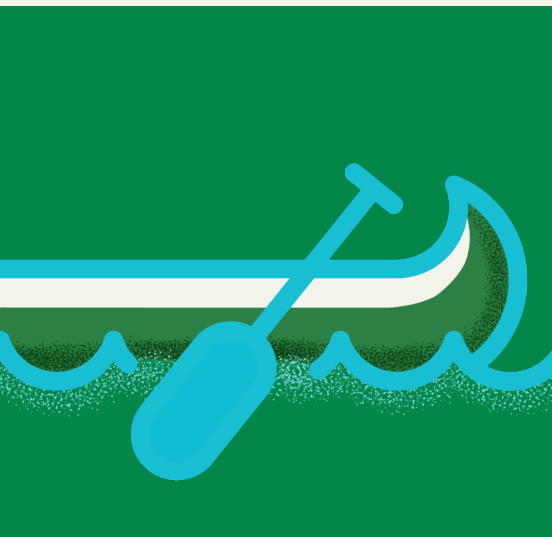




2026 **IMPACT**





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.

Our Strategic Priorities

1. High Quality Programs and Services
2. Truth and Reconciliation
3. Systems Change
4. Organizational Sustainability

On Commitment and Hope

2025 was a year rooted in renewed partnership with our community, our teams, and our allies. We entered the year with a deep sense of purpose, optimism, and commitment to the values that guide us. We moved forward with intention and a relentless focus on our mission to move people out of poverty and homelessness.

We embraced change to better meet the needs of those experiencing poverty. Unified by the belief that everyone deserves a safe and fulfilling life, we evolved our service models, nurtured our connections, and co-developed solutions with community members and sector partners. Through it all, what shone brightest was the shared commitment to our Vision — we can only do what we do because you believe in a better future with us.

As programs, community needs, and organizational capacity changed, we intentionally sharpened our focus on stabilization for participants and enhanced preventative elements in our programming. Key to that focus was creating Bissell Centre’s Service Hub, which granted more than 900 participants access to multiple programs and services in one convenient location.

As the cost of living continued to climb — more and more of our neighbours were facing crisis. Thanks to investments from funders, generosity of donors and volunteers, plus the expertise of our staff, we were able to embrace change and meet the emerging needs of the community. Through our eviction prevention program, Community Bridge, 581 individuals avoided homelessness in Edmonton and Leduc.

The challenges faced by our community are evolving, and so are we. As we build and adapt, we consider where we came from and where we are going, next year and into the future. Ending poverty will take more than short term services. It takes a commitment to innovation and investment in proven solutions. It takes patience. It takes trust. It takes hope.

Thank you for being a part of this journey. Your support makes our work possible and stronger. Together, we are building a future filled with dignity, purpose, and hope for all.

With heartfelt gratitude,

Johanna & Louise
Co-CEOs





National Indigenous Peoples Day
June 21, 2024

CONNECTION

Whether it is a first visit to the Service Hub, attending a cultural ceremony, or a shared meal at the Coldest Night of the Year (CNOY) walk-a-thon— **connection to support, culture, knowledge, and community is the first step.** Through connection we prevent crisis and homelessness. Through connection participants build their stability. Through connection, we work together to create societal change.



Case Management at the Service Hub

SERVICE HUB

Easing access and building stability

Established in April 2025 in Bissell Centre East, the Service Hub is a low-barrier, one-stop connection to Bissell Centre’s programs, additional services, and referrals. **Additional Service Providers at the Service Hub include:**

- Afro-Caribbean Foodbank
- Student Legal Services
- Heart Spirit Healing & Wellness
- CMHA Housing Diversion & Peer Support
- Eye Care Group
- Howard Psychological

Transformation begins and continues through connection

In 2025, we expanded our intentional pathways for connection through our Service Hub. We increased access points for community members experiencing homelessness through the City of Edmonton’s Extreme Weather Response Winter Shuttle Service (EWR), and we strengthened our understanding of how to support program participants through the Courageous Voices collaboration with Boyle Street Community Services.



COLLABORATION

Extreme Weather Response

On the City of Edmonton’s Winter Shelter Shuttle Service, Bissell Centre Support Workers connect with individuals experiencing homelessness and support them in finding a safe place to spend the night. They provide warm, dry clothing, snacks, and referrals to additional services. There are pick-up and drop-off locations across the city, including hospital emergency rooms. In addition to the rides given at the end of 2025, the service gave 5,109 rides from January until the end of March 2026, bringing the total to 8,157 over five months.

