

# ANNUAL REPORT 2020



STRENGTH • SUPPORT • TOGETHER

[WWW.PILSC.ORG](http://WWW.PILSC.ORG)

# A Year of Resilience & Growth

2020 was one we (and the world!) won't soon forget!

In January 2020 we officially opened our doors to our new space in the centrally located Calgary neighbourhood of Sunalta. We were blessed to host many clients, groups, networking, and community events in our gorgeous space. Just as we were getting more settled into our new home, the world came to a standstill due to the COVID-19 pandemic. For the safety of our community and with a heaviness in our hearts, we made the decision to close our doors to in person support.

Over the next few weeks we worked hard to quickly pivot our mental health program and our peer support groups to be offered remotely. This pivot was extremely well received. The consistency in support was exactly what our community needed in those uncertain early days of the pandemic. Offering remote services allowed for things like travel, location, and child care to no longer be barriers to accessing support and we saw a 300% increase in clients accessing our peer support groups.

In the summer of 2020 we were very grateful to receive a Community Grant from the Calgary Foundation. This grant allowed us to offer our mental health sessions at no cost to our community. Moving to no cost mental health sessions and offering remote access led us to see a 213% increase in our mental health program.

We saw that remote access to service meant we could reach communities that are even further isolated from support. To further reach those communities, we launched the Pregnancy & Infant Loss Helpline. The Helpline helps connect people anonymously and immediately to peer support and resources through text and webchat. What started off as a COVID-19 response has developed into a foundational program and entry point to our services, with over 55 volunteers!

This past year was one of great loss, grief, change, and also of deep growth. All of which the pregnancy and infant loss community has navigated before. Providing a space that has allowed our community to gather, strengthen, and receive support during a critical time has been our greatest honour.

Growing in this way has been an incredible labour of love, adaptability and resilience. I am so proud of our teams' ability to pivot and grow in times of uncertainty.

**Strength ~ Support ~ Together**

*Aditi Loveridge*

**Aditi Loveridge**  
**President**

# Year in Review

## Mental Health

**320**

Coaching & Counseling Sessions Facilitated

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## Peer Support Groups

**200**

Unique Clients Attended

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## Helpline

**401**

Unique Conversations

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## New Clients

**632**

Unique Clients

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## Community Engagement

**407**

Unique Contacts



# OUR GROWTH



- 300% increase in peer support group attendees
- 213% increase mental health program client sessions
- 20% of this increase have been individuals from remote communities within Alberta

# Our Impact



100%

... of help seekers felt they received the support they needed (*Pregnancy & Infant Loss Support Helpline*)

*"The helpline is so critical to making sure I know I am not alone and that my experience is validated. I am incredibly grateful for each volunteer on the other end, supporting and upholding me in so many ways when my grief is all consuming and isolating"*

90%

... of group attendees shared feelings of increased coping strategies and improved social support (*Peer Support Groups*)

*"The specific groups have really helped to connect with people that are in a very similar situation. I feel more connected and not like an 'outsider' in the loss community."*

95%

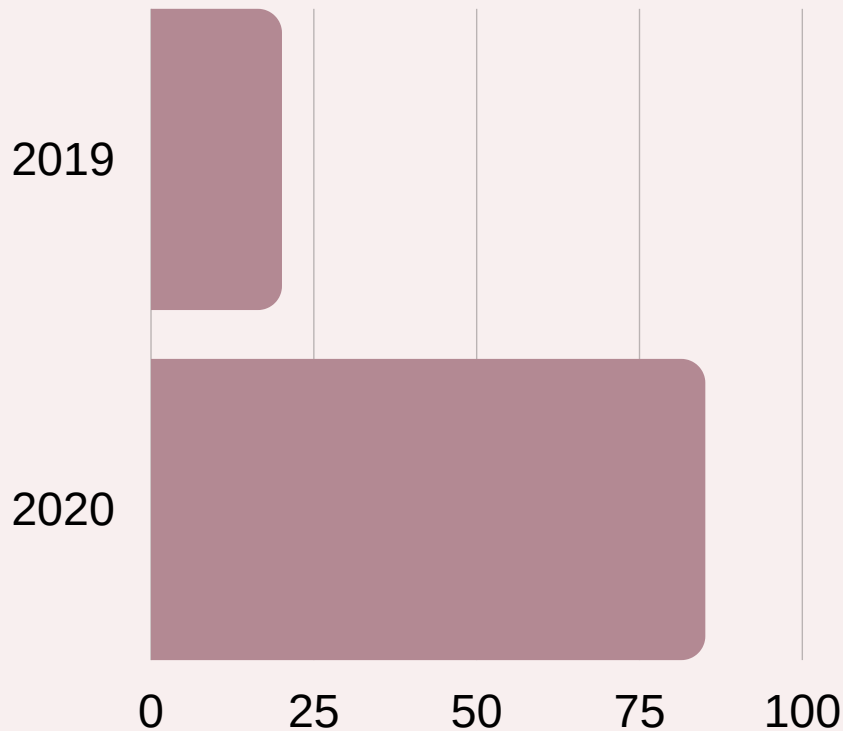
... of clients accessing the mental health program shared increased:

