



People. Possibilities. Open Doors.

Investing in people. Supporting brighter futures.

THE OPEN DOORS

Executive Director's Annual Report

April 1, 2025 – March 31, 2026

A Message from the Executive Director

Stabilizing today. Strengthening tomorrow.



As we reflect on the 2025–2026 fiscal year, I am pleased to share the progress The Open Doors has made while continuing to respond to the needs of the individuals and communities we serve.

This year required us to maintain the quality and continuity of our programs and services while continuing to strengthen the organization. Despite staffing transitions, funding and operational pressures, and evolving community needs, our focus remained on ensuring that people could access appropriate and meaningful supports.

Throughout the year, our programs responded to a broad range of needs. Through employment and life-skills development, youth navigation and resiliency, justice and victim supports, restorative justice, violence prevention, mental health and community wellness, food security, and basic-needs assistance, we provided practical supports, opportunities, and connections to resources. This range of services reflects the reality that the people we serve may experience multiple and interconnected needs.

We also continued to focus on financial and organizational sustainability. We strengthened financial oversight, reviewed how we use our resources and assets, and took steps to improve our capacity to sustain services over the long term. While there is still work ahead, important progress was made during the year.

Our work would not be possible without strong community partnerships. Schools, employers, justice partners, health and social-service organizations, funders, municipalities, and other community organizations continued to work with us to improve access to supports. We were also grateful for the generosity of our community through Coldest Night of the Year, Open Hearts, Open Doors campaigns, individual donors, and other community support.

I want to recognize our staff for their commitment and professionalism throughout the year and our Board of Directors for their leadership and oversight. I also extend my appreciation to our volunteers, funders, donors, partners, and community members for their continued trust and support.

As we look ahead, we remain committed to strengthening The Open Doors and ensuring our services continue to respond meaningfully to the people and communities we serve.


Mylene Garcia
Executive Director
The Open Doors

2025–2026 at a Glance

A concise snapshot of selected agency-wide activity during the fiscal year.

4,333

Grab & Go Meals & Snacks Provided

677

Youth Navigator Contacts

507

Employment Support Contacts

368

Life Skills Facilitations

215

F4W/Youth Connections Participation

782

Transportation Supports

93

Rural Outreach Contacts

926

Harm Reduction Supplies Distributed

338

Unique HELP Line clients

150

Navigation & Practical Supports

Note: service figures represent different measures (service contacts, items distributed, activities, participants and unique individuals) and should not be added together as a unique-client total.

Our Impact

Practical supports. Stronger connections. New opportunities.

The Open Doors continued to provide responsive supports across employment, youth development, justice navigation, restorative practice, community safety, food security, wellness and practical assistance. Our work is rooted in meeting people where they are while building pathways toward greater stability, resilience and opportunity.

Programs & Services

The Open Doors provides interconnected programs and services designed to respond to practical needs, strengthen individual capacity, and help people access the supports and opportunities they need. Our approach recognizes that effective support often requires coordination across programs and with community partners.

Workforce Development & Supports

EmpowerPLUS supported youth experiencing barriers to employment through individualized employment support, employment readiness, skills development and life-skills programming. The program continued to strengthen the connection between practical life skills, participant readiness and pathways to employment.



2025-26 HIGHLIGHT

Employment and life-skills programming remained focused on practical preparation, individualized support and connections to opportunities rather than a one-size-fits-all approach.

37 unique EmpowerPLUS intakes

11 Quality Employment Opportunity (QEO) clients



Youth Development, Navigation & Connection

Youth Navigation, Fun4Wellness, Youth Connections and rural outreach provided young people with guidance, opportunities for connection, wellness-focused activities and access to other community resources. Programming emphasized relationship-building, participation and early support.



Integrated Justice & Support Programs

Specialized Criminal Justice Navigation

Provided individualized navigation and practical support to people interacting with the justice system, including assistance with applications, court-related supports, safety-related referrals and connections to other resources.

Restorative Pathways

Provided a community-based restorative approach focused on accountability, repairing harm and meaningful opportunities for eligible youth to address the impacts of their actions.

NextGen Safe

Expanded prevention-focused work with youth through education, individualized support and activities intended to strengthen protective factors and reduce vulnerability to violence and gang involvement.

2025-26 HIGHLIGHT

Together, these programs strengthened The Open Doors' continuum of justice-related support: helping people navigate systems, creating restorative opportunities and investing in prevention with youth.



Meeting Needs. Building Connections.

Nourish Now

Nourish Now strengthened access to food through Grab & Go meals, snacks and hamper distribution, helping individuals access practical support in a low-barrier and respectful way.

PRIMARY PROGRAM SUPPORTER

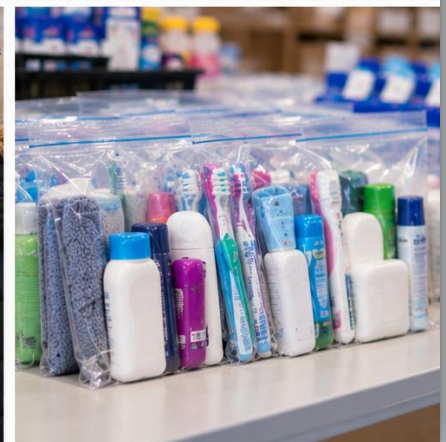
Nourish Now is made possible in part through the generous support of **Cargill**.