914 PARTICIPANTS

756 INTERNAL REFERRALS

505 EXTERNAL REFERRALS

WE CONNECTED WITH:

914 people through the Service Hub

800 participants through Courageous Voices circles

3,048 riders on the EWR Shuttles

382 walkers and 46 volunteers at CNOY

As we continue to innovate and adapt to the changing needs of our community, we lead with the knowledge that walking alongside one another is a vital part of building and strengthening community, and that we will find success when we accept each other’s humanity and open doors for one another. Along this path we turn to Indigenous communities to be our guides, partners, and collaborators — with an understanding that there are many ways of knowing and being.



LOOKING FORWARD

By growing our network of partners and services accessible through the Service Hub, we open the way to stability, dignity, and lasting change.



Lived Experiences

Alvin struggled with addiction and homelessness in his 20s, but the worst part? It felt like everyone was just giving up on him. He was in and out of shelters and other housing options, but nothing was working. When he connected with Bissell Centre’s Housing Services team, they suggested an option he had never heard of — supportive housing.

“The staff at Bissell Centre didn’t give up on me. It helped me learn from a lot of my mistakes. I’m still learning, but I know now what not to do.”

“It was the first place where it felt like people weren’t giving up on me.” - *Alvin, former participant*

For **Randall** the story was different. He was a professional accountant, he had a second income from rental properties, as well as savings and a retirement plan, but then he was rear-ended at a red light.

The injuries left Randall unable to work, and he watched his savings slip away and bills pile up while he waited for his case to go to court. “I was used to making a six-figure salary. Suddenly, I’m on disability and I couldn’t keep up with my utility bills,” explains Randall. “It’s a very humbling experience when you have full control and it’s taken, but you did nothing wrong.”

Alvin found a safe and supportive home at Hope Terrace. Randall avoided eviction with support from Community Bridge.

Building organizational sustainability



Introducing Bissell Harvest Catering

In 2025 we expanded our food services offerings to include a professional catering service—Bissell Harvest Catering. This social enterprise offers delicious, professional catering services, with all proceeds going back to Bissell Centre. Our food services program continues to operate alongside Bissell Harvest, supporting Bissell Child Care and more.

153,507 kg of food
diverted from the landfill

7,200 meals
served at Bissell Child Care



Ongoing growth at Bissell Thrift Shop

Launched 65 years ago, Bissell Thrift Shop's proceeds continue to support programming and encourage sustainability. For every dollar spent at this social enterprise, 89 cents goes back to Bissell Centre programs and services.

174,260 kgs
in donations received

10,359 kgs
of e-waste recycled

1,486 items
distributed through Extreme
Weather Response shuttle
(December 2025 - February 2026)



Supporting families at Bissell Child Care

This service offers full-time child care for \$10 a day, as well as free respite care for qualifying families. Children in this Early Childhood Development Program are overseen by certified child care professionals and receive snacks, meals, and field trips at no extra cost. Proceeds from this social enterprise also go back to Bissell Centre's programs.

