

the
alex.

**Strength
in
Numbers**

**Annual
Report
2023–24**



Letter from the CEO

As we reflect on another year of service at The Alex Community Health Centre, I am filled with immense pride and gratitude for the collective strength and determination demonstrated by our team, partners, and the community we serve.

The theme of this year's Annual Report, "Strength in Numbers," encapsulates our belief that together, we can overcome challenges and create a healthier, more vibrant community for all.

We are now in the second year of our five-year strategic journey, a plan co-designed with our board, staff, and community. This strategy focuses on five key pillars that guide our efforts and shape our impact:

1 • Employer of Choice

Our commitment to holistic wellness applies as much to our dedicated team as it does to our clients. We believe that by fostering a supportive and nurturing work environment, we can empower our employees to deliver the highest quality of care.

2 • Financial Stability

Financial sustainability is crucial for our long-term success. By forging strong partnerships and collaborating with other organizations, we enhance our capacity to serve and innovate, ensuring that our resources are used effectively to meet the growing needs of our community.

3 • Partner of Choice

Partnerships are at the core of our value to the community. The past years have underscored the importance of collaboration. By working together, we can leverage our collective expertise to provide comprehensive, community-centered care that truly resonates with those we serve.

4 • Centre of Excellence

Our commitment to continuous improvement drives us to transform and respond proactively to the evolving needs of our community. The comprehensive team-based care model at our community health centre is designed to provide integrated, responsive, and high-quality services.

5 • Community Health Care Advocate

We strive to be a voice for those in need by affecting public policy and advocating for the community health centre model. Addressing the social determinants of health is at the heart of our mission, and we remain dedicated to creating pathways to care that remove barriers and promote wellbeing for all.



"For me, what truly resonates about The Alex is our relentless pursuit of the root causes behind the challenges faced by the citizens of Calgary.

We seize every opportunity to do better for our community, embodying a compassionate approach to community health care and acting as a catalyst for change. The Alex is a beacon of what comprehensive physical and mental health support should look like—focused, impactful, and transformative. Witnessing the unwavering commitment of our team is both humbling and inspiring. Together, we are passionate about changing lives and making a meaningful difference."

— **Jeff Meunier**, Board Chair

Emerging from the pandemic, we have learned invaluable lessons about resilience, adaptability, and the power of the human spirit. The increased demand for our services—driven by food insecurity, a lack of affordable housing, inflation, and rising mental health and addiction recovery support needs—has highlighted the importance of our work. This scarcity has deepened our commitment to providing safety and accessible care for everyone.

As we move forward, we remain steadfast in our mission to address the underlying social causes influencing health, ensuring that our services are not just reactive but also proactive and preventative. Our journey is one of collaboration, innovation, and unwavering commitment to the health and welfare of all Calgarians.

Thank you for your continued support and partnership.
Together, we are stronger.
Together, we are The Alex!



Joy Bowen-Eyre,
CEO



By the Numbers

101,821

Overall visits to one of our health or social programs in 2023-24

6000+
Street team encounters

71,000+
Meals & snacks
served at Community Food Centre
& Community Kitchen

97% respondents reported

"I feel safe receiving services at The Alex"

38
Schools/
locations

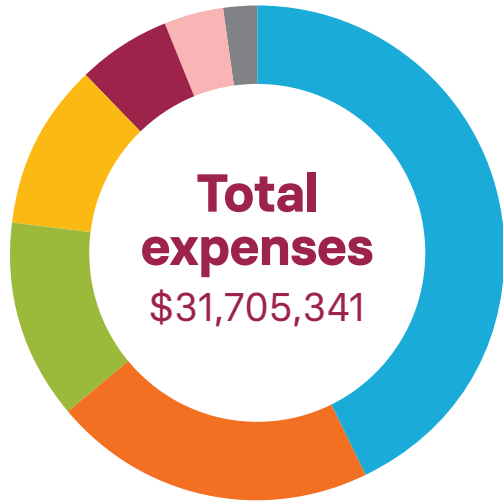
visited by the
Dental Health Bus

13,000+
Seniors Health Centre visits

19,000+
Youth Health
Centre visits

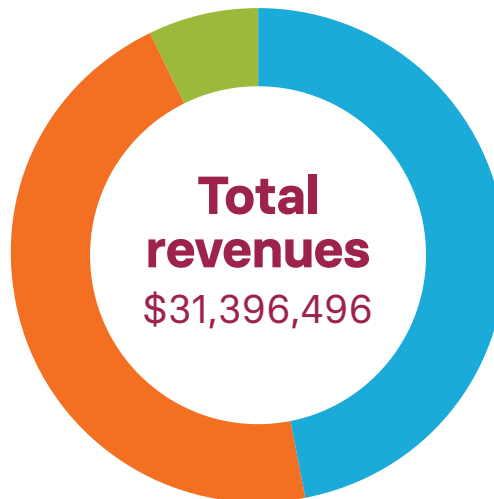
Note: Encounters and visits could indicate that the same individual could be seen more than once or across programs. These are not necessarily unique visits, but instead demonstrate the importance of ongoing support to wellness and safety.

