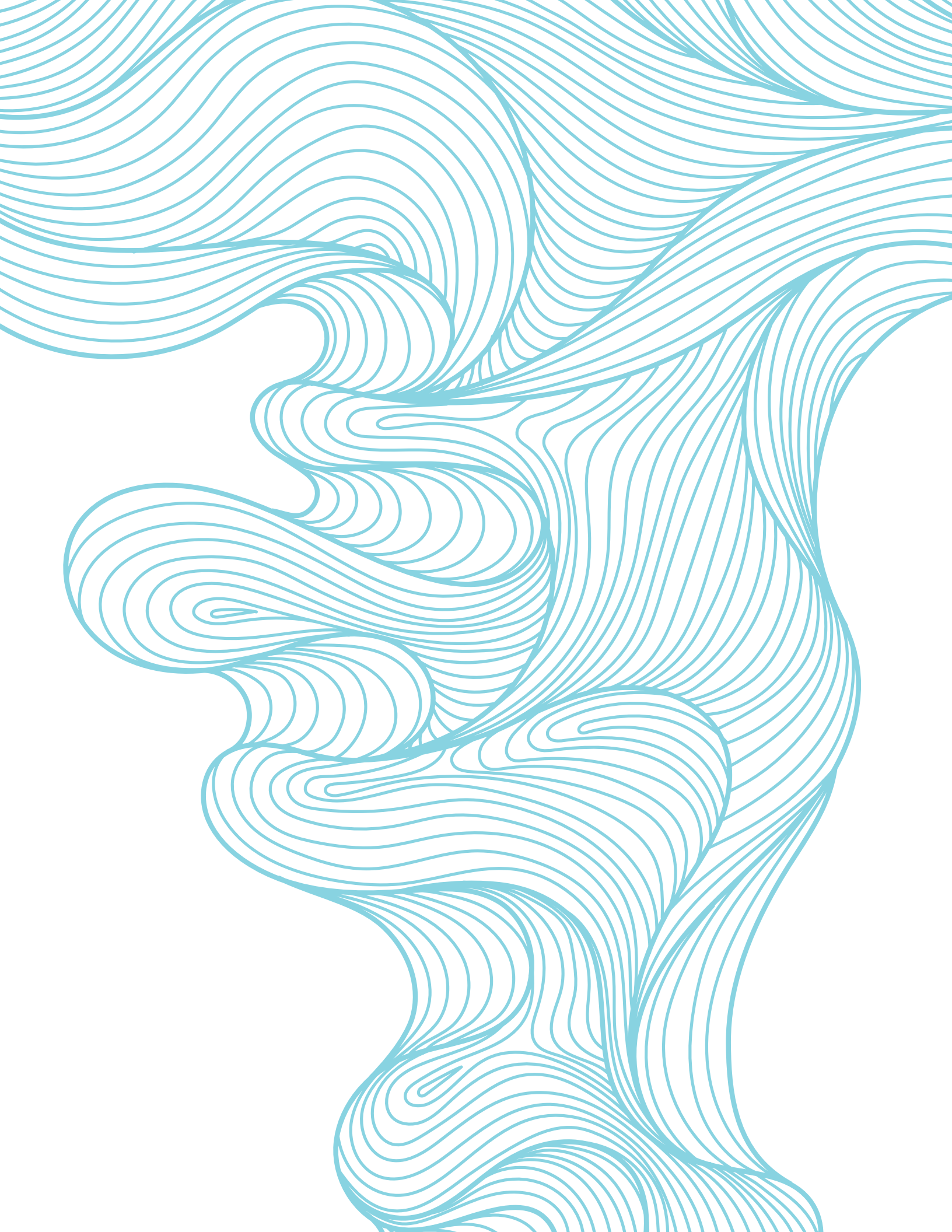




2025

IMPACT REPORT



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OUR VISION

To eliminate poverty in our community.



OUR MISSION

Working in community, we remove barriers and support people as they move out of poverty.



