



BOYLEstreet
COMMUNITY SERVICES

Boyle

2024/25

BOYLE STREET COMMUNITY SERVICES
ANNUAL REPORT 2024–2025

OUR MISSION & VISION

The mission of Boyle Street Community Services is to end chronic homelessness.

**Our vision is to see that all people grow healthier through involvement
in strong, accepting, and respectful communities.**

LAND ACKNOWLEDGEMENT

Boyle Street Community Services acknowledges that we operate on Treaty 6 and Metis Nation North Saskatchewan River Territory, a traditional gathering place for diverse Indigenous Peoples including the Cree, Blackfoot, Métis, Nakota Sioux, Iroquois, Dene, Ojibway/Saulteaux/Anishinaabe, and Inuit. We respect the histories, languages, and cultures of First Nations, Métis, Inuit, and all First Peoples of Canada who enrich our community. We continue to explore our relationship to the land and reflect on what it means to be Treaty people.

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OUR VALUES

OUR WORK IS ALWAYS ONGOING AND THAT IS OK.



- » We never give up even if the challenge is tough, seemingly impossible.
- » We stand with our community members, side by side, patiently and for as long as they want – a constant and consistent caring force.
- » Giving and receiving is a two way street at Boyle Street – our community members share many gifts with great generosity and open hearts.
- » Boyle Street is a home, a family, a village – a place of safety, trust, love, welcome and also a place with all the challenges that a home, a family, and a village bring.
- » We are there for our colleagues, supporting them, valuing their unique contribution to our community.
- » Everything we do matters and the little things are just as important as the big ones – a small gesture can have a great impact on another's life.
- » We share much in common and that connectedness of experience is a strength to be recognized, celebrated and drawn on.
- » We are many nations, many beliefs, many walks of life coming together, seeking to understand each other, accepting each other and enjoying each other for what we are and for where we are at.

- » The Creator is with us, the spirits soar within us and the culture of the First Peoples surrounds and protects us. We value our history as an agency and reflect on our past for guidance in moving forward – we value the experience and wisdom of our community elders.
- » Despite great challenges we believe unhealthy cycles can be broken, new opportunities created and, through healing, health restored.
- » Each member of our community is deserving of a full measure of dignity, support, and respect.
- » We honour our community's resilience and celebrate and recognize our individual strengths and uniqueness.
- » We advocate and educate creatively and innovatively at many levels for justice for all.
- » We believe that life is too serious to be taken seriously and humour is a central part of our life and work at Boyle Street.
- » At the heart of our work, we listen, care and empower our clients in order to assist them to find solutions to their challenges.
- » Our community members are diverse, and we welcome everyone. We serve adults, youth, and families and are proud to act as a knowledgeable resource for Indigenous, 2SLGBTQQIA+, and new immigrant communities.





BOARD CHAIR MESSAGE

As Chair of the Board of Directors at The Boyle Street Service Society, I am honoured to share a message of deep gratitude and unwavering hope.

To everyone who walks with us – our community members, dedicated staff, passionate volunteers, Elders, donors, partners and advocates – thank you. Your belief in this organization and in the people we serve is the reason Boyle Street continues to stand as a place of connection, compassion, and belonging. This year, more than ever, we are reminded that our strength comes from the relationships we've built together.

At the heart of our work is a simple truth: everyone deserves dignity, safety, and the chance to be seen and heard. Over the past year, we've continued to meet our community's most urgent needs while holding fast to that truth. And we've done so not alone, but together, with you. This important work is made possible because of the support of many in our community. I am grateful to our governmental and non-governmental funders who continue to entrust us with their contributions which have led to meaningful and lasting change in the lives of so many. I also want to acknowledge the significant support we have received from the broader public. The numerous commitments made by volunteers, those who support our essential programs, corporate partners and all who helped us build a strong endowment will ensure the sustainability of our organization for years to come.

Boyle Street has always been more than a service provider – it is a place of belonging, a place of community. We are especially proud and excited as we look ahead to the opening of *okimaw peyesew kamik*. This new space represents more than a building – it's a vision realized and a bold step forward in reimagining how we serve and support our most vulnerable neighbours. This centre will allow us to better meet urgent needs, more fully, in a way that honours culture, connection and community. It will be a place where relationships are renewed, hope is restored, and lives are transformed. It is a testament to what is possible when we come together in common cause – and this achievement belongs to the entire community.

