

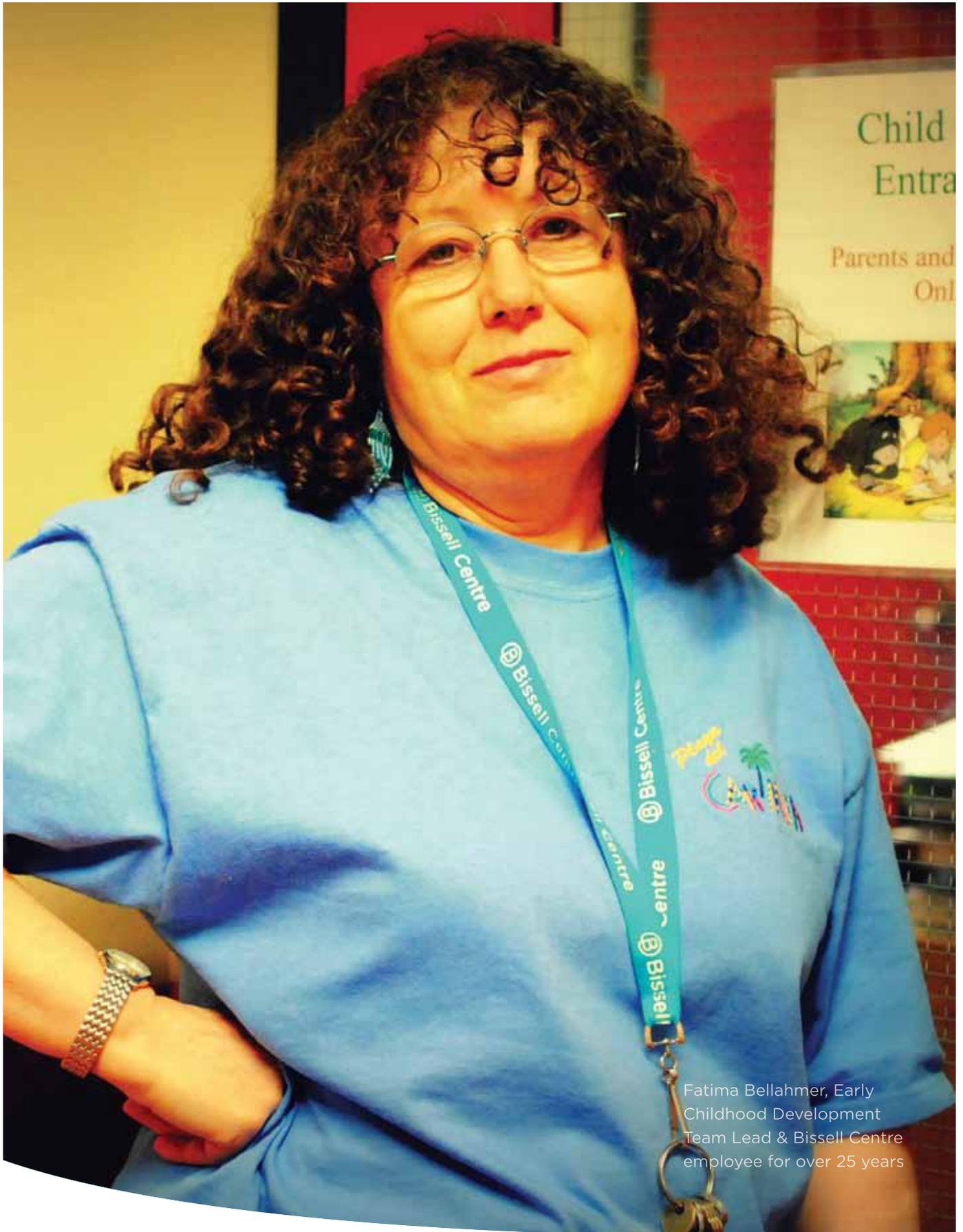


WHERE
HOPE
FINDS
HELP.

