
It all adds up.

THE ALEX COMMUNITY HEALTH CENTRE
2021-22 ANNUAL REPORT



Health. Home. Humanity.



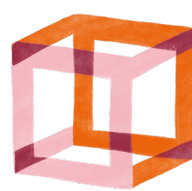
Our Vision

The Alex envisions a healthy and caring community where everyone is valued and can thrive.



Our Mission

To improve quality of life through accessible and integrated health, housing, and social services.



Our Values

We connect.
We have grit.
We care deeply.
We are welcoming.
We take responsibility.
We are change makers.
We promote empowerment.

The Alexandra Community Health Centre (The Alex) provides wrap-around health care, housing, social and wellness programs to Calgary's most vulnerable citizens through a Community Health Centre* model of care.

Using patient and client-centred, multi-disciplinary approaches, The Alex offers the right care, to the right client, by the right provider, at the right time, in the right place, for the right cost (no cost to the client) because we know it all adds up. With five decades of experience innovating and working in the community, The Alex has a reputation for tackling tough health and social issues by walking alongside people on their journey from crisis to wellness and from challenge to change.

The Alex serves people with complex health and social challenges, often the result of issues such as poverty, trauma, exploitation, violence, housing instability, social isolation, food insecurity, and addiction and currently offers 15+ programs aligned with its mantra: Health. Home. Humanity. Currently, The Alex operates four Housing First programs, including two residences; three health centres (Community, Youth, Seniors) and several specialty clinics; a mobile dental program; two mobile health programs (community and youth focused); a Community Food Centre (CFC) and Community Kitchen; Rapid Access Addictions Medicine Clinic (RAAM); and during the pandemic established and ran the Assisted Self-Isolation Site (ASIS) for homeless people diagnosed with or suspected of having COVID-19.

**The Community Health Centre (CHC) model of care delivers integrated, interdisciplinary services and programs with a focus on healthcare, housing, food security, employment and training, youth services, seniors' services, and more, in a community governed, non-profit service model.*

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MESSAGE FROM OUR CEO AND BOARD CHAIR

The last time we reflected in our Annual Report, we had great hopes that COVID would be a fading vision in our rear-view mirrors. However, the journey through COVID continues and while so much has changed in our world, so much more has remained constant – like our need to connect, our need to belong and our need to move forward – giving us hope as we look towards the future.

Last year over 12,000 individuals sought medical care, mental health support and social supports through three medical clinics and over 15 programs offered through The Alex. We are proud of each Alexean who showed up every single day for the patients, clients, community members and participants who walked through the doors of our health centres, housing programs and social and wellness programs. We know that the last two years has not been easy for anyone, but the compassion, dedication, and responsibility Alexeans have to connect with and care deeply for Calgary's most vulnerable citizens is the essence of The Alex. We thank all our team members for doing what they do best!

The pandemic has emphasized the reality of change in our world and while we continued to adapt, we also created a vision for our future through a five-year strategic plan. Approved in January 2022 by the Board of Directors, the strategic plan reflects our model of care and theory of change, with specific attention to five key strategies: 1. Truth and Reconciliations calls to action and Indigenous Health, 2. Zero barrier supports, 3. Staff health, safety, wellness & resiliency, 4. Embedding healthy food access and skills across programming 5. Data, research &

evaluation integration. The plan is guided by our mission, vision and values and focuses on The Alex's strength and constant as a leader in the community. At the core of the plan is the voice of those we serve. By using a patient and client-centred, multi-disciplinary model of care, The Alex offers the right care, to the right client, by the right professional at the right time, in the right place, for the right cost; because we know it all adds up.

We embrace our role as a community leader and partner for social change across the sector. And we take this work very seriously. Every day, we see people dealing with complex issues that require shifts in public response and policy. The Alex aims to reduce barriers and improve access to health care and social supports to create equal opportunities for all Calgarians.

Thank YOU for walking along side us.
With health, home, and humanity,



Joy Bowen-Eyre,
CEO



Dustin Owens
Board Chair

OUR STRATEGIC PRIORITIES

Last year, we began reviewing The Alex's history of impact and developing a strategic plan to guide our path forward. Approved in January 2022 by the Board of Directors, the strategic plan reflects our model of care and theory of change, with specific attention to equity, diversity, and inclusion, Indigenous reconciliation, and determinants of health. Through our mission and vision, The Alex will become a Centre of Excellence for Patients and Clients and will lead and advocate for an integrated Community Health Centre model of care in Alberta.*

Employer of Choice

As the employer of choice, The Alex attracts, supports, retains, and develops talent-building capacity to best serve vulnerable populations.