\$40,000
kept in the community by
providing \$10/day child care

5,562 hours
of respite care provided

Guided by compassion, informed by data

8,709 UNIQUE PARTICIPANTS

246 INDIVIDUALS HOUSED THROUGH OUR HOUSING PROGRAM

581 INDIVIDUALS SUPPORTED WITH HOUSING LOSS PREVENTION

91% OF THOSE SUPPORTED WITH HOUSING LOSS PREVENTION
REMAINED HOUSED AFTER SIX MONTHS

1,298 FIRST TIME DONORS

725 MONTHLY DONORS

10,586 VOLUNTEER HOURS

2,864 INDIVIDUALS SUPPORTED WITH FILING TAX RETURNS

\$6,922,000 RETURNED TO THE COMMUNITY THROUGH TAX SERVICES





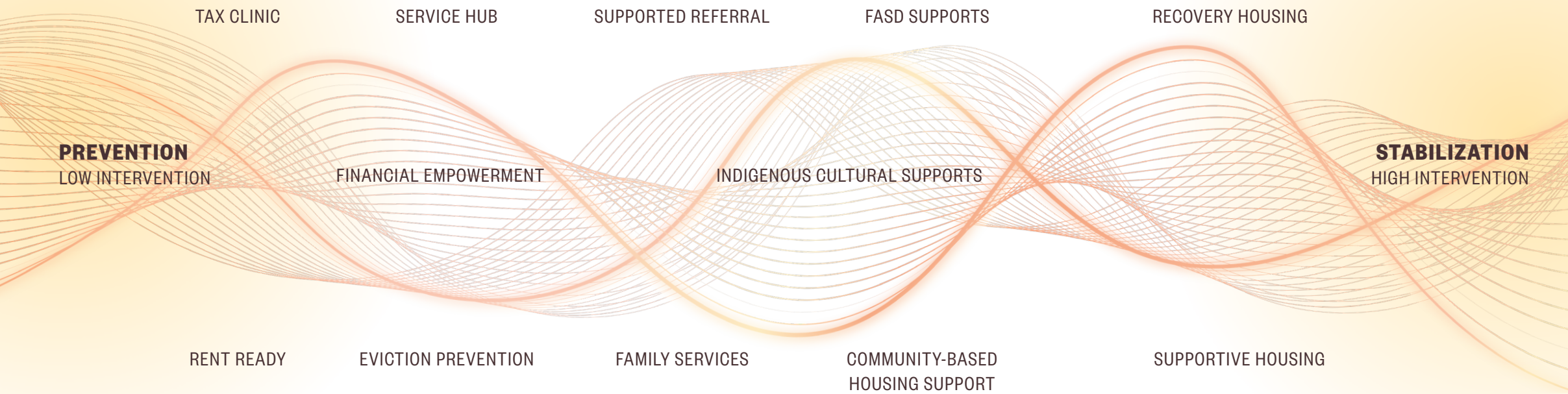
National Indigenous Peoples Day
June 21, 2024

PATHWAYS

Participants build momentum on their journey out of poverty when programs and services are personalized. We offer that individualized approach with the support of staff, service collaborators, funders, donors, and volunteers.

Bissell Centre's programs provide low-barrier, holistic support that integrates individual priorities, strengths, and cultural identities.

OUR PROGRAMS & SERVICES



Creating change together

Last year we saw participants' needs continue to evolve. We met those changing needs by adapting and personalizing supports, as well as integrating Financial Empowerment, Indigenous Cultural Support, and FASD support into all of our programming. This collaborative and participant-directed approach addresses immediate needs, while building the wellness, resources, knowledge, and community people need to not only recover, but thrive.

IN 2025:

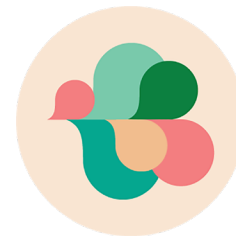
944 people accessed 3+ programs

1,153 hours of access to Indigenous culture and ceremony

10,586 volunteer hours

185 people accessed FASS & FASD supports

As we integrate learnings from participants, we build our capacity to offer coordinated, human-centered supports, guided by our active commitment to truth and reconciliation. We lead with the knowledge that crisis and emergency programs are more costly, and helping individuals and families build stability benefits everyone. With preventative and stabilizing services, we are not just responding to poverty — we are working to end it.



COLLABORATION

Courageous Voices

Developed in partnership with Boyle Street Community Services, this project brought community members, Elders, and Knowledge Keepers, staff, supporters, and partners into circle conversations and surveys to speak openly about what helps, harms, and what must change. The goal is to build safer and more dignified pathways to support community members, reduce stigma and barriers, and strengthen relationships across our community.

HOPE TERRACE

Stability through Supportive Housing

This program provides long-term housing with comprehensive support for people with FASD facing complex barriers that may impact their ability to maintain independent housing. **On-site staff provide 24/7 support and facilitate programming such as:**

- Life skills building
- Community integration
- Goal setting
- Assistance attending appointments

2 RESIDENTS MOVED TO INDEPENDENT LIVING

34 RESIDENTS IN HOPE TERRACE

278 HOURS OF PROGRAMMING ATTENDED BY RESIDENTS



LOOKING FORWARD

By expanding our housing capacity, we will house community members facing barriers to maintaining housing. In a trauma-informed and strength-based environment, residents will be supported on their journey to long-term stability.



Lived Experiences

In his five years at Hope Terrace, **Alvin** found both connection and support that were right for him.

“Someone would stop and talk to me every day!” he said.

Visits from a physical trainer once a week strengthened Alvin’s physical and mental health. For his spiritual health, he found connection through Bissell’s Indigenous Engagement team who introduced him to programs where he could make drums and participate in sweats. He was also connected with a therapist who gave him further tools to address mental health barriers he was experiencing.

To this day, Alvin says he reminds himself to, “pay attention and use the tools that they gave you, it’ll help you — trust me.”

Those connections and support led to one question that changed everything: Have you thought about recovery?

“I wasn’t judged. They were compassionate and helpful.” - *Randall, former participant*

For **Randall**, the timeline was much shorter. Within a week of being connected with Community Bridge, his utility bills were paid, but the support didn’t end there.