On Potential and Courage

2024 was a year of profound transformation — one marked by resilience, renewal, and remarkable community spirit. Together, we experienced challenges, navigated transitions, and embraced new beginnings. Through it all, what shines brightest is the unwavering strength, compassion, and commitment of everyone connected to Bissell Centre.

This past year, we helped 571 individuals find housing — many in record time — and supported hundreds of families through vital programs like Community Bridge, Family Support Services, and Early Childhood Development. We served over 100,000 meals, provided thousands with tax support, and celebrated inclusion at events like the Red Shoe Walk and National Indigenous Peoples' Day.

When a fire temporarily closed our Community Space, the swift, compassionate response from our team and supporters ensured everyone's safety and allowed us to reopen the very next day. That moment captured the essence of Bissell: resilient, responsive, and deeply rooted in community.

We introduced a new leadership model, advancing a more accessible, sustainable, and purpose-driven chapter for our organization. This transition has been guided by optimism, intentionality, and a shared vision for the future.

Transformation takes more than strategy. It takes courage. It takes trust. It takes hope. Together, we can build a future where every person in our community has a home, a purpose, and a place to belong.

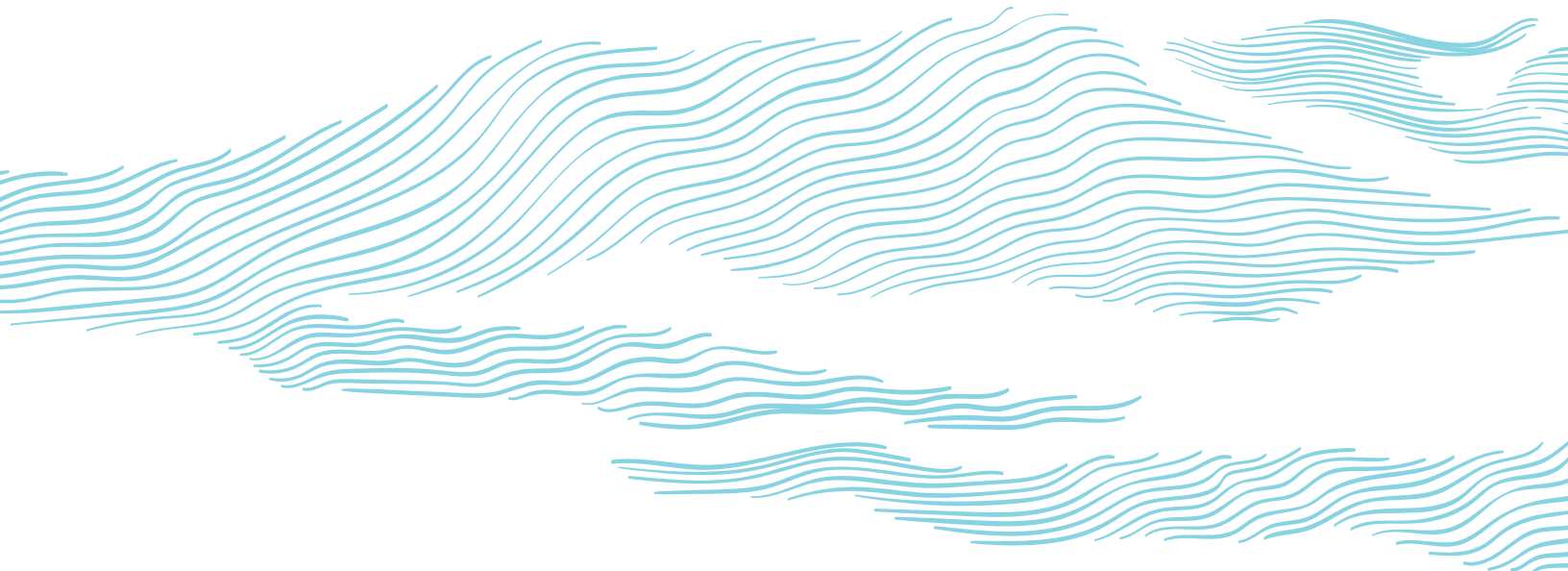
Our future is filled with possibility. We are deepening our mission, integrating cultural supports throughout our organization, nourishing relationships with Elders and Knowledge Keepers, and strengthening partnerships to enable us to walk alongside people as they move out of poverty.