After a gruelling pandemic, a long and successful capital campaign, and some significant changes in our sector, Boyle Street has shifted to a time of reflection and relationship. Tending to our Home Fires has focused us as an organization, helping to ensure that the programs and services we offer remain world-class and innovative. The work of Courageous Voices – done in partnership with Bissell Centre – is

building a culture of deep listening and safe-guarding our commitment to maintaining those we serve are at the centre of our organizational decisions. And finally, our investment in *sitoskam iyiniwatisiwin* and the important teachings it has brought to us, is ensuring our organization continues down a path of partnership rooted in reconciliation and grounded in Indigenous ways of knowing and being.

This work, and this vision, are sustained by many. I want to take a moment to thank some of the incredible people who help guide and strengthen our efforts everyday. To our Executive Director, Jordan Reiniger and Deputy Executive Director, Krysta Fitzgerald for their tireless dedication and vision. Your leadership continues to guide Boyle Street with integrity and deep compassion. To the team that I have the privilege to work closely with – Diana Elniski, Laurel McCalla, and Elliott Tanti – your professionalism, tenacity, and heart are extraordinary. Each of you brings a quiet strength to this work, and together, you create the kind of leadership that enriches Boyle. Thank you for the care, clarity, and unwavering commitment you bring to everything we do.

To my colleagues on the Board, thank you for the thoughtful governance, steady leadership, integrity and conviction you bring to our shared work to guide the organization with purpose and clarity. The trust and collaboration we've built around the table make our work not only meaningful but deeply rewarding. I am continually inspired by your commitment and it's a privilege to serve alongside each of you.

I'd also like to take a moment to recognize Greg Bott, who is stepping down from the Board after nine years of service. Your commitment and generosity have left a lasting mark on this organization and on all of us who've had the pleasure of serving with you. We thank you deeply for your time, your voice and your steady support.

Looking ahead, I remain filled with optimism. The path forward is rooted in the same values that brought us here: compassion, inclusion, and a relentless commitment to walking with those who are most often left behind. With the continued support of the community, Boyle Street will keep showing up fiercely, faithfully, and without hesitation. Thank you for believing in this work.

Sincerely,

Diana Ly
Chair, BSSS Board of Directors



FLOWER POWER

EXECUTIVE DIRECTORS' MESSAGE

As Boyle Street Community Services has grown and evolved, how we observe and evaluate our approach to our work has shifted as well. This year we introduced a new organizational evaluation tool we joyously refer to as **Flower Power**. Each section or petal represents a vital operational component of our organization while at the centre of the flower – the most crucial part of our organization – we place those we serve.

As we reflect on the 2024/25 year, we have much to celebrate in these various areas and here are just a few of these successes along with a few stories that we think truly encapsulate what success in community looks like.

OUR TEAMS

We're incredibly grateful for the passionate and talented teams at Boyle Street. Through the Courageous Voices project with Bissell, we made space to hear their ideas, challenges, and hopes. We expanded access to ceremony, land-based learning, and guidance from Elders and Knowledge Keepers. We also completed a compensation review and were proud to be named one of Canada's Great Places to Work.

sitoskam iniyiwitisiwin

We deepened our commitment to *sitoskam iniyiwitisiwin* – practicing an Indigenous Way of Being – by increasing access to ceremony and connections to home Nations. We also strengthened relationships with First Nations through new service partnerships and were honoured to be welcomed to ceremonies across Treaties Six, Seven, and Eight. This year marked one year since we introduced a director role to lead this important work.

COMMUNITY MEMBERS (SUPPORT & SERVICES)

This year brought powerful moments with community members. Through our Courageous Voices project with Bissell, we listened deeply in circles and interviews – wisdom that's now shaping our services and upcoming strategic plan. We created a new director role to strengthen crisis response and housing supports, and revamped our Group Living Program with the Government of Alberta to better meet community needs. We also marked one year of partnership in the CHEW initiative, supporting 2SLGBTQQIA+ youth. Our social enterprises grew with a new building and expansion into Calgary.