Partner of Choice

As the partner of choice, we can accomplish more for vulnerable populations and be a catalyst for collaboration and change.

A Centre of Excellence for Patients and Clients

Lead and Advocate for an Integrated Community Health Centre Model of Care in Alberta

TRC Calls to Action & Indigenous Health Strategy

We see the realities of Indigenous health and will advance change through meaningful actions. We will foster a respectful environment that promotes and sustains Indigenous representation.



Zero Barrier Supports Strategy

We don't believe "low-barrier" is enough. We will pursue opportunities that promote zero barriers to access.



Staff Health, Safety, Wellness & Resiliency Strategy

We will embed equity, diversity, and inclusion practices in all our work, and enhance initiatives for the physical and psychological safety of every staff member.



Food Strategy

We will embed healthy food access and skills through all Alex programming using a community development approach.



Data, Research & Evaluation Strategy

We will use the right data, and the learnings from them, to benefit patients and clients.



*The Community Health Centre (CHC) model of care delivers integrated, interdisciplinary services and programs with a focus on healthcare, housing, food security, employment and training, youth services, seniors' services, and more, in a community-governed, non-profit service model.

PROGRAM HIGHLIGHTS

Health

3,966

meals prepared and distributed through The Alex Community Kitchen.

65%

of youth who received counselling reported their psychological distress decreased.

12,630

unique patients and clients accessed our programs. 4,993 individuals visited The Alex for 49,866 medical appointments at one of three medical clinics.

3,666

children and youth received oral health education.

822

unique individuals received 1,626 medical appointments through the Mobile Health Programs.

1,677

children received preventative dental care.





Youth Health Centre

An open door and an open ear. The Youth Health Centre is a safe and supportive place for youth ages 12-24 to get health and social care from a trustworthy and caring team of doctors, nurses and social workers.

Mobile Health

Health care where you are at. Our Community Health Bus brings health care to you!

Seniors Health Centre

An open door to compassionate care. Our Seniors Health Centre serves low-income seniors ages 60+ who don't have a family doctor.

Youth Health Bus

It's a doctor's office on wheels. Our Youth Health Bus visits high schools bi-weekly during the school year.

Community Health Centre

We all deserve to be healthy. A full-service health clinic that understands that good health is so much more than just physical.

Dental Health Programs

Good health starts with a great smile. No cost drop-in dental care to low-income children and youth ages 6-24.



PROGRAM HIGHLIGHTS

Home

42 units

in our Supportive Living
Homes, Abbeydale Place
and The Prelude.

93%

of clients in Pathways to
Housing and HomeBase
remained stably housed.

410

community members served
within the housing programs.



Everyone Deserves a Home

The Alex has four housing programs that support people who have been chronically homeless: Pathways to Housing, HomeBase, Abbeydale Place and The Prelude.

- Pathways to Housing and HomeBase support independent living in the community.
- Abbeydale Place and The Prelude are supportive housing programs with 24 hour supports.

Everyone deserves a safe place to live and an affordable means of paying for it. A Housing First approach provides wrap-around care and support needed to work through complex issues that have led to homelessness.

ASIS one year later: bit.ly/3dwt9Tk



PROGRAM HIGHLIGHTS

Humanity

25,460

meals prepared and distributed through The Alex Community Food Centre.

490

meals served every week; more than 16,145 participant contacts accessing meals or programs at CFC.

151

people received 1,069 addiction treatment sessions.



Community Food Centre

Good food is just the beginning. Located in Greater Forest Lawn, Calgary, The Alex Community Food Centre (The Alex CFC) serves Calgarians at risk of food insecurity, social isolation, and social exclusion. Caring staff welcome, support and facilitate activities and programming, walking alongside people on their journey to health and connection. Access to healthy, delicious, and high-quality food is on the daily menu.

The Alex Street Team

Reaching out on the streets to help. The Street Team provide street outreach across Calgary to individuals looking to access and navigate mental health and addiction supports on the recovery journey.

Rapid Access Addiction Medicine

The Rapid Access Addiction Medicine (RAAM) clinic team help clients make the changes regarding substance use issues.



Learn more about our New Roots Project: bit.ly/3dxpnJp



OUR ADVOCACY WORK

The Alex has a trusted reputation and experience within the community.

Over the last year, The Alex continued working with national, local, sector and community partners and all levels of government, on complex issues and effective public policy aimed at reducing poverty, creating equal opportunities for all to thrive, building strong communities, and enhancing the capacity of the non-profit sector.