Bissell Centre is more than a place — it's a community of people with heart. Thank you for being part of this journey. Your support makes our work possible — and together, we will continue building a future filled with dignity, purpose, and hope.

With heartfelt gratitude,

Louise & Johanna
Co-CEOs





OUR STORY

Stabilizing Lives Through Collective Strength

River currents can be slow and steady or rapid and unpredictable. Navigating changing waters requires preparation and fortitude—so that when the rushing river presents, you’re ready.

People experiencing poverty often have multiple barriers, which are **best served through intentionally integrated programs** and concurrent supports that address the root causes of poverty and support stabilization.

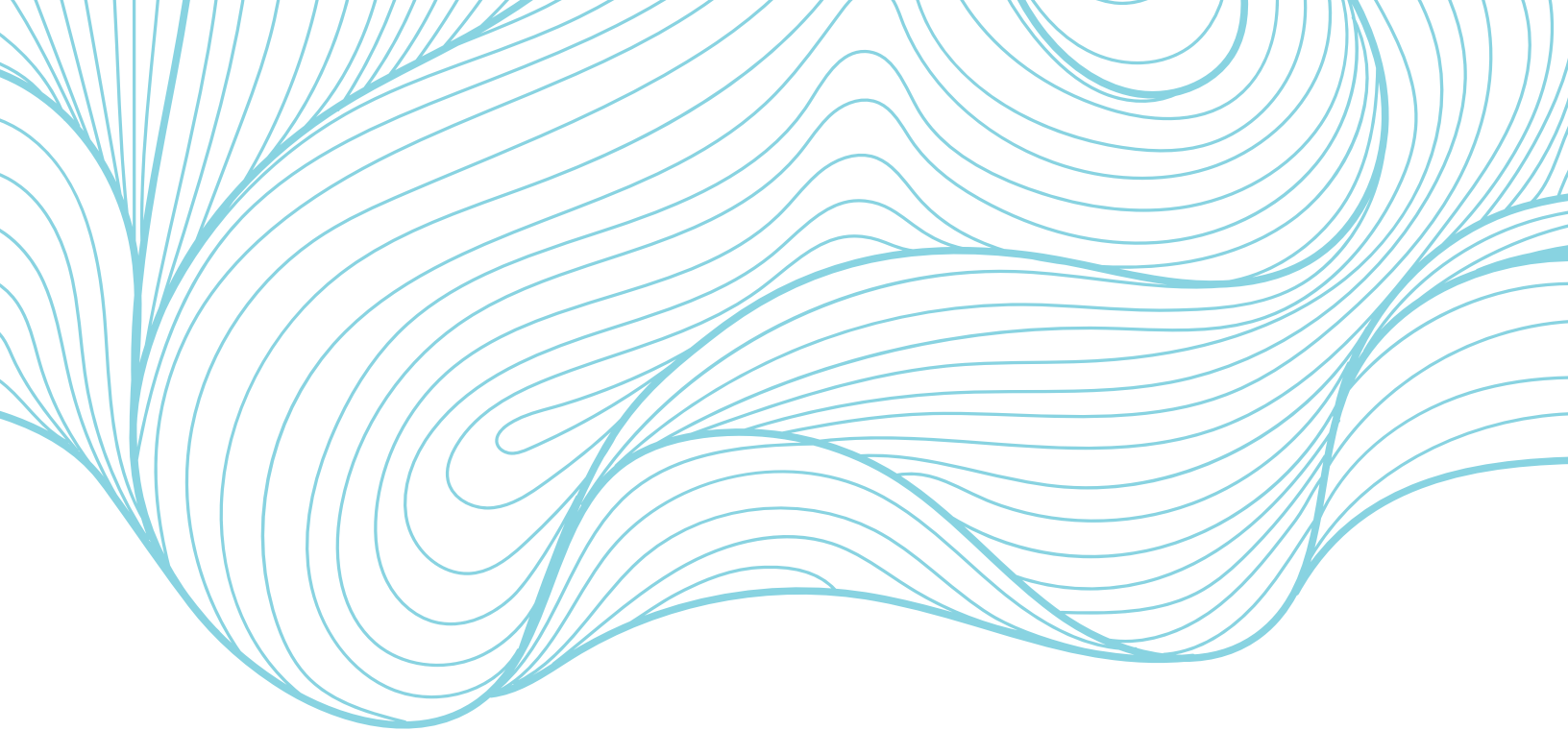
One individual who made huge strides in their life with the help of programs is Jordan*. They have Fetal Alcohol Spectrum Disorder (FASD) and were experiencing regular evictions. They began attending our Community Space program, where they learned Bissell provides supports for people with FASD.