GOVERNANCE

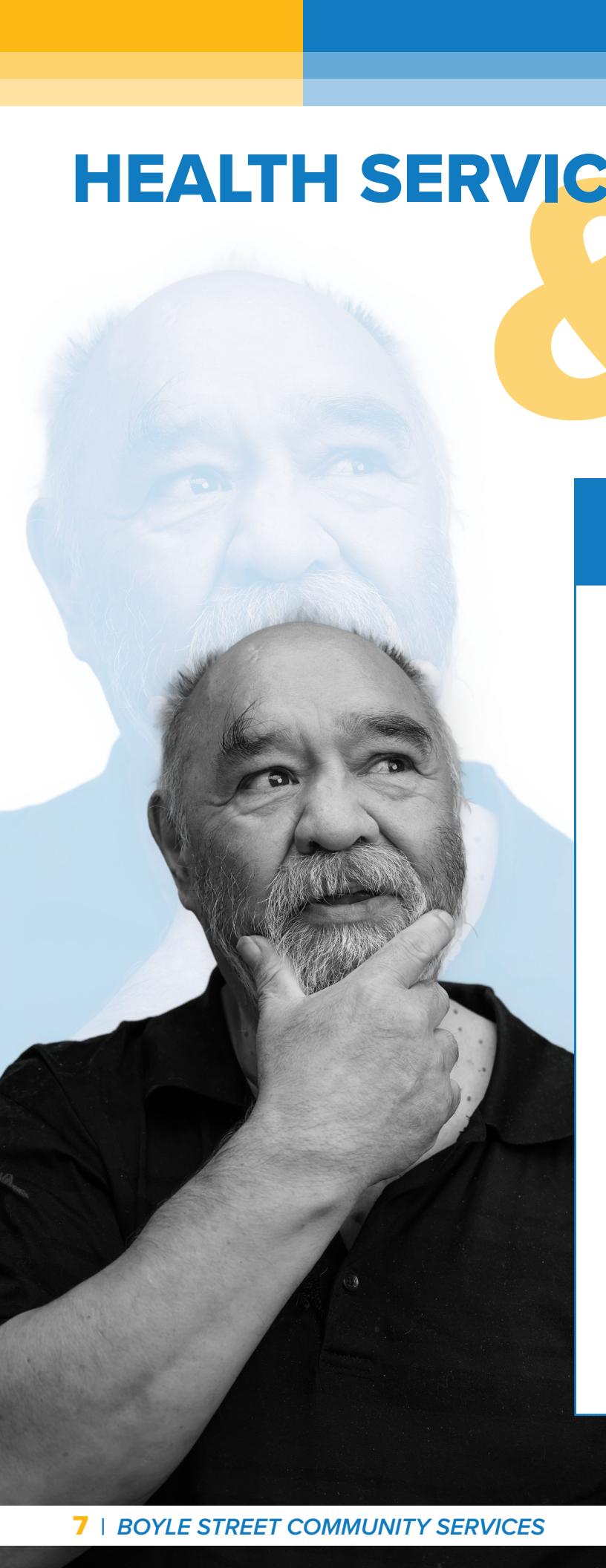
Our Board of Directors and Elders Council had an impactful year. We welcomed Marissa Nakoochee, Annalise Pope, and Ali Alawieh to the board, and thanked Greg Bott and Jason Kully for their years of service. Our Elders Council continued to guide this organization through regular meetings and ceremony, and from it, the Kokum's circle was born – seven kukoms who are given full access to our programs, offering wisdom and support to better serve our community.

FINANCE AND OPERATIONS

Boyle Street remains financially strong following our annual audit. This year, we proudly passed two major accreditations for governance in our Ubuntu program and completed key initiatives – including welcoming a new IT provider.

COMMUNITY RELATIONSHIPS

Strong community relationships continue to drive our success. Alongside our C5 partners, we celebrated the new location of the Essentials Food Market, offering dignified access to groceries. The C5 also launched a board community of practice to align priorities across the collaborative. EPCOR supported our endowment campaign with generous matching, helping us raise over \$1 million. We were also proud to help form the Human Services Council – a sector-wide effort for collective action.



HEALTH SERVICES & STREETWORKS

COMMUNITY-LED HEALTH CARE, THROUGH A HARM REDUCTION LENS

We believe that supporting true wellness means caring for the health of the whole person and for the health of the whole community, which is made up of people in relation with each other.

We approach health through the lens of medicine wheel teachings, understanding that wellness includes four aspects: physical, mental, emotional, and spiritual. We support these aspects throughout our organization, weaving them into every program and every point of connection with those we serve.

People often only associate well-being with physical health, and in our work, that is understandable. After all, when it's -40°C, anyone's physical health suffers, regardless of their mental, emotional, or spiritual health. The Medicine Wheel teaches that to live a balanced life, one must nurture all four aspects of self, mental, emotional, spiritual, and physical, and understand their connection to the natural world through the elements and directions. The center of the wheel often represents the self or the spirit, the place from which all understanding radiates.

This cyclical model reflects the Woodlands Cree worldview: life is a journey of continuous learning, healing, and connection to the land, community, and spirit.



One of our guiding principles is that we want people to need us less and less over time – not because we are pushing them away, but because we want to help them build strong, independent communities of their own that nourish all aspects of their well-being: physical, mental, emotional, and spiritual.

That is why cultural connection is at the heart of our work. For many Indigenous participants, reconnecting with culture – through ceremony, language, and land-based activities – has a profound impact on all aspects of health and wellness. We see firsthand how these connections are transformative and necessary.