“They follow up with follow-up calls and say, ‘Hey, how are you doing? Do you mind if we call you?’. It’s not just send money away and forget about you,” Randall says.

It was a lifeline that ensured he didn’t have to experience homelessness. After six years of waiting to go to court and carrying the loss of both his career and sense of identity, he was finally able to take a breath. When he received the settlement, four months later, he used it to pay back the loan in full.

“Bissell Centre stepped up and helped me,” he says. “I wasn’t judged. They were compassionate and helpful.”



Valentine's Day at Bissell Child Care
February 14, 2026

STABILITY

Ending poverty and supporting people into stabilization is a collaborative, ongoing endeavour and a shared responsibility. Stabilization is a gradual process that varies for each person. For someone leaving homelessness, it might start with moving from a shelter to a rental home, but it doesn't end there. **Lasting stabilization takes time, continuity, and support beyond crisis.**



Bissell housing team

COMMUNITY BRIDGE

Preventing Homelessness

This service provides financial coaching, service navigation, and support to stop an eviction, disconnection, or foreclosure. When needed, interest-free loans are available to prevent imminent housing loss.

Pursuing stability and maintaining hope

All of our programs weave in elements of prevention while working towards stabilization; in 2025 we strengthened those threads across the organization. When support starts with connection, the progress that follows goes beyond finding an affordable rental and a good-paying job. Participants tell us that stability means safety, wellness, connection, and meaningful work. Our programs help participants build that stability in ways that reflect their own priorities, strengths, and goals.



COLLABORATION Home Depot

In 2025, Home Depot (District 191 in Edmonton and surrounding areas) donated both supplies and labour for projects at Bissell Thrift Shop, Moonlight Bay, and other properties. With their support we left a space we were leasing in perfect condition, kept up our cabins and other buildings at our event venue on Wabamun Lake, and beautified one of our new program locations with a fresh coat of paint and flowerbeds.

581 INDIVIDUALS SUPPORTED WITH HOUSING LOSS PREVENTION

91% OF INDIVIDUALS ASSISTED REMAINED HOUSED AFTER 6 MONTHS

IN 2025:

246 individuals
housed

581 evictions
prevented

1,637 supported referrals
to other services

We know that poverty is not a moral failing, and that many people are caught in cycles of crisis because of circumstances beyond their control. We know that Indigenous communities are disproportionately affected by the longstanding cycles of poverty that came from colonization. Like anyone else, the people who engage with our organization bring hopes for the future, strengths to build on, and stories that matter. By building relationships with Indigenous communities, participants, and community supporters, we not only build stability and prevent crisis, we also continue learning and adapting to meet emerging needs. Together, we are building a future where everyone can grow, thrive, and belong.



LOOKING FORWARD

Building on the success of Community Bridge, we will adapt and grow the reach and impact of our preventative programs and services — intervening before a crisis becomes a tragedy.



Lived Experiences

With the support of our Housing Team, **Alvin** moved out of Hope Terrace and into his own apartment in 2025 and has big ambitions for the future. He's working to get his safety tickets so he can find a job and one day buy a car. From there, Alvin is planning to go back to school.

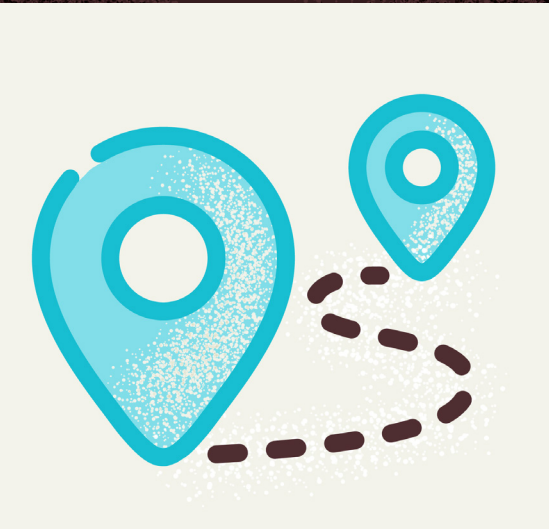
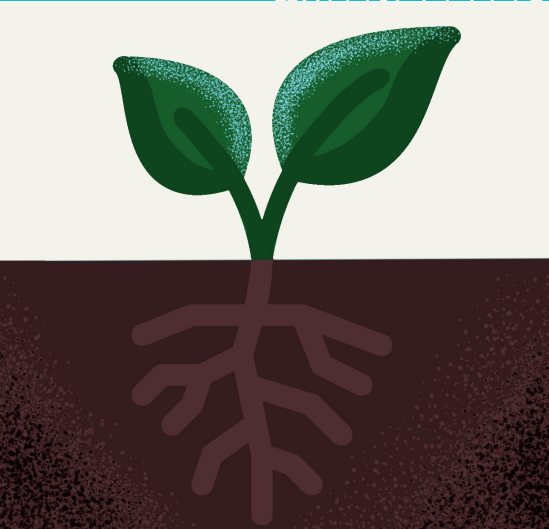
Though he doesn't know exactly what that career is yet, Alvin just knows he wants to help people the same way Bissell Centre helped him. Right now, that looks like never giving up on his family and friends — offering support and a couch to sleep on where he can.

