

2024/25

ANNUAL REPORT



CANADA AND BERMUDA TERRITORY

What We Do

The Salvation Army is an international Christian organization that began its work in Canada in 1882 and has grown to become the largest non-governmental direct provider of social services in the country. In Bermuda, the Army has been at work since 1896.

With more than three million visits to The Salvation Army annually, and in 400 communities across Canada and Bermuda, the Army has witnessed the debilitating effects that poverty can have on individuals and families. These include housing affordability, food security and access to health care. Its critical involvement in poverty reduction through direct ser-

vice provision, research to provide effective solutions (salvationarmy.ca/research), advocacy for government policies and initiatives, and public awareness campaigns helps us address the barriers that often prevent people from escaping poverty.

The generosity of donors and partnerships ensures that The Salvation Army is there to provide life's basic necessities, along with the supports needed to build a stable, healthy and fulfilling life. The Salvation Army is diligent in its stewardship of donations so that \$0.88 of every dollar donated goes directly to help the growing numbers of vulnerable people in your community.

Programs and services include:

- hunger relief through food banks and feeding programs;
- shelter and housing support for people experiencing homelessness;
- rehabilitation services for individuals struggling with substance-use disorders;
- long-term and palliative care for ongoing or end-of-life needs;
- seasonal assistance, such as Christmas food hampers and toys;
- youth programs, such as after-school activities, healthy meals and nutritional snacks, and day and sleep-away camping opportunities;
- life-skills training, such as budgeting, cooking for a family, and anger management;
- emergency disaster services that provide food, practical and emotional and spiritual support.



In Canada and around the world

Thanks to the generosity of donors who give specifically to The Salvation Army's international work, the international development department can support education, health care, water and sanitation, and livelihood development projects that help families and communities abroad work towards self-sufficiency.

As a religious denomination, The Salvation Army has more than 300 community churches (corps) in Canada and Bermuda. These churches not only focus on worship, Christian education and other congregational activities, but are also involved in providing practical assistance to their communities. Anyone seeking support or assistance is warmly welcomed and connected with the services and programs that best meet their individual needs.

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Greetings

Support When Hope Is Needed Most

Over the past year, I've had the privilege of witnessing the extraordinary work of The Salvation Army throughout the Canada and Bermuda Territory. Every day, in more than 400 communities, we live out our vision: to be an innovative partner, to share hope wherever there is hardship and to build communities that are just and know the love of Jesus.

Our ability to succeed in accomplishing our mission is only possible because of you—our donors, partners, stakeholders and volunteers. In times of uncertainty, your compassion and commitment ensure that The Salvation Army

is present, bringing help, hope and healing to those who need it most.

A 2024 Salvation Army research report highlights the continued importance of our work. Canadians identify health care, inflation and food affordability as their top concerns. These findings mirror our internal data, which shows a growing number of households—many seeking help for the first time—turning to us for food, clothing, emergency shelter and other vital supports.

With over three million visits to The Salvation Army each year, we welcome each individual with

dignity and connect them to resources and programs according to their needs.

Your generosity and compassion make this possible. Every donation is a tangible message that people are valued, cared for and truly matter. For this, we are deeply grateful.

Thank you for standing with us. May God bless you,

Lee Graves
Commissioner
Territorial Commander



A Year of Insight and Engagement

This past year has been both dynamic and rewarding for the National Advisory Board (NAB). As trusted advisors to The Salvation Army, we contributed meaningfully to the refresh of the Army's strategic plan, bringing insight, experience and a shared commitment to its mission.

We also examined ways to strengthen the NAB's role through member interviews and focused discussions—charting a course toward deeper engagement and clearer purpose. A notable initiative included a thought-provoking survey on public perceptions of The Salvation Army, offering valuable insights to guide future outreach.

Our engagement extended beyond meetings. NAB members once again volunteered during the Christmas season, with bell-ringing at Toronto's Eaton Centre standing out as a festive and meaningful highlight.

A briefing on the Army's international work inspired us to form a task group focused on raising awareness and support for this vital global mission. We also welcomed new members from Atlantic Canada and Eastern Ontario and look forward to expanding our national reach in the year ahead.

A memorable highlight was our visit to St. John's, N.L., where we

toured local programs and were ceremoniously "screeched in" as honorary Newfoundlanders—an unforgettable moment of connection and shared joy.

On behalf of the NAB, thank you for the opportunity to serve alongside The Salvation Army in this transformative work of hope and compassion.

Susan Waterfield
Chair
National Advisory Board



Mission, Vision and Values

The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.

3 MILLION

Visits were made to
The Salvation Army in
Canada and Bermuda
for assistance

Our Mission

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

Our Vision

We are an innovative partner, mobilized to share hope wherever there is hardship, building communities that are just and know the love of Jesus.

Our Values

Values are who we are and what we continually strive for. They guide all aspects of The Salvation Army in Canada and Bermuda.

HOPE

We give hope through the power of the gospel of Jesus Christ.

SERVICE

We reach out to support others without discrimination.

DIGNITY

We respect and value each other, recognizing everyone's worth.