Our approach is guided by *wâhkôhtowin*, a Cree concept that translates literally to kinship. It teaches us that we are all in relation to everything and everyone around us – to each other, to the land, and to those who came before us and will come after us. This principle, together with the medicine wheel, shapes how we understand holistic well-being and our responsibility to each other, our relationships, our community, and the earth.



CHILDREN, YOUTH & FAMILIES

PREVENTATIVE CARE, WRAP AROUND SUPPORTS FOR VULNERABLE CHILDREN, YOUTH, AND THEIR FAMILIES

At Boyle Street Community Services, our work with children, youth, and families is rooted in the belief that prevention is the most powerful tool for long-term change. Nearly all the adults we support have experienced some form of involvement with child intervention systems and/or adverse childhood experiences (ACEs). To break this cycle, we focus on early, proactive engagement with families – offering support to prevent crises in the future.

Our family-centered approach is grounded in partnership. We walk alongside families, supporting them to achieve their goals while working collaboratively with government agencies, community organizations, and cultural leaders. Sometimes this means advocating fiercely on their behalf; other times it simply means listening, being present, and offering care without judgment. Every family is different, and we adapt to what each one needs most.

For children who are in care and come to us from situations of trauma or crisis, we strive to create environments of stability, safety, and love. We ensure their basic needs are met – food, shelter, clothing – but more broadly, we work to build connections, consistency, and trust. These are often the first steps toward healing and belonging.

Our youth and young adult programming (supporting those ages 16-30) focuses on young people aging out of care – a group at heightened risk of isolation, homelessness, and instability. We offer programming that builds community, nurtures healthy relationships, and teaches essential life skills – giving youth the tools and support they need to thrive.

A central thread through all this work is a deep commitment to Indigenous culture and ceremony. Over 80% of the children, youth, and families we support are Indigenous, and our services are intentionally rooted in Indigenous teachings. We offer regular opportunities for ceremony, cultural teachings, and connection with Elders, ensuring that cultural identity is not only preserved but celebrated and strengthened.

By addressing root causes, walking alongside families, and creating spaces of safety and belonging, we are working to prevent the intergenerational trauma that often leads people to our doors later in life. Prevention isn't just a strategy – it's our commitment to building stronger, healthier futures for children, youth, and families in our community.





HOUSING

HOUSING CHOICE FOR THOSE WE SERVE



Ending chronic homelessness isn't just a mission statement; it is a firm commitment for all of us at Boyle Street. For over 50 years, we've walked alongside individuals and families in Edmonton facing homelessness and poverty, offering dignity, compassion, and real solutions. We know that no two stories of homelessness are the same. That's why our housing programs are tailored to each person's needs, helping them move from crisis into stability at their own pace.

One example of how we create housing programs suited for those that we serve is *wâpan'acâhcahk* or Morningstar Homes, a supportive housing site with 47 units. This isn't just a building. It's a lifeline for people who need more than just a roof. Many residents are dealing with complex health issues, trauma, or substance use challenges after years of living on the streets. Most of our Morningstar residents are over 45, but face health problems normally seen in older adults. Here, they receive compassionate, 24/7 care in a space that supports healing, connection, and community. Morningstar Homes is more than housing, it's a family.

Further recognizing that diversity of housing choice is important, we operate sakihta kikinaw, meaning House of Love in Cree, a women-only supportive housing space located in the historic Stovel Block. Renovated through the generosity of the Pope Family and funded by Homeward Trust, it offers 30 safe and affordable units to women experiencing poverty and homelessness. sakihta kikinaw runs on what we call a flexible housing model. It's a low-barrier, rapid-access service where women can stay as long as they need. With private suites, a shared kitchen, and round-the-clock support, women find safety, rebuild confidence, and grow a sense of community and belonging. It's love, compassion and empathy here at the House of Love.

At Boyle Street, we know that housing is central to healing but that the housing solutions we offer need to be as diverse as those we serve – we are committed to creating housing environments that fit their needs.



okimaw peyesew kamik



Thank you to the following partners who made *okimaw peyesew kamik* possible:



Pat and Diana
Priestner





KING THUNDERBIRD CENTRE

WORLD-CLASS, INNOVATIVE SUPPORT DELIVERED IN CULTURALLY INSPIRED HEADQUARTERS

At Boyle Street Community Services, we believe everyone deserves a place to belong. That belief is becoming a reality this fall with the launch of our new organizational headquarters, *okimaw peyesew kamik* (King Thunderbird Centre). Currently under construction at 10740 99St NW, this beautiful, net-zero building is designed with light, warmth, and care. More than just space, *okimaw peyesew kamik* is a symbol of healing and hope.

okimaw peyesew kamik will offer an interdisciplinary model of care. For those facing homelessness, barriers to stability are often rooted in mental and physical health challenges compounded by trauma. At this Centre, people will be surrounded by a full circle of care, including mental health and addiction services, nursing, occupational therapy, cultural support, and peer support. Providing all of these critical services in one space ensures those accessing the building can get what they need and when they need it from a team of professionals with expertise in this work.