- coping,
- processing of grief,
- making sense of their loss and
- adjusting to a new reality (*Mental Health Program*)

*"When I meet with (Mental Health Practitioner) I feel as though she sees the big picture and how grief will change you. The tools she gives me are incredibly valuable and enable me to move forward in a healthy and supported way"*

# Volunteer Growth

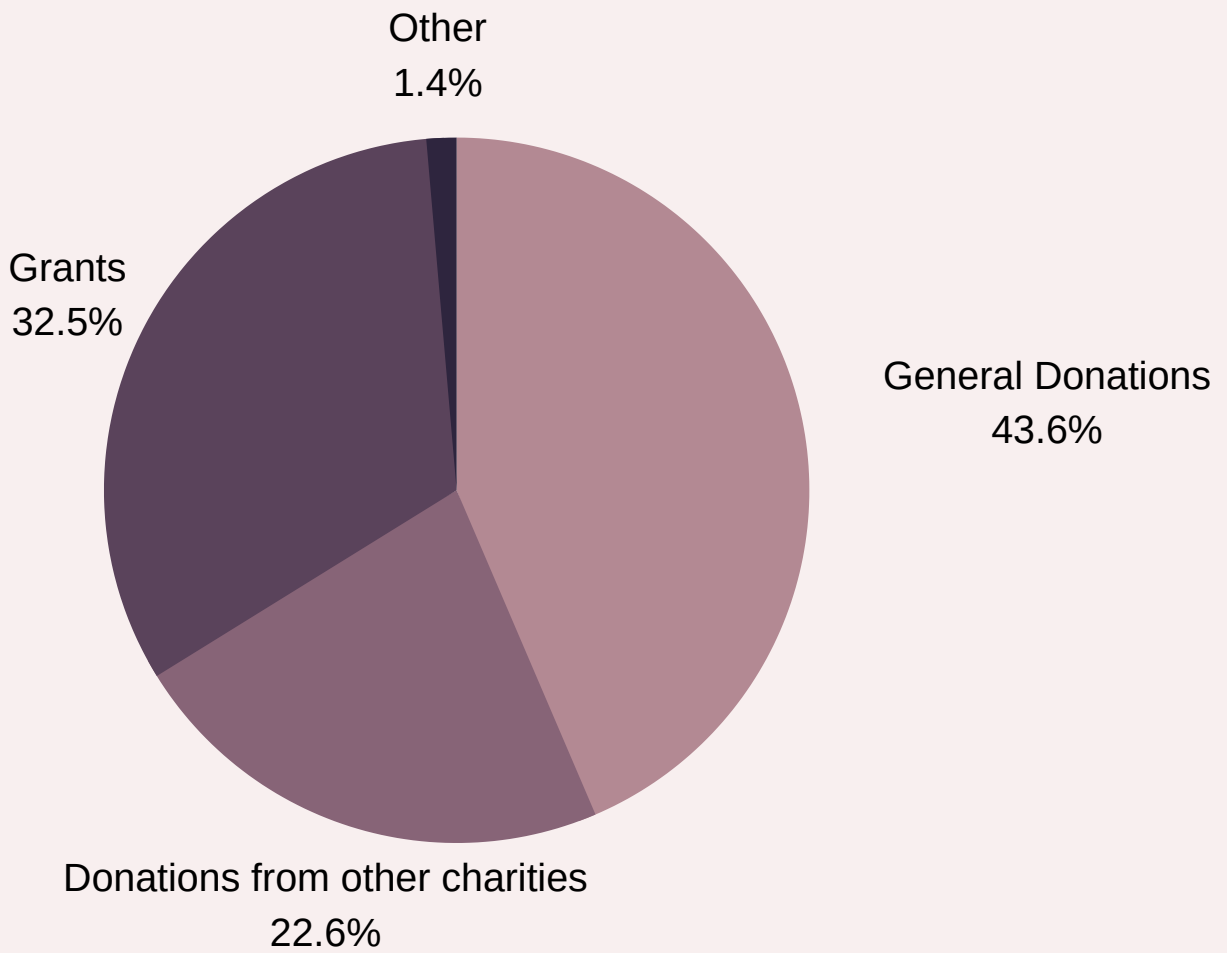
Number of PILSC Volunteers by Year







*“Being a helpline volunteer has been transformational for me. I have found a sacred space to not only support others, but a space where I am able to heal”*

