A. Clark  
A. H. Colquhoun

Tom F. Collins  
George E. Colwell  
ConocoPhillips Canada Inc.  
Contemporary Office Interiors Ltd.  
Cougar Contractors Ltd.  
Creative Restauraunts Inc.  
Crowfoot Insurance Services Inc.  
Custom Learning Systems Group Ltd.  
James D. Davidson  
Defiant Energy Corporation  
Derby Explorations Ltd.  
Diageo Canada & Mark Hamilton  
Dillon Consulting Limited  
Dr. George W. Kerby Chapter IODE  
John J. Dul  
Elk Valley Coal  
EnCana Cares Foundation  
ENMAX Corporation  
Dale Ens  
David J. Evans  
F. K. Morrow Foundation  
Harlan Fairbanks  
Fairmont Banff Springs  
Earl Fawcett  
Felker-Dunbar Law Office  
First Class Fashions  
FirstEnergy Capital Corp.  
Foothills Pipe Lines Ltd.  
G. B. Foster  
Bob Foulkes  
Fountain of Hope  
Frigidaire Home Products  
Fun-N-Sun Family Day Dance  
Michaelle Fikowski  
Kim Gaetz  
Gascan Resources Ltd.  
Gemini Corporation  
Gilbert Laustsen Jung Assoc. Ltd.  
Glenmore Audi  
Stewart Gossen  
Thomas E. Grauer  
Don T. Gray  
Janine Guenther  
David Haines  
Nola Hall  
Hamilton Hall Soles/Ray & Berndtson Inc.  
Hanson's Fishing Outfitters  
Harper Tire  
Barb Heidebrecht  
R. Brian Hodgson  
Andrew P. Holder  
Hood Packaging Corporation  
Ken Hornby  
Hudson Bay Company  
Humpty's Restaurants International Inc.

Margaret J. Hunt  
Margaret Hunter  
Husky Oil Operations Ltd.  
IBM Employees' Charitable Fund  
Indigo Books  
Inland Heidelberg Cement Group  
IOF Foresters  
Margaret Jacobson  
Jamaican Canadian Association Alberta  
Ian Janson  
Joey's Only  
Lynnette Johnson  
Junior League of Calgary  
Shelley C. Kehrig  
John Keirle  
Kim Kirillo  
Judith Kneller  
Knickers & Lace  
La Cie McCormick Canada Co.  
LaFarge Canada Inc.  
Ed Lambert  
Michael Lambros  
Laser Hair Centre  
Leap Sports Incorporated  
John P. Leduc  
Paul B. Lee  
Karen Leeds  
Michael Lobsinger  
Lotus Light Charity Society  
Donald Luft  
M & M Meat Shops  
Mall Enterprises Ltd.  
Velma Mackenzie  
Margaret Mandryk  
Manulife Financial  
Marathon Canada Limited  
Mark Antosz Professional Group  
Mawer Investment Management  
David MacInnis  
McCain Foods (Canada) Ltd.  
McCarthy Tetrault  
McCrum's Office Furnishings  
Don McLeod  
John McWilliams  
Melcor Developments Ltd.  
Brian Melhoff  
Barry Middleton  
Miles Davison McCarthy McNiven LLP  
Betty L. Missett Gale  
Dr. Diana Monea  
Mountain Bells-IADCCT  
Stephen Mulherin  
NCE PETROFUND CORP.  
National Neon  
Nexen Inc.  
Northminster United Church

Northrock Resources Ltd.  
Northwest Curling Club  
Cristina M. Nunes  
Ron O'Dwyer  
Oak Environmental  
Equipment Supply Ltd.  
Office of the Mayor/Mayor Bronconnier  
Opportunity Works  
Kim Palmer  
Ken Pattenden  
Rosemary J. Patterson  
Robert A. Pattillo  
Panasonic Canada Inc.  
Pattison  
Randy W. Pawliw  
Gregory Payne  
Pembina Pipeline Corporation  
Penn West Petroleum Ltd.  
Peplinski Leasemaster National  
Pepsi.OTG Canada Inc.  
Peters & Co. Limited  
Pin Pro Promotions  
Prime Communications  
Jim Pringle  
Procor  
Allen Quon  
Radar's Rentals  
Rainbow of Encouragement for Emotional Healing  
Mel Rampersad  
Gordon S. Rankin  
Brian Reed  
Regent Resources Ltd.  
Re/Max Calgary  
ReNew You Studio  
Susan Renton  
Resorts of the Canadian Rockies  
Heide M. Richells  
Rotary Club of Calgary Sarcee  
Murray Roth  
Terrance Royer  
Glen Rumpel  
David Robertson  
Rocky Mountain Energy Services  
Vincent Rodych  
Royal Canadian Legion 275 L.A.  
ROYOP Hospital Corporation  
Eileen Scatterty  
Ron Schile  
Schneider Foods  
Scotiabank  
D. K. Seaman  
Sentra Resources Corporation  
Servmax Landscaping  
Dawn Sharpe  
Gail Shaw  
Heather A. Shaw

Jim Shaw  
Lloyd Smith  
Soul Space Esthetics  
Spartan Controls Ltd.  
Grant Spencer  
Stantec  
Sterling Homes  
Storm Energy Inc.  
Summertime Music  
Sun Microsystems of Canada  
Superior Propane  
Linda Sutherby  
Sysco Food Services of Calgary  
TAG  
TD Canada Trust, Alberta Region  
TSX Group  
Taco Time Canada Inc.  
Telus Community Connections—Calgary Ladies Group  
Terralog Technologies Inc.  
The Breeze 103.1 FM  
The Co-operators  
The Keg Spirit Foundation  
The Sweater Cottage  
Theatre Calgary  
Olwen Thomas  
R. J. Thrasher  
Totally Tropical Interiors  
Triad Claims Service (1994) Ltd.  
TransCanada Pipelines  
Trout Unlimited  
True Buddha Pai Yin Temple  
United Way of Calgary  
Fariha Vellani  
Viking Holdings Inc.  
WRD Berger Construction Ltd.  
Nancy Walker  
Margery E. Wall  
Watkinson, Hanhart, Duda, Dorchak LLP  
Westco Co-operative Fertilizers Limited  
Norman Wiens  
Grant Wierzba  
William Aberhart High School  
E. L. Williams  
Zeller's  
Laara S. Zimerman  
Zip  
We wish to acknowledge the financial support of:  
Region 3, Calgary and Area Child & Family Services Authority  
The City of Calgary Family & Community Support Services  
Calgary Regional Home Visitation Collaborative



CHILDREN'S COTTAGE SOCIETY  
845 McDougall Road NE, Calgary, Alberta T2E 5A5  
Administration Office: (403) 283-4200  
www.childrenscottage.ab.ca  
Charitable Registration Number 10691 4534 RR0001

Layout and Design courtesy of  
Shelley Fisher Graphic Design  
403.701.6561