Sakura, age 4, Bissell Centre
Childcare participant since
September 2009.

2011-12 BISSELL CENTRE
ANNUAL REPORT





Fatima Bellahmer, Early Childhood Development Team Lead & Bissell Centre employee for over 25 years



Vision

We eliminate poverty in our community.

Mission

Working with others, we empower people to move from poverty to prosperity.

Philosophy

Our philosophy is one of hope for human potential and social justice; of trust in the power of community through relationships and inclusiveness; and of resourcefulness with strength and capacity. We respect that people can make their own choices and that they take responsibility for the consequences of their actions.

Long Term Outcomes

People are able to meet their basic daily needs and participate in community.

People have sustainable livelihoods.

People feel hope for the future and make plans for a prosperous life.

People are fully engaged in life because of improved physical and mental health.

The community is educated and engaged in creating a prosperous future for all.

We believe that

Every person has the right to have basic human needs satisfied.

Collectively and individually, each of us has a responsibility to care for one another.

Every person is welcome.



From the Chief Executive Officer

We exist to eliminate poverty in our community. That's the vision statement adopted by Bissell Centre's Board of Governors in early 2011. That bold statement means that our work from here on end will be focused on helping people not only to mitigate poverty but to rise up out of it.



Last year we began this transformation by creating a Strategic Touchstone (strategic plan) and engaging in actions that move us in our new direction. We were successful in acquiring significant funding to extend the hours of our Drop-In Centre and Child and Family Resources program. More

hours of service means we are more accessible to those people living in poverty 24/7/365 who look to us for help and hope.

Last year Bissell Centre initiated discussions across sectors about how to prevent homelessness and work as a community to bridge people through those hard times that, if not addressed, will mean they lose their home and in some cases - everything. Thanks to United Church donors we have been able to intervene in a number of cases, with small amounts of money and support services, to stop families from losing their place. Our intention is to continue mobilizing partnerships and resources to do more of this preventive-type work.

We also designed an employment program to plug into our Housing First services and successfully sought funding to pilot it. Funded by a national foundation, the

hope is our pilot can grow into a model that can be used by other Housing First organizations.

Together with Boyle Street Community Services we launched Inner City Victim Services, which supports victims of crimes (most of them violent) and helps them access compensation for the suffering they have endured. Funded by the Alberta Solicitor General, this partnership program is the first of its kind in Canada.

As you will notice we have a 15-month audit this year to accommodate for a change in our fiscal year from a calendar year to April 1 - March 31. This change will allow us to better integrate fundraising achievements over the holiday season into our fiscal planning. This change, along with the hiring of our first Chief Financial Officer and other restructuring contributed to ending our 12-month fiscal year with a small surplus - good news after a few years of using savings to fund operations rather than cut services.

In closing I send many thanks to all of our funders, donors, and volunteers for their long standing support of Bissell Centre. I'm also very grateful for the incredible staff at Bissell Centre without whom our organization could not be the place "where hope finds help."



Mark Holmgren
CEO

2011-12 Board of Governors

Chair Phil O'Hara

Vice-Chair Michele Markham

Governors Larry Brockman, Kathryn Chisholm, Ken Collins, Hal Danchilla, Gillian Kerr, Amy Luchkovich, Mark MacKenzie, Roberta 'Bobbie' Wildgoose, Anne Williams, and Mark Wiltzen



From the Chair

Writing in the Bissell Centre newsletter last June, I suggested that we were in a period of transition and on a fast track towards change. This year we took several important steps together to initiate that change and chart the future direction of Bissell.



Throughout this change process the Board of Governors has been intentional about communicating openly with staff and stakeholders about the opportunities and challenges we were facing.

The process started with the adoption of a new vision for Bissell: We eliminate poverty

in our community which replaced the previous vision: Neighbour helping neighbour. This bold, new vision represents a fundamental shift in what we aspire to achieve. As Mark says in his CEO message “our work from here on in will be focused on helping people not only to mitigate poverty but to rise up out of it”.