Basic Needs & Material Supports

The Open Doors continued to respond to immediate needs through clothing, transportation, harm-reduction supplies and other practical assistance. These supports often provide an important first point of connection to additional services.

Navigation & Practical Supports

Staff assisted individuals with applications, referrals, housing searches, access to computers and phones, identification, goal setting, check-ins and connections to appropriate community resources.



COMMUNITY WELLNESS & SUPPORT

Wellness support can begin in many places - from a conversation with a trusted person to connection with professional or community-based services. Through prevention, early support, counselling and community connections, The Open Doors helps strengthen pathways to wellness.

COMMUNITY HELPERS PROGRAM

The Community Helpers Program builds the capacity of natural helpers - people community members already turn to for support. Through training in mental-health awareness, helping skills, referral and connection to appropriate resources, the program strengthens the ability of communities to recognize concerns, respond supportively and connect people with further help when needed.

COUNSELLING & WELLNESS SUPPORTS

For individuals needing more focused support, counselling provides a confidential pathway to address personal challenges, strengthen well-being and identify next steps. These services complement the broader navigation and community supports available through The Open Doors.

RECOVERY & COMMUNITY SUPPORTS

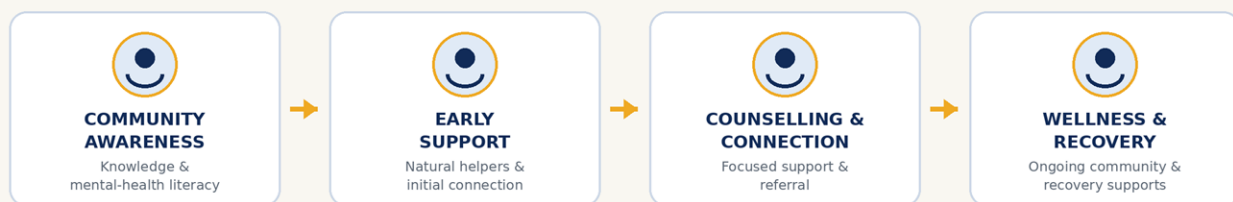
Wellness and recovery do not follow a single pathway. The Open Doors helps individuals identify and connect with appropriate community, wellness and recovery supports based on their circumstances, goals and available services - helping reduce barriers between recognizing a need and reaching the right support.

REPORTING NOTE

Counselling records are maintained separately from the agency's ShareVision service data and are not included in the service activity indicators presented elsewhere in this report.

A COMMUNITY OF SUPPORT

Different entry points. One connected pathway to support.



BUILDING KNOWLEDGE. STRENGTHENING CONNECTIONS. HELPING PEOPLE REACH THE SUPPORT THEY NEED.

SUPPORT CAN START WITH A CONVERSATION.

Recognizing a need, knowing where to turn and having someone help make the connection can be the first steps toward greater well-being.

Community in Action

coldest
*night
OF THE YEAR®

WALK
GIVE
SUPPORT
BELONG

Thank You

TO OUR AMAZING WALKERS, VOLUNTEERS,
TEAMS, DONORS AND SUPPORTERS!

\$19,961
RAISED OF \$20,000 GOAL

99.8%
of our goal!

58
WALKERS

11
TEAMS

18
VOLUNTEERS

Your generosity and community spirit help create a warmer, kinder and more inclusive community.

Together
we make a
warmer tomorrow.



Open Hearts

OPEN DOORS

CHRISTMAS CAMPAIGN

Thank you for helping to bring hope, warmth and brighter futures this Christmas.

\$11,891.97

RAISED OF \$15,000 GOAL

\$0

\$15,000



The Open Doors also held an Open House and introduced Thanksgiving Grab & Go meals for clients in both Camrose and Wetaskiwin, creating additional opportunities for connection and community engagement.

COMMUNITY & DONOR VOICES

**“You are
doing
good work.”**

— Brian A.,
Holiday Campaign donor

To everyone at the Open Doors,
Thank you for all that you do to support
our clients.

WISHING YOU A JOYFUL HOLIDAY!

Merry Christmas
and
all the best in 2025.

Best wishes,
Lois Dutton

Thank you for the
ongoing work that you
are doing to reach out
to the needy.

God bless you all.
Eunice S.

CLIENT VOICES



NAVIGATION
CLIENT

“The support I received helped me take the next step when I was not sure where to start. Having someone listen, explain my options and help me connect to the right resources made a real difference.”



EMPOWERPLUS
CLIENT

“EmpowerPLUS helped me build the skills and confidence I needed to move forward. The life skills training prepared me for what came next, and through the employment opportunity I was able to gain experience and get into the workforce. I'm now employed, and that made a real difference for me.”