Financials



- **43%** Program salaries and benefits
- **21%** Physicians
- **13%** Programs
- **11%** Administration
- **6%** Facilities
- **4%** Contribution to Homeless Housing Society of Calgary
- **2%** Amortization

- **47%** Community support
- **46%** Government grants
- **7%** Interest and other





Case Study: A Journey of Hope and Healing

Transforming Lives with The Alex Youth Health Bus

When Lisa first connected with The Alex Youth Health Bus at the age of 15, she was grappling with a stressful home life and severe mental health challenges, including suicidal ideation. The weight of these struggles made every day feel insurmountable. But, within the welcoming environment of The Alex Youth Health Bus, she found a lifeline.

From her very first visit, Lisa encountered a team of compassionate professionals dedicated to her well-being. The mobile resource specialist and medical staff went above and beyond to build a trusting rapport with her. Their unwavering support and genuine care created a safe space where she could begin to open up about her struggles.

Over time, Lisa started to engage regularly with the team, gradually accepting the mental health interventions offered. Supportive counseling sessions became a cornerstone of her recovery journey, providing her with a platform to express her fears and anxieties. The team also worked with her on safety planning, ensuring she had strategies in place to protect herself during her darkest moments.

In addition to counseling, Lisa discovered strategies to help manage her symptoms. She embraced lifestyle modifications that promoted her overall well-being and even had a consult with a psychiatrist, which offered her further specialized care. Each step of the way, the team

at The Alex Youth Health Bus was there, guiding and encouraging her.

As the months passed, Lisa's anxiety began to ease. She found herself gaining confidence, a sense of self-worth, and a renewed hope for the future. The transformation was remarkable. No longer overwhelmed by her mental health challenges, she could envision a life where she could thrive.

The impact of the care she received was profound and lasting. After graduating, Lisa made a special visit back to the Youth Health Bus. She wanted to say hello to the team that had played such a pivotal role in her life and to express her heartfelt gratitude. With tears in her eyes, she shared how the care and support she received had been lifesaving. "Had it not been for the care I received on the Youth Bus, I would not be alive today," she told them.

Lisa's journey is a testament to the life-changing power of compassionate, comprehensive care. The Alex Youth Health Bus provided her with the tools, support, and hope she needed to navigate her mental health challenges and emerge stronger. Her story underscores the critical importance of accessible mental health services for young people and the life-changing impact these services can have.

Note: *The student's name has been changed to protect confidentiality.*

2023/24

Board of Directors

Jeffrey Meunier
Chair

Judy MacDonald
Vice-Chair

Janice Anderson
Treasurer

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Secretary

David Bach
Director

Bryan Flack
Director

Daniel Marchand
Director

David Pickersgill
Director

Sheri Primrose
Director

Alison Redford
Director



"If it wasn't for The Alex Youth Health Bus, I wouldn't have graduated from high school. You helped me with my problems when I didn't feel safe talking to anyone else."

— **Student**

"We are grateful for our longstanding partnership with The Alex, a collaboration that we deeply cherish. The presence of their bus at our site is not just a convenience but a vital resource that significantly contributes to the health and social well-being of our students. The Alex's consistent support plays a central role in meeting our students' health needs and fostering social connections."

— **Thato Isaac**
Instructional Support Worker Discovering Choices Downtown

Looking Forward

Envisioning the future, we recognize the power of unity and the significance of collective action in driving change. Our strength lies in our commitment to moving forward together, leveraging the depths of our partnerships, community, and team. Looking ahead to 2024–2025, we will continue to evolve our work by focusing on the numbers.

1 Feeling Safe & Respected

We welcome all humanity with dignity, respect, and understanding, ensuring everyone feels secure and valued.

2 Engaging with The Alex

We offer the right care, to the right client, by the right professional at the right time, in the right place, delivering tailored and timely support.

3 Accessing Programs & Services

We provide carefully selected services and programs that respond to the challenges experienced by vulnerable populations in our community.

4 Building Knowledge, Skills & Confidence

We help our community build the knowledge, skills, and confidence needed to manage and improve their physical, mental, social, and financial health and wellness.

5 Making Social Connections

We create opportunities for patients and clients to meet people and make connections in a safe, welcoming environment, fostering a sense of belonging.

6 Participating in the Community

We support patients and clients on their personal journeys of growth and wellness, empowering them to actively participate in and contribute to the community.

7 Improving Independence & Stability

We are dedicated to helping individuals achieve greater autonomy in their lives, ensuring they can thrive and sustain their well-being.

Looking to make a real impact? Join The Alex!



Volunteer, donate, spread the word, and connect with us on social media. Your support helps transform lives and build a stronger community. Discover more ways to get involved at thealex.ca.



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