They connected with a support worker from our Fetal Alcohol Spectrum of Services (FASS) program and discovered other supports — including our supportive housing site Hope Terrace, which is specifically designed for people with a confirmed or suspected FASD diagnosis.

Jordan was quickly accepted into Hope Terrace and almost immediately began volunteering with the Community Space and other Bissell Centre initiatives like clothing drives — and they continue to volunteer with Bissell today. They’re also training for their career and continuing to spread awareness about FASD.

Another area where many people experience intentional program integration is at Hope Terrace. Hope Terrace is a supportive housing site that works with people to move into independent housing. Support workers spend time with residents to **understand their individual strengths and learn about what is important to them, including their aspirations.**

**Name changed to protect privacy.*



For all Hope Terrace residents, **integrated services are vital**. Financial literacy workshops offer information on budgeting, saving, and goal-setting. Voucher programs at our thrift shop offer a practical, real-world way to put the financial literacy lessons into practice and prepare residents for independent living.

There are outstanding results from our programs working seamlessly together.

- In 2024 eight people moved from Hope Terrace into independent, stable housing.
- Over 80% of Hope Terrace residents independently and regularly shop for their own groceries.
- 96% of people who accessed Community Bridge (which helps prevent challenges like evictions and utilities disconnection) stayed in their homes at the six-month follow up.
- In 2024 85% of people housed through our programs remained sustainably housed after their 12-month check in.
- 40% of people housed through our programs find their affordable, secure new home in less than 21 days.

When Victoria became her two-month old granddaughter's primary guardian in 2019, she reached out to Bissell Centre to enrol in a parenting class to connect with others who are caring for a child with high needs. Our **child care program became a second source of learning** as caregivers worked with Victoria to help her respond to challenging situations. Today, we continue to help Victoria and her granddaughter build a stable life by identifying supports, providing respite care, and offering guidance.



OUR PROGRAMS

Community Space

Indigenous Engagement

Mental Health

Early Childhood Development Centre

Employment Services (Temporarily Paused - Actively Seeking Funding)

Financial Empowerment

Food Services

Community Bridge

Housing Services

Hope Terrace

Family Support Services

Fetal Alcohol Spectrum of Services

Social Enterprise Programs:

Bissell Harvest Catering

Bissell Thrift Shops

Moonlight Bay Centre



3,907 people
accessed 3 or
more programs
last year.