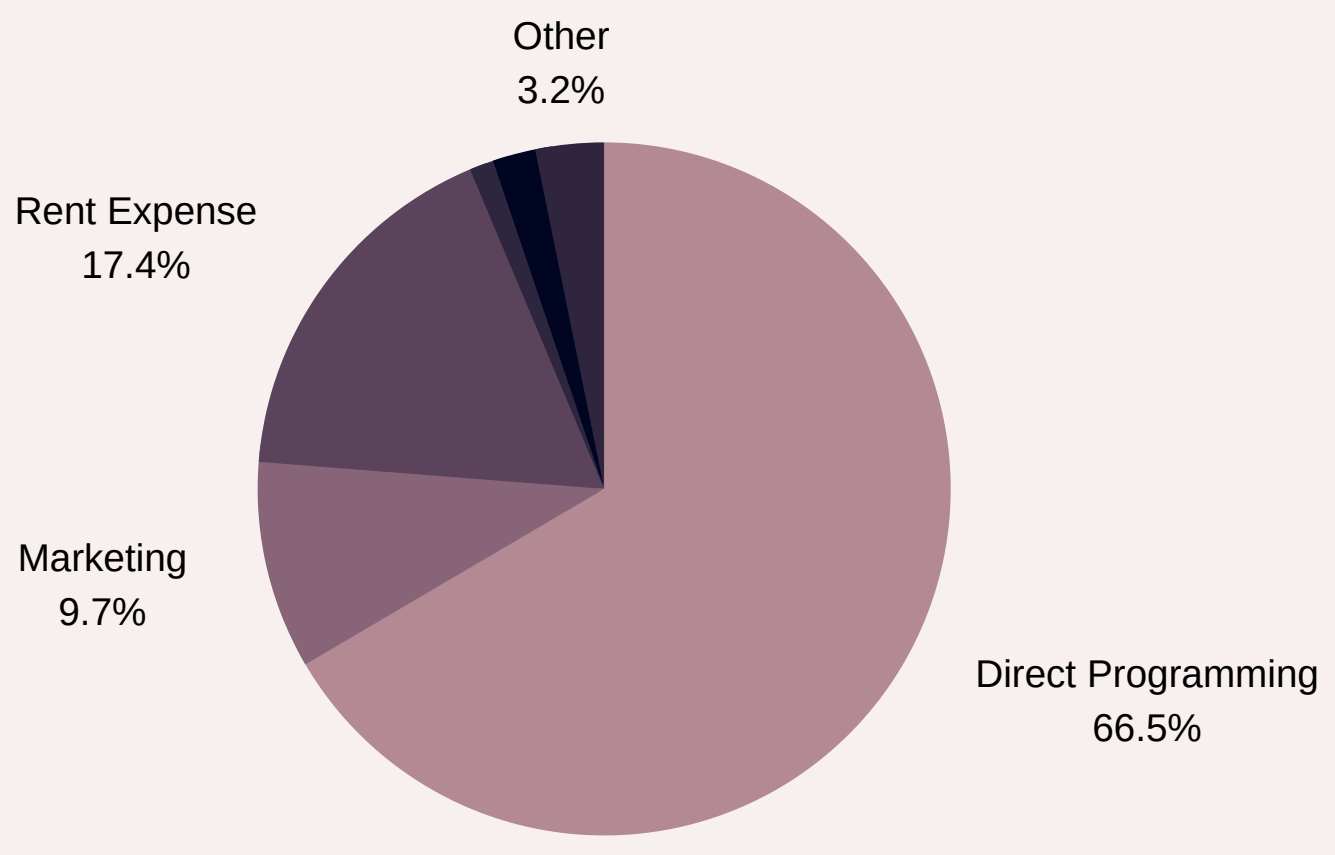


# REVENUE 2020



 General Donations	\$90,445
 Donations from other charities	\$46,955
 Grants	\$67,378
 Other Income	\$2,856
<b>TOTAL</b>	<b>\$207,634</b>

EXPENSES 2020



Direct Programming	\$85,996
Marketing	\$12,528
Rent Expense	\$22,524
Insurance	\$1,457
Administrative Expenses	\$2,587
Other	\$4,130
<b>TOTAL</b>	<b>\$129,222</b>



# 2020 Board of Directors



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Aditi Loveridge

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Danyelle Kaluski

Vice President

Samaher Sukareye

Secretary

Roopa Khanna

Director

Jena Colpitts

Director

Amen Dhaliwal

Director



*We want to celebrate and thank every volunteer, donor, funder, partner, team member, and community stakeholder--- because of your extraordinary love, encouragement and support we are ready to enter 2021 stronger than ever!*



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