Speaking of Mark, Bissell has a new leader, with the appointment of Mark Holmgren as CEO in March. After an extensive search, selection process and valuable input from the Bissell Centre staff, Mark was chosen for his experience in non-profit and proven leadership success. Special thanks to Hendriatta Wong, Chief Operating Officer at Bissell, for her invaluable support in this process.

A less visible but nevertheless important change at Bissell this year was the shift by the board from a Carver Model of governance to a more flexible and interactive

approach. This shift enabled the board to take a more strategic approach to its work. Thanks to the entire board and special kudos to departing board member Gillian Kerr who served on the board for six years and most recently led the CEO recruitment process.

The past 18 months have been particularly challenging for the staff at Bissell. Throughout the transition and changes people responded with patience and professionalism and have demonstrated their commitment to helping the people who rely on our services. Cheers to all our terrific staff.

Transition, change and a new strategic direction are all part of the ongoing evolution of Bissell. Our collective challenge is to persevere and thrive through the change while honouring the traditions that have sustained and served Bissell Centre so well. Over the next year we look forward to engaging with the community and working with our partners towards realizing our vision.

A handwritten signature in blue ink that reads "Phil O'Hara".

Phil O'Hara

Chair, Board of Governors



Year Highlights

For over 100 years, Bissell Centre has been bringing hope to people experiencing tough times. Over the past 15-month fiscal year, we have undergone great changes to improve the breadth and depth of services we offer. Here are just some of the year's highlights.

New vision, mission & long term outcomes

It is about a call to action for our organization to lead and act in ways that engage everyone in our community, individuals from all walks of life, to come together to create and sustain the range and depth of change required to help people avoid or rise up out of poverty.



Bissell gets a new leader

Mark Holmgren, a former ED and consultant for other non-profit organizations, started as Interim CEO in June, 2011 and was the successful candidate for full-time CEO after a nation-wide recruitment and selection process in March, 2012.



Christmastime break-in at Bissell shows community spirit

On December 21, 2011 Bissell Centre was broken into. Thanks to media attention and community spirit we raised more than \$20,000 in two weeks to help us recover, including a \$10,000 gift from PTI Group Inc. and a \$5,000 gift from Waste Management of Canada.



A founding church closes & leaves over \$80,000 to Bissell

In January 2012, after 98 years serving its community, the Buchanan Eastwood United Church closed its doors. After the sale of the church they decided to leave us a legacy gift of over \$80,000, which was presented to us on December 11, 2011.



Joining forces with Boyle Street Community Services

In 2011, Bissell Centre and Boyle Street Community Services teamed up on two new pilot programs: **Inner City Victim Services** giving marginalized people access to and support with the Criminal Justice System;

Inner City Recreation Services giving street adults and youth opportunities to enjoy life and build relationships, hope and trust.



Website Facelift

We developed a new blog-style website in January 2012 (in-house). From January to March we had 25,046 views.



Bissellebration 2011 generates more than \$80,000

Every year, we gather to celebrate another year of service, to share our success, and thank our generous supporters in the community. We call this event "Bissellebration". Last year's gala was presented by Capital Power, and with the help of our committee, staff and supporters, we raised more than \$80,000.





ANNUAL MEMORIAL ROUND DANCE

A time-honored tradition celebrating life and remembering our community members

On Friday, September 23, 2011, Bissell Centre hosted its 10th Annual Round Dance, a traditional Aboriginal ceremonial event held as a memorial and life celebration for those who have passed on.

We hold this event every year for all of our community members that have passed on, and to give their friends and family - people who have little to no opportunity to attend or host funerals or other religious or cultural ceremonial events - the chance to honor, remember and celebrate those lives.

There was a time when Aboriginal practices were banned in Canada, and in 1950 the ban on these practices, including all other spiritual practices, were lifted by the Federal Government. It wasn't until roughly 30 years ago, however, that the Round Dance was revived. Today, they continue to be practiced on reserves and, to a limited extent, by traditional people in urban centers.