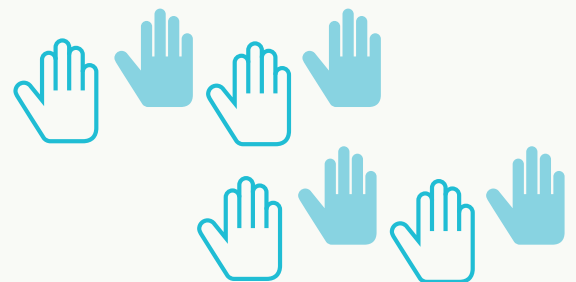
OUR IMPACT

By The Numbers

571 INDIVIDUALS SECURED HOUSING
THROUGH OUR HOUSING PROGRAM

40% OF INDIVIDUALS CONNECTED
TO HOUSING IN UNDER 21 DAYS

85% OF INDIVIDUALS REMAINED
HOUSED AFTER ONE YEAR



8

INDIVIDUALS FROM HOPE TERRACE
MOVED INTO INDEPENDENT LIVING



678 INDIVIDUALS SUPPORTED WITH
HOUSING LOSS PREVENTION

96% OF PEOPLE ASSISTED WITH HOUSING
LOSS PREVENTION REMAINED
HOUSED AFTER SIX MONTHS

566 HOUSEHOLDS AVOIDED
EXPERIENCING HOMELESSNESS

\$7.6 million

RETURNED TO THE COMMUNITY
THROUGH TAX SERVICES

4,326 TOTAL TAX RETURNS FILED

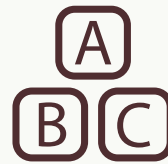
2,004 INDIVIDUALS FILED SINGLE OR
MULTI-YEAR TAX RETURNS





529

FAMILIES ASSISTED THROUGH OUR
FAMILY SUPPORTS PROGRAM



187

UNIQUE CHILDREN SUPPORTED
AT BISSELL CHILD CARE



575,805 MEALS PREPARED

\$1.8 million OF FOOD DEFERRED
FROM LANDFILLS WITH
HELP FROM PARTNERS



345 VOLUNTEERS HELPED WITH
PROGRAMS, EVENTS, AND
CAMPAIGNS

11,604 HOURS OF VOLUNTEER TIME

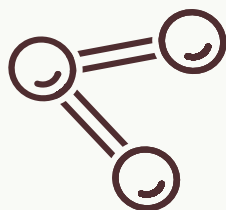


149,324

CHECK-INS AT THE
COMMUNITY SPACE

7,736

UNIQUE INDIVIDUALS ATTENDED
THE COMMUNITY SPACE



3,907

PEOPLE ACCESS THREE
OR MORE PROGRAMS

2,229

REFERRALS MADE TO
RESOURCES OUTSIDE BISSELL







OUR APPROACH

The Power of Informed Action

When the river stream splits, maps show us the best path to stay on course. Program data and the information participants share with us constitute our map. Reliable, accurate information ensures that the programs and services we offer meet evolving needs.

The people who participate in our programs are at the core of our work. Understanding their experiences before, during, and following completion of a program is crucial to knowing both the extent of its effectiveness in improving their quality of life and areas we need to strengthen. The narrative in the data shows us not only if the program is working for the participants, but also where this program could be improved for future participants.

Information is sought in six inter-connected areas: housing, social support network, employment, financial wellbeing, physical health, and mental health. Much of this information is self-reported, with changes monitored and tracked. In addition, programs compile quantitative and qualitative data to better understand trends and gaps and to make informed decisions.

Looking at this real-world data as a whole led us to designing a low-barrier Service Hub that increases access to programs and provides referrals for further supports. Collecting and discerning data--while also paying careful attention to build and strengthen relationships--is what shows us the best possible route forward and allows us to offer routes for people who are navigating their way out of poverty.



OUR BELIEF

Collaboration Creates Lasting Change

It takes a crew of trustworthy partnerships to remain upright, on course, and positioned for maximum impact in times of change. Partnerships are how we build momentum to continuously evolve and meet the changing needs of the community.

We are deeply grateful for the partners who stand with us to eliminate poverty. Each of our partners plays a role in supporting people to find stability. We carry different strengths to support individuals and families uncovering their unique paths out of poverty.

The most important partners are program participants. Programs like the Community Space saw volunteers from the community helping others experiencing similar barriers. Their lived experience helps us to better understand how we can continue supporting people experiencing similar challenges. Data that we've collected has helped us refine programs to continually meet the evolving needs of the people we serve.

Our passionate volunteers help promote Bissell Centre. They are ambassadors for our mission and are essential to the success of our major events and fundraising activities such as Coldest Night of the Year and Festive Giving.