COVID Vaccinations

Working closely with the province and sector partners, The Alex successfully advocated for early vaccinations for vulnerable populations and staff and have taken an active role in providing vaccination clinics and vaccine education.



Poverty Reduction

With seats on a sector-wide Social Policy Committee, The Alex participated in developing policy frameworks and recommendations, including improvements in Alberta's Income and employment programs.

For more information, see: bit.ly/3SvxiX1



Access to Emergency Health Care

Through the pandemic, The Alex secured emergency health care benefits for people experiencing homelessness while accessing the Assisted Self Isolation Site (ASIS) and for clients accessing The Alex Clinic at the Calgary Drop-In Centre. This work has carried over to potential future collaborations within the shelter system, as well as clients accessing The Alex.



Mental Health & Addictions

The Alex continues to inform and engage provincial leaders on benefits of Rapid Access Addiction Medicine and enhanced mental health supports and continues to participate in the City of Calgary's Mental Health and Addiction Strategy.



Food Insecurity

Access to healthy, affordable and culturally appropriate food is a physical necessity, a human right and critical for people to fully participate in society. The Alex Community Food Centre and the Community Kitchen located at our Community Health Centre are leading in approaches to addressing food insecurity, including advocating for a Universal Basic Income.



Dental Prevention and Education

After years of advocating for the reintroduction of fluoridation in Calgary's tap water, The Alex continues to focus on early childhood prevention and family education. With the federal announcement of a universal dental plan for all, The Alex continues to work in concert with other dental organizations and networks to provide a voice for under-insured Calgarians.



Housing First

The Alex is a leader in Housing First programs and provides solid research and evidence of its effectiveness. Over the last year, together with the Calgary Social Policy Collaborative, The Alex created a housing task force aimed at addressing the shortage of affordable housing units in the city, and the associated programs required to support vulnerable Albertans.

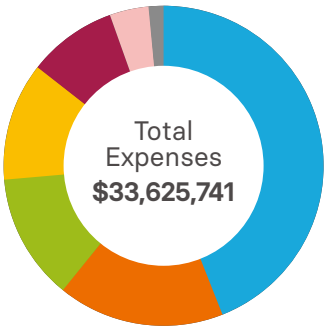
YOU MAKE A DIFFERENCE!



Together we can change lives.

The Alex is grateful for the overwhelming support from the community. Donors, volunteers, corporate and community partners, peers, and diverse members of the community work collectively, making Calgary a better place for all.

THE ALEX 2021/2022 FINANCIALS



- Program Salaries and Benefits – 44%
- Physicians – 17%
- Office and Administration – 13%
- Facilities – 12%
- Programs and Supplies – 9%
- Contribution to Homeless Housing Society of Calgary – 4%
- Amortization – 1%
- Community Support – 45%
- Government Grants – 32%
- Fee for Service – 20%
- Interest and Other – 3%

OUR IMPACT

Health. Home. Humanity.



How We Improve Social Inclusion and Quality of Life

The Alex recognizes that good health is much more than just good physical health. Is a person truly healthy if they are struggling with an addiction or mental health concern, or if they are living in poverty, experiencing homelessness or socially isolated? These barriers to good health are often intricately related and often stem from larger systemic issues such as trauma, adverse childhood experiences, discrimination, racism, colonialism, and poverty. When a person visits The Alex, they are welcomed in a judgment-free way, and become an active participant in an inter-connected model

of care across our health, housing, and food and social programs. Together we work to address physical or mental health concerns, improve housing and income stability, create pathways towards addiction recovery, and give people a chance to participate in social activities that are meaningful to them.

We know that by improving these key areas, families, youth, adults, and seniors who face barriers are better able to take control of their lives, achieve their goals, participate fully in all desired aspects of life, and experience improved quality of life.

WE ARE ALEXEANS!

A dedicated multi-disciplinary team of over 350 Alexeans work at The Alex including medical staff, social workers, mental health specialists, peer support workers, educators, community facilitators, and an outstanding support team.

Social Work: The Thread That Knits Us Together

Social workers span across nine programs and services at The Alex. That's because we know their support is as important to health as anything else.

Read more: bit.ly/3rqGvnw

Alex Doctor Awarded Family Physician of the Year

The College of Family Physicians of Canada (CFPC) and the Foundation for Advancing Family Medicine (FAFM) announced Alberta's Family Physician of the Year – and she's an Alex doctor!

Read more: bit.ly/3SXfeov



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