In addition to intensive wrap-around supports, *okimaw peyesew kamik* will help those who require quick supports so that they can meet their immediate needs while on their pathway to stability. These supports like housing referrals, hygiene products and clothing, system navigation, and others are provided through the *itê ka-skinôh-tamâke* (a place where people come for help) program. Whether someone is just in need of support once or requires ongoing care, *okimaw peyesew kamik* is intentionally designed to meet the needs of those in community.

This building was shaped through the wisdom of elders and knowledge keepers, and honours the spirit of Treaty 6 Territory. King Thunderbird Centre reflects the lives, voices, and traditions of the those that participate in our programming. We know that access to Indigenous culture and ceremony is central to the healing journey and *okimaw peyesew kamik*



COMMUNITY SUPPORTS

MEETING THOSE WE SERVE WHERE THEY ARE AT

At Boyle Street Community Services, all that we do is grounded in the belief that meaningful help must meet people where they are – literally and figuratively. While our buildings provide vital services, we recognize that many of the individuals who need support the most do not or cannot access those spaces. Whether due to transportation barriers, mobility issues, mistrust of institutions, or personal preference, many of our community members remain on the margins. That's why we've developed creative, flexible approaches to engage people in the places they already are – on the streets, in encampments, alleyways, transit centers, and parks.

As public spaces shrink and become increasingly hostile to those without housing, our work also focuses on reclaiming dignity and safety in shared urban environments. Everyone deserves somewhere they can simply exist without fear of displacement, harassment, or judgment. We work to create and maintain safe, welcoming, and low-barrier spaces that prioritize belonging and respect. Whether that means offering mobile outreach services, temporary warming or cooling spaces, or helping people navigate community settings, we are committed to restoring the right to public space with compassion and care.



For many, traditional emergency services and supports – like transit systems, shelters, or appointment-based case management – simply don't work. These systems often overlook the complex and daily realities of those living in chronic homelessness. In response, we've developed alternative models that are built with an understanding of the systemic barriers our community faces. From harm reduction outreach and peer-led support to flexible scheduling and mobile casework, our services are designed to be accessible, respectful, and effective.

Central to all of this is our philosophy of meeting people where they are – not just geographically, but emotionally and spiritually. That may mean connecting with someone in a tent, a bus shelter, or a back alley, because that is where they feel safest. It may mean showing up consistently for weeks before someone is ready to accept help. It always means prioritizing trust, choice, and humanity.

Our support in community is more than outreach – they are about building relationships, adapting to real lives, and standing with people wherever they are, so they can begin to move forward on their own terms.







KEY CONTRIBUTORS

Lisa Austin	Deena Hinshaw & Karsten Mundel	Kelly O'Neil
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A-Squared Communications	Edmonton Downtown Business Association	Nichols Environmental (Canada) Ltd.
Chris' No Frills	Edmonton Oilers Community Foundation	On Side Restoration Services Ltd.
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Alberta Blue Cross: Hearts of Blue	Enbridge	Red Ram Sales Ltd.
Alberta Machine Intelligence Institution (AMII)	ENCORE	Red Road Healing Society
Allard Foundation	EPCOR Utilities Inc.	REMAX ELITE
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University of Alberta

Eldon & Anne Foote Fund

Alberta Social Housing Corporation

Homeward Trust

Winhouse

Alberta Community Council on HIV

REACH Edmonton

Family & Community Support Services Program

CONSOLIDATED FINANCIALS

REVENUE	2025
GRANTS AND REVENUE	32,672,414
FUNDRAISING	1,639,623
REIMBURSEMENT OF EXPENDITURES	441,403
REVENUE FROM SOCIAL ENTERPRISE	4,630,483
TOTAL	39,383,923

EXPENDITURES	2025
WAGES AND BENEFITS	28,998,167
CLIENT SERVICE EXPENSES	8,641,035
ADMINISTRATION	1,699,579
TAX, AMORTIZATION & INTEREST	365,224
INSURANCE	240,308
STAFF TRAINING	215,573
TOTAL	40,159,886
EXCESS OF REVENUE OVER EXPENDITURES FOR THE YEAR	(775,963)



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