Each year Bissell's Round Dance is offered free to the public (all ages) beginning with a Pipe Ceremony, followed by prayers, a feast for everyone, singing,

drumming and dancing! Throughout the event, it is traditional to have 50/50 draws, a concession and a large giveaway toward the close of the Round Dance.

Last year's Round Dance was attended by approximately 800 people from as far away as Saskatoon, Saskatchewan. This year we hope for the same numbers and planning is already underway to make that happen! In addition, we are proud to announce that Bissell Centre's 2012 Memorial Round Dance is presented by Capital Power.

As more information on this event becomes available, we will be sure to update our website. If you wish to find out about volunteer opportunities or ways to donate in-kind items please visit us at www.bissellcentre.org/news-events.





EVENTS AND VOLUNTEER SERVICES

Feeling good and having fun while improving the quality of life for your community

In early 2012, Volunteer Services said goodbye to Manager of nearly two years, Sharonette Wallen-Robinson. Sharonette finished her schooling and went on to a whole new career in Educational Technology for the University of Alberta.

In April, Amanda Almeida, Bissell Centre's Community Engagement Project Support Worker, was hired as the new Events and Volunteer Services Manager.

Since then Amanda has jumped right into her new role by giving volunteer tours and orientations, reviewing and adding to the list of volunteer opportunities, recruiting for new volunteers and filling program and event placements. Recently she has joined forces with a group of other inner city Volunteer Coordinators and Managers from Boyle Street Community Services, Hope Mission, and Mustard Seed to begin collaboration on volunteerism in the inner city.

One of the reasons Amanda loves her new role is because she gets to meet people like Barb Chandler, a Bissell volunteer for over 15 years!

Hearing about Bissell Centre's volunteer opportunities through her church, Barb began volunteering here with her husband Norm so they could contribute more through hands-on activities.

A strong supporter of Bissell's work to help those living in poverty, Barb feels that volunteering is her small way of helping us accomplish our goals and mission. Currently, she spends her volunteer hours helping our In-Kind Donations Coordinator organize donated items. "Sometimes when I'm driving home from a volunteer shift I think, oh my gosh, I am tired... but it's a happy tired!"

Having the autonomy to come into the office, knowing there is a pile of work for her to get through, and seeing the impact she has made when it's time to go home is one of her favorite aspects. Barb really feels appreciated and needed here, which is important to her; "everyone at Bissell seems to know my name," she says pleasantly surprised, "I plan on volunteering here for as long as I can."

We are happy to have you Barb, thank you for all your hard work and dedication to Bissell Centre!



Program Highlights

Bissell Centre's programs are based on providing basic needs, delivering and partnering with others to help people find and sustain employment and safe, affordable housing, offer learning and development opportunities for families and individuals, as well as programs based on increasing personal health and wellness.



Employment Services has had my back for years. Now I got a fulltime job because of you guys. Seriously... I'm grateful!

Employment Services participant

Employment Services

Our Pre-employment programs - designed for mothers with little or no work experience, Aboriginals, and long-term casual labourers and Drop-In participants - saw 51 graduates and 211 issued safety tickets.

With 1,120 new registered workers we were able to send out 13,774 Casual Labour placements - up 39% from the previous fiscal year! A conservative estimate of people finding permanent employment is 450.





I unexpectedly joined the ranks of the homeless about a week ago. Of the services I have been able to locate and use, I feel the Bissell Centre is #1 on the list. Not only do you offer needed services I haven't found elsewhere (laundry & showers), you do it in a manner that exudes friendliness, compassion, care, etc. Your staff rocks!

Bissell Centre Drop-In Member



Homeless to Homes (H2H)

Housing should be addressed prior to any other barrier in one's life. This is the principal of H2H, a Housing First initiative beginning in January, 2010, housing chronically homeless people and children.