GRAB & GO
CLIENT

“I come to The Open Doors regularly, and knowing I can get something to eat when I need it really helps. When money is tight, having a meal or snack available means there is one less thing I have to worry about.”



Stronger Through Partnership

Partnership extends what any one organization can accomplish on its own. The Open Doors is grateful to the government, institutional, community, service, corporate and individual partners whose funding, referrals, expertise, collaboration and generosity strengthen access to services.

Funders & Government Partners

Support program delivery, accountability and sustainability.

Schools & Education

Create pathways to youth engagement, learning and early support.

Justice & Community Safety

Strengthen navigation, restorative responses, prevention and coordinated support.

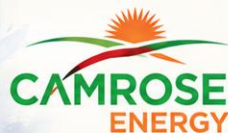
Health & Social Services

Improve referrals, continuity and access to specialized supports.

Employers & Community Organizations

Expand opportunities, practical resources and community connection.

Some of the partners who helped make this work possible:



Financial Stewardship

The 2025–2026 financial year reflected meaningful improvement from the prior year while reinforcing the importance of rebuilding unrestricted financial capacity. The Open Doors continued to strengthen financial oversight, review the use of organizational resources and assets, and maintain careful stewardship of funding.

FINANCIAL OVERVIEW

Measure	2025–2026	2024–2025
Total revenue	\$1,033,037	\$613,582
Total expenses	\$1,043,244	\$1,069,942
Deficiency of revenue over expenses	(\$10,207)	(\$456,360)
Cash resources at year-end	\$576,685	\$470,163
Unrestricted net assets at year-end	(\$12,494)	(\$6,209)

STEWARDSHIP & SUSTAINABILITY



The year-over-year comparison reflects a substantial improvement in operating results, with the deficiency of revenue over expenses narrowing from \$456,360 in 2024–2025 to \$10,207 in 2025–2026.



Revenue increased substantially, while total expenses were slightly lower than the prior year.



Cash resources at year-end increased to \$576,685. However, much of the organization's funding is restricted to specific programs and purposes, and unrestricted net assets remained in a deficit position at year-end.



Rebuilding unrestricted financial capacity therefore remains an important organizational priority.

*Responsible stewardship
strengthens our ability to sustain
services where they are needed most.*

Challenges & Lessons Learned

Growth, transition and changing community needs brought both challenges and important learning. These experiences continue to inform how The Open Doors strengthens its operations, programs and partnerships.



FINANCIAL SUSTAINABILITY

Improved financial results demonstrated the value of stronger oversight and disciplined resource management, while the continued pressure on unrestricted capacity reinforced the need to diversify revenue, carefully manage costs and make strategic use of organizational assets.



WORKFORCE CAPACITY

Staffing transitions highlighted the operational impact of vacancies and turnover. Stronger documentation, cross-training, succession planning and intentional transfer of program knowledge are essential to maintaining continuity during periods of change.



ACCESS & SERVICE DELIVERY

A single approach does not work across every community or population. Rural access, transportation, local partnerships and differing community needs reinforced the importance of adapting outreach and service delivery while maintaining consistent program standards.



DATA & IMPACT MEASUREMENT

Service volume alone does not tell the full story of impact. Strengthening how we distinguish and track unique clients, service contacts, program participations and resources distributed supports more accurate reporting and a clearer understanding of reach and outcomes.



FACILITIES & INFRASTRUCTURE

Changes in facilities and program space reinforced that physical infrastructure is directly connected to service quality. Accessibility, privacy, location, cost and suitability for programming must all be considered when making longer-term facility decisions.



Each challenge has also provided an opportunity to strengthen how we work—building greater resilience, accountability and capacity for the years ahead.

Strategic Priorities 2026–2027

The Open Doors' priorities for the coming year build on work already underway and reflect our continued focus on organizational sustainability, service quality, capacity, and responsiveness to community needs.



1 Strengthen Financial Sustainability

Continue diversifying revenue, strengthening financial oversight, and rebuilding organizational reserves to support long-term stability and sustainable service delivery.



2 Strengthen Programs & Demonstrate Impact

Continue evaluating program effectiveness, strengthening outcome measurement, and using service data and community feedback to improve programs and demonstrate meaningful impact.



3 Invest in People & Organizational Capacity

Strengthen recruitment, retention, professional development, succession planning, cross-training, and internal systems to support consistent and sustainable service delivery.



4 Strengthen Partnerships & Community Reach

Deepen collaboration with justice, health, education, municipalities, employers, and community organizations to improve coordination, address service gaps, and strengthen access to supports.



5 Strengthen Community Awareness & Engagement

Increase awareness of The Open Doors' programs and services, strengthen community and donor engagement, and communicate organizational impact more effectively.



6 Advance Facility Planning

Assess options for a more suitable service-delivery facility that better supports programming, accessibility, privacy and organizational growth, while exploring the potential to return the current property to a housing-related use where appropriate.



Building on the work already underway, our focus remains on strengthening the organization while ensuring our programs and services continue to respond to the communities we serve.



IN THE COMMUNITY

CONNECTING. COLLABORATING. SHOWING UP.



www.theopendoors.ca