"I know what it feels like to have nowhere to go — it sucks," he says.

"I know there's people out there in way worse situations. That makes me want to give back."

- Randall, former participant

Today, **Randall** is living comfortably. His finances are balanced, and he's looking ahead to see how he can make an impact on the lives of others the same way Bissell Centre made a positive impact on him. One of the ways he has chosen to do that is to become a monthly donor.



THE WORK AHEAD

Bissell Centre continues to weather and adapt to global issues that affect our daily lives. Through innovation, generosity, and commitment to our Vision, we know the work we do will impact the community for years to come.

We are not waiting for change; we're creating it together.

Last year we focused on renewal and recommitment, and this year we are taking it to the next level. Not just coming together to understand but to co-create and implement a collective approach that will shift the sector and impact the community for generations to come.


Our priorities for 2026 are:

- Expanding programming rooted in long-term stabilization.
 - Increasing focus on preventing homelessness.
 - Growing our collaborations with community, supporters and funders.
 - Sustaining our organizational wellbeing.
 - Continuing to reflect and evaluate in order to evolve and innovate.
-

But we can't do it alone. Together with you, we will continue building a future filled with dignity and hope, where every person in our community has a home, a purpose, and a place to belong.

Be a part of what comes next.

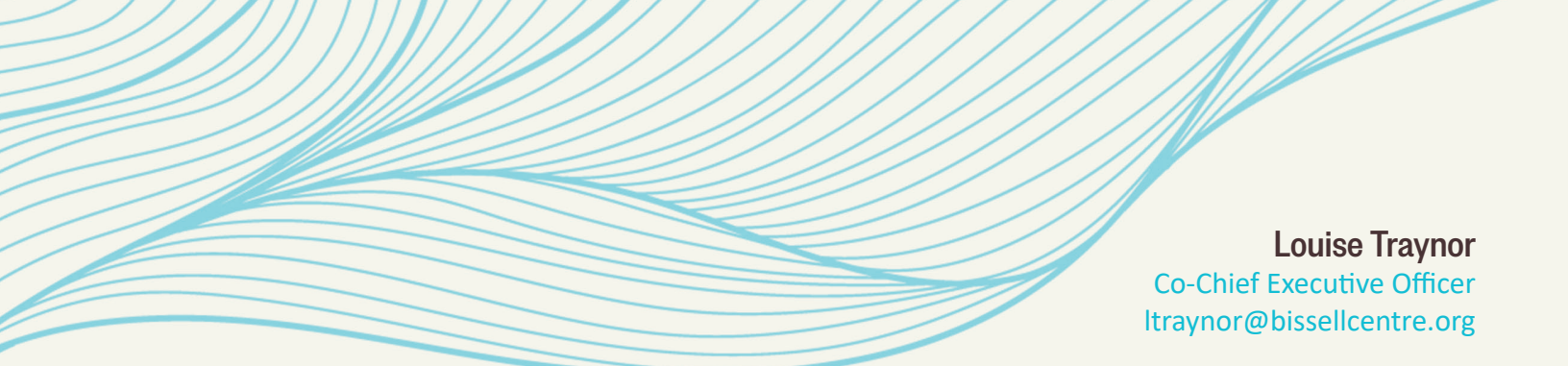
OUR TREATY COMMITMENT



We are grateful to live and gather in amiskwaciwâskahikan, Beaver Hills House in Treaty 6 Territory, an abundant and sacred ancestral land, that witnesses the truths and wisdom of Indigenous peoples—past, present, and future.

At Bissell Centre we strive to act with purpose and intention, knowing that truth and reconciliation is essential to our vision to eliminate poverty. Our solidarity to learn and grow alongside Indigenous peoples is lifelong.

We are interconnected, known as wâhkôtowin in Cree, and are in relationship with each other and the land that nourishes us. We are all treaty people, responsible for upholding promises of peace, equity, and mutual care in this land we call home.






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

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