From the start of the program until March 31, 2012 we have housed 159 people, 62 of which were in the last fiscal year, including 16 children. Currently 87.8% remain stably housed.



Essential Community Support Services (ECSS)

ECSS provides support to hundreds of people daily living in poverty, many with multiple chronic physical and mental illnesses, and who have little to no support systems.

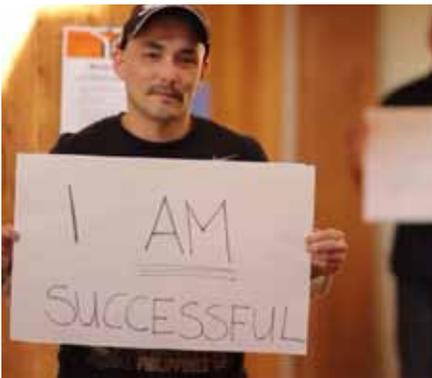
Last fiscal year an average of 447 people attended the Drop-In daily; Adult Support saw 1,943 visits; and Mental Health supported 230 participants.





I am very grateful to have access to Bissell daycare and other programs and support. The staff at Bissell are very professional and very helpful. I enjoy coming here as well as my children! I don't know what I'd do without Bissell Centre!

Bissell Centre participant



Fetal Alcohol Spectrum of Services (FASS)

FASS empowers and provides direct, one-on-one, intensive support to people and families affected by FASD and those at risk of having children with FASD.

An average of 31 children, 13 families and 28 adults were enrolled in FASS. In addition, 142 community presentations were given and attended by 2,948 people in the community.



Recreation and Wellness

Forming relationships, trust and new skills is what Recreation & Wellness is all about and they do this through regular social activities.

Summer Recreation had 401 participants attend 41 activities. Festive Giveaway gave presents to 449 people from 95 families, including 295 children.

Inner City Recreation organized activities for 766 participants (250 were unique).



Child and Family Resources

These programs are designed to support the distinctive needs of families living in poverty. Last fiscal year on average 149 families brought 233 children to our Childcare Centre each quarter for a total of 5,975 visits.

Family Support had 1,716 family visits and gave out 409 baby layettes to new parents. There were 227 Parenting Plus participants, 402 Health 4 Two appointments, and 88 Women's lunches served 2,826 meals.

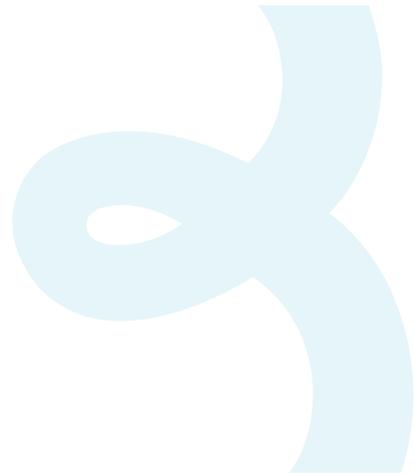
Intake had 6,253 visits and gave out 106 eye glasses and 958 bed vouchers.





Thanks for the work you guys are doing - I was really able to relate to some of the testimonies [on the new website blog]

Anonymous Email



Thrift Shoppe and Community Closet

Aimed at selling quality new and gently used items for reasonable prices, our Thrift Shoppe's revenue and donated in-kind items are used to support our Community Closet, a voucher based free store, in operation.

We had 68,584 customers purchase \$895,000 in merchandise. We had approximately 18,000 donors at the Shoppe and south side donation centre! The Community Closet redeemed 4,195 vouchers for adults, couples and families.



Inner City Victim Services

This newly created joint program with Boyle Street Community Services provides street level access to programs and services for those who have been victims of crime.

319 victims were assisted; 88 Financial Benefits for Victims of Crime applications were completed; 71 bus tickets were handed out and 40 presentations were given to other human service agencies.



Community Engagement

This team aims to generate financial, in-kind and human resources for Bissell Centre through actively engaging the community through Marketing and Communications, Events and Volunteer Services and Resource Development.