Funding partners also remain advocates for our mission — like the local Tim Horton's franchise owners. For multiple years, we've been selected to receive the funds from their Smile Cookie campaigns. What started as a personal connection quickly blossomed into a significant annual partnership. In 2024, the Smile Cookie campaign raised over \$360,000.

Throughout 2024, we intentionally strengthened our relationships with governments as part of our ongoing

exploration of where we best utilize our strengths within the larger continuum of care. We remain dedicated to demonstrating our commitment to finding alignment. As this relationship develops, we're encouraged by our connections and look forward to new opportunities these relationships present.

Over 60% of people we serve have roots in Indigenous Nations. Deepening relationships with Indigenous Nations is vital to our commitment to reconciliation and to better serving the community. Our connection to Elders and Knowledge Keepers has helped us learn how to better integrate ceremonies such as smudges and circles into our practices.

Connections to Indigenous Nations and Indigenous-led organizations helped us to recognize the need to provide more opportunities to participate in cultural practices. This led to the Indigenous Cultural Camps in partnership with Treaty 8 Polytechnic. This provided space for connecting to Indigenous identity through activities and ceremonies like picking saskatoon berries, gathering medicines like sweetgrass, erecting a teepee, preparing smoked moose, and building a sweat lodge.

Courageous Voices is a joint initiative with Boyle Street Community Services focused on deep listening and meeting the community's evolving needs. With the guidance of Knowledge Keepers and Elders, over 400 staff, program participants, and other impacted communities took part in more than 30 circles in 2024. The insights shared through the circles are informing our approaches and shaping our programs, including our low-barrier Service Hub.

Everyone connected to Bissell shores us up, offering us wisdom and resources to navigate changing waters and stay on course.



Indigenous Teaching on Water

The water finds and fills the gaps as it flows.

Think about water. Think about how our ancestors were in relation to the water. Go to the water, sing it songs, offer tobacco, and talk to the water.

It is a conversation of gratitude and reverence. Without it we would die, we would not exist. Keep the water healthy and make sure it does not harm anyone. Keep it clean.

With our deepest gratitude our eyes fill up with water; it embodies Creator.

We must protect it. Value the water, be by the water, listen to it, watch how it moves. It is always different. It never flows the same.

Water has a spirit. Talk to it. Pray. Every day- in the shower. Acknowledge all the elements that give us life so that it will continue to help our children and give us life. Everything has a life.

Our ohtisiy belly button connects us to woman's womb that was once full of water. Our mother's womb is like Mother Earth. Ohtisiy is our connection to Creator; it is still part of us. Everything about us, our ohtisiy, our hair, is sacred. Pray for it and protect it. To acknowledge the land is to acknowledge that we are still here.

This is an invitation to allyship, to acknowledge us and be our ally.

We have to find ways to exist on the land in a good way, where we can all share the land and the water. The true intention of the Treaty was for us to live harmoniously on Turtle Island. Our families are coming out of pain and hurt.

Let's make the world better.
We can make it better.
We want change.

Bissell Centre's work is about change. Our work is like water. We fill the gaps.

Ask what would the water do? As it flows, moves, changes with alignment with all of creation, so must we.

We stand, live and work on the land now called the City of Edmonton. For thousands of years, this land was known as AMISKWACIY WASKAHIKAN (Cree, "Beaver Hills House"), Sawyah-thay-koi (Dene, "Beaver Hills House"), Omukoyis (Blackfoot, "Big House"), Titunga (Nakoda, "Big House"), Saulteaux O'Chiese First Nation. This is the home of these Nations and the Metis.

As the river flows through our city and this strategic plan, we invite you to reflect with gratitude on this land acknowledgement.

This teaching was shared with us through protocol from Bissell Centre's Indigenous Engagement team and the Knowledge Keepers who help guide our organization every day.

Hiy Hiy, the Bissell Centre's Indigenous Engagement Team



**Working in community, we remove barriers and
support people as they move out of poverty.**

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