By the end of the fiscal year we had 350 Twitter followers and 89 media hits. 2,366 people attended 103 tours and 19 public presentations.



Thank You to Our Volunteers!

We believe in the power of caring. That individuals can make a difference in their own lives and in their community. It is clear that our passionate and dedicated volunteers feel the same way. Without your support we would not be able to eliminate poverty in our community.



Volunteer Profile: Cheryl Granger A weekly Auntie to the children of our Child Care

Known as “Miss Volunteer” around her co-workers, Cheryl has been volunteering for Bissell Centre for over 14 years. Her first day at Bissell was through United Way’s Day of Caring with her employer, Royal Bank of Canada, who strongly supports volunteerism in the community. After volunteering for that one day Cheryl came back to Bissell the next week and immediately signed up to volunteer for one morning each and every week and has been here ever since.

Single with no children, Cheryl loves being the childcare “Auntie” every week and working directly with all of the kids. She believes that knowledge is power and sees the importance of teaching kids new social and life skills at this young age, experiences that are different from what

they get at home. However, her favorite part is getting to watch the kids grow up and move from the baby room, to the toddler room and then to the preschool room.

Knowing that the kids are well fed, and get a lot of love when they are in Bissell’s Childcare Centre, warms Cheryl’s heart. She is amazed by the overwhelming feeling of accomplishment she gets from a shift of volunteering here.

Cheryl plans to continue volunteering with Bissell Centre’s Childcare program for as long as she can and is planning to spend even more time here once she is retired in 2014.





I feel like I've found my niche in life. My whole life has changed since I started volunteering at Bissell Centre.

Theresa Cunningham

Volunteer Profile: Theresa Cunningham An instant connection and empathy to those we help

Theresa has been volunteering at Bissell Centre for over a year and a half and loves being part of our Food Room team for three mornings a week. She started volunteering at Bissell after it was recommended to her that she get out and interact more with others in the community, after feeling stuck and isolated following a surgery that left her recovering at home full-time. She took a list of volunteer opportunities she received from her Social Worker and started to figure out where she wanted to spend her time.

Bissell Centre stuck out for Theresa right away. Having previously struggled with homelessness and the feeling of hopelessness, she knew it was here that she could make the biggest connection with people and the greater community.

Her experience with both homelessness and the challenges of mental illness were what made it easy for

her to relate to our participants. Being stable, functional and available Theresa knew it was time to give back and she wanted to do something that made a difference! She wanted to be part of something that was bigger than her and the hurdles she was facing in her own life.

Theresa explains that volunteering at Bissell Centre makes her feel wonderful as a person. Being needed, appreciated and useful has given her a boost in confidence and self-esteem and she now feels like a stronger person. She's noticed that the community members have started to call her by name when she serves the lunch meal in the Drop-In and the staff she works with really miss her when she's not volunteering. It's because of this connection and recognition that she realizes Bissell Centre is not only a great place to volunteer, but also a wonderful place to build friendships.



Thank You to Our Donors!

We support people. And when they are ready to make a transformation, we are here to help. With your generosity we are able to empower thousands of people to change their lives to a life not bound by the handcuffs of poverty, addictions, and homelessness.



Riverbend Junior High School

In the fall of 2010, Bissell Centre received a call from a ninth grade student looking to learn more about our organization. He was a part of a leadership class that was deciding which charity they would support over the course of the next school year. Nobody could have anticipated that the call would lead to a three-year partnership with the school to raise awareness of poverty and inner city life, as well as raise considerable funds to support our vision to eliminate poverty in our community!

Since that time the class has toured and volunteered with Bissell numerous times, hosted more than a dozen events, and with the support of their community, generated upwards of \$40,000 for our programs! The success and enthusiasm of Riverbend Junior High School exemplifies the type of partnerships that Bissell Centre endeavors to build as we continue to create a movement to eliminate poverty in our community.

Riverbend Junior High graduates continue to contact Bissell Centre to see how they might continue to help; these students understand that community is more than where they live and go to school – it includes a group of people, not limited to the inner city, who are living an impoverished life. They want to be part of changing our community and have assumed an active role in our movement to do just that!

Thank you to the past, current and future students for your amazing work and dedication! You are the true leaders of a future without poverty.

The Stollery Charitable Foundation & Edmonton Community Foundation

Working in this community, we see every day that the condition of poverty isn't confined by convenient working hours or public holidays. While many of us escape our work at the end of the day to a comfortable home, those living in poverty have no reprieve from their circumstances.

An impoverished life is an all-encompassing, intimidating condition and to those facing it every day, it can feel inescapable. With that in mind, Bissell Centre aims to be open 365 days a year and for as many hours as our services are needed. We will not rest until we reach our goal, and with the help of the Stollery Charitable Foundation and Edmonton Community Foundation (ECF) we are that much closer!

Last year we noticed a significant gap in service hours between inner city agencies. From the time we locked our doors to the Drop-In and other agencies opened theirs, was a time when our community members had nowhere to go for basic needs or to just be safe. When Bissell Centre shared the idea of bridging this gap it was the Stollery Charitable Foundation and ECF who came forward with multi-year commitments to help us reach our goal. Now, thanks to that support, our doors are open an additional 40 hours each week, including weekends!

Many thanks are given to Scott Graham, who has roles within each of these foundations. Scott helped to create a much anticipated 2012 Bissellebration Gala Dinner and Auction from the many invites he extended and the event planning knowledge he shared. In Scott, we discovered a shining example of a supporter going above and beyond traditional formats of giving, and attracting even more support for our goal to end poverty.



Thank You to Our Supporters!

Thank you to every donor and funder from the smallest to the largest. Together, with your support, more people will find within themselves the strength to determine and achieve their goals.

Core Funders

- Alberta Health Services
- Alberta Ministry of Human Services' Child and Family Services and Employment and Immigration
- Alberta Solicitor General
- City of Edmonton (Family and Community Support Services [FCSS])
- Edmonton Community and Learning Association (ECALA)
- Edmonton Fetal Alcohol Network (EFAN)
- Homeward Trust
- United Way of the Alberta Capital Region

Faith Communities*

- United Church - AB NW Conference
- United Church - Edmonton Presbytery
- McDougall United Church
- Robertson Wesley United Church
- Southminster-Steinhauser United Church
- St. Andrew's United Church Thrift Shop
- St. Paul's United Church

Foundations/Trusts/Funds*

- Allard Foundation
- Archibald Hadley Dickson Memorial Fund
- Bunny Rae Casper Fund
- Edmonton Community Foundation
- Kenneth Hnidan Charitable Trust
- The Kreiner Family Fund
- Robert Tegler Trust
- The Stollery Charitable Foundation
- Wheaton Family Foundation
- Winspear Fund

Individuals*

- Ray and Carol Allen
- Dave and Nancy Foreman
- Ada Hole
- Gordon Scott
- Todd Turner
- Marjorie & Maxwell Ward

Other Groups*

- Alberta Culture and Community Services
- Capital Heath Centre
- Circle K International
- Hospitaller Order of St John of Jerusalem
- Riverbend Junior High School
- Union 52 Benevolent Society

Corporations*

- Air Products Ltd.
- Alta-Fab Structures Ltd.
- ATCO Gas
- Capital Power
- EPCOR
- Nordic Holdings Ltd.
- PCL Construction
- PTI Group Inc.
- Sandy Lane Auto
- Servus Credit Union
- TELUS
- Waste Management of Canada
- WorleyParsons

Memorial and Estate Donors*

- Buchanan-Eastwood United Church
- Estate of T Bryan Campbell-Hope
- Estate of William Lindsay
- Estate of Ethell May Newell
- Estate of Margaret Shupe

**The above funders and donors all give an annual amount greater than or equal to \$5,000.*



Bissell Centre Statement of Operations

For the 15 months ended March 31, 2012

	Operating & Internally Restricted Funds (\$)		Total (\$)	Total (\$)
	March 31, 2011 (3 mo) (\$)	March 31, 2012 (12 mo) (\$)	2011-2012 (15 mo)	Dec 31, 2010 (12 mo)
REVENUES				
United Church Grants	39,376	84,999	124,375	80,008
Earned income	139,183	783,452	922,635	596,691
Fundraising	10,250	77,478	87,728	137,729
Government Grants	379,758	1,701,888	2,081,646	1,744,209
City of Edmonton FCSS	100,909	456,705	557,614	456,215
Program Grants	201,819	857,169	1,058,988	579,200
Donations	103,755	1,024,552	1,128,307	1,153,788
Administration Fees	51,299	242,508	293,807	301,117
United Way - Program Allocation	129,554	356,800	486,354	419,769
Miscellaneous	16,878	9,306	26,184	26,870
	1,172,781	5,594,857	6,767,638	5,495,596
EXPENSES				
Staff Costs	1,009,616	3,928,741	4,938,357	3,777,071
Occupancy Costs	146,972	446,892	593,864	426,887
Office Costs	39,637	180,916	220,553	177,414
Publicity & Promotion	28,604	185,817	214,421	84,648
Consulting & Professional Fees	9,565	52,305	61,870	64,247
Program Costs	190,650	509,105	699,755	645,863
Miscellaneous	18,552	39,927	58,479	87,188
Fundraising	4,943	52,306	57,249	157,246
	1,448,539	5,396,009	6,844,548	5,420,564
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS				
	(275,758)	198,848	(76,910)	75,032
OTHER EXPENSES				
Amortization	(97,341)	(495,796)	(593,137)	(496,141)
NET EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES				
	(373,099)	(296,948)	(670,047)	(421,109)

NOTE: To see detailed financial statements, please contact Bissell Centre at 780.423.2285.



Bissell Centre Statement of Financial Position

As of March 31, 2012

ASSETS	2012 (\$)	2010 (\$)
Current Assets	1,509,827	1,478,791
Investments	25,412	24,383
Capital Assets	6,739,263	7,104,741
TOTAL ASSETS	8,274,502	8,607,915
LIABILITIES		
Current Liabilities	1,141,939	753,130
TOTAL LIABILITIES	1,141,939	753,130
NET ASSETS		
Internally Restricted Funds	393,300	750,044
Invested in Property and Equipment	6,739,263	7,104,741
	7,132,563	7,854,785
TOTAL LIABILITIES AND NET ASSETS	8,274,502	8,607,915

Auditors' Report

To the members of Bissell Centre:

We have audited the accompanying financial statements of Bissell Centre, which comprise the statement of financial position as at March 31, 2012, and the statements of operations, changes in net assets, and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

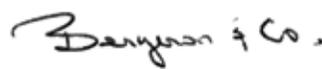
Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

Except as explained in the following paragraph, we conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management as well as evaluating the overall financial statement presentation.

In common with many charitable organizations, the organization derives revenue from donations and sale of donated merchandise, the completeness of which is not susceptible of satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to revenues, excess (deficiency) of revenues over expenditures, assets and net assets.

In our opinion, the financial statements present fairly, in all material respects, the financial position of Bissell Centre as at March 31, 2012, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.



Bergeon & Co., CGA
Certified General Accountants





Ceno, a talented native artist and community member, has made Bissell Centre his home for over 40 years. Growing up in a family of artists, he has been drawing since he was a boy. Given some paper and pens Ceno finds peace in his passion.

View a sample of his work on Bissell Centre walls or at in the Where We Stand exhibit as part of The Works Art & Design Festival in Enterprise Square from June 21 to September 5, 2012.



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W www.bissellcentre.org www.bissellcentregivingguide.org