STEWARDSHIP

We responsibly manage the resources entrusted to us.



New Street Outreach Program in **Newfoundland and Labrador**

ST. JOHN'S—When Bruce Cluett was invited to become the local emergency disaster services (EDS) co-ordinator, he accepted with eagerness. His initial desire was to launch food services and emotional support for vulnerable people in the downtown core.

"With the support of Steven Hynes, our emergency disaster services director, and my wife, Sharon, off we went," says Bruce. "The first night we worked in the freezing rain, the second night we had snow, but we kept going."

Bruce and his team begin each night by proceeding to the Centre of Hope, where they pick up hot food that has been prepared and snacks to pack on the unit.

"We begin and conclude our evenings with prayer, asking God to guide our teams," he says. "We walk in different directions, giving out Bibles, clothing, blankets, snacks and sanitary products, while other volunteers remain at the truck serving hot meals."

51,300

Interactions through
street ministry

The largest nightly number of
clients assisted to date is 56.



EDS workers provide essential services



Volunteers prepare meals for distribution

HAMILTON—Rising inflation has made daily life more expensive in Bermuda, leaving many individuals struggling to put food on the table.

To help address a growing need, The Salvation Army's North Street Citadel operates a daily feeding program that currently

serves an average of 100 meals to people experiencing food insecurity.

Diann Matthews has led the program for the past eight years.

"We don't require any personal information. If someone is in need, they can come and get a well-balanced meal that includes starch, vegetables and meat," Diann says.

A team of 40 volunteers help distribute the meals, five days a week.

Bermuda Steps Up to Fight Food Insecurity

"Unfortunately, we're seeing families. The need has grown exponentially, especially over the past year," Diann says. "I met a guest who said that if it weren't for The Salvation Army, he would probably be in jail because he would be forced to steal to be able to eat."

For the meal program's team, it's not just about serving food. It's also about offering kindness and dignity by creating a welcoming, judgment-free space.



Shannon distributes food items to guests

Market Room Gives Food Bank Clients in **Nova Scotia** a Shopping-Style Experience

TRURO—Clients of the Salvation Army food bank in Truro have a dignified experience when they come to pick up food items thanks to the market room initiative.

“It feels like they are walking into a market to get groceries,” says Shannon Joy Skafe, community and family services worker. “Everyone gets to decide for themselves what they want to take.”

The market room is set up like a grocery store. There are shelves filled with non-perishable food items, as well as two freezers and fridges with meat, dairy and produce options. Many guests have expressed their thanks for the positive experiences.

“It’s a different level of gratitude,” Shannon says. “People have wept in that room because they had a choice of soup. It seems like a little thing but having options can be a big deal for some.”

Expectant Mother’s Transformative Journey in **Quebec**

MONTREAL—Located in the heart of Montreal’s downtown core, L’Abri d’espoir is a shelter and residence dedicated to welcoming women in difficulty. It provides immediate support along with services and programs designed to facilitate their social reintegration.

Vicky Harvey (right) faced significant challenges as an expectant mother battling her addictions. At the centre, she found a safe place to live and resources to tackle substance use and mental-health issues.

“By giving me support, The Salvation Army did something great for me. They helped me uncover my willpower and strength, providing the necessary push that has brought me to where I am today,” says Vicky.

Three and a half years later, Vicky is unrecognizable. Not only has she maintained her abstinence, but has secured stable employment, reconnected with her children and regained a self-confidence that seemed forever lost.



A Story of Strength and Growth in Ontario

LONDON—Denielle is a woman of determination, resilience and quiet strength. Despite living with a developmental disability that has affected her motor skills since childhood—making it difficult to walk or speak—Denielle has never let her challenges define her.

At home, Denielle navigates daily routines with the support of her mother, Debby, who describes her daughter as someone who gives her all in everything she does.

“She needs some help with things like eating and getting dressed,” Debby explains.

**“She’s growing,
learning, and
most importantly—
she’s having fun.”**

Debby

Denielle shows up each day with courage and a desire to enjoy life.

When community programs shut down during the COVID-19 pandemic, Denielle—then 40—faced a period of isolation. The sudden loss of structure and stimulation took a toll on her well-being. That began to change when she connected with the Respite Day Program at The Salvation Army’s London Village.

Since joining the program three years ago, Denielle has embraced every opportunity. Whether it’s diving into arts and crafts, making music, writing, cooking or swimming in the summer, she approaches each activity with enthusiasm and joy.

Though she experiences the world through the lens of a child aged three to five, Denielle’s growth has been nothing short of inspiring.

“She’s made real connections and friendships,” Debby says with pride. “She’s growing, learning, and most importantly—she’s having fun.”



Denielle enjoying activities

42,000

**Drop-in day program visits
for individuals experiencing
developmental disabilities
and caregivers**



Refugees bond while playing dominoes

Creating Safe Havens for Refugees in **Manitoba**

Centre of Hope carved out space, followed by repurposing a second Salvation Army location to provide additional spaces.

“This isn’t a long-term solution for them. This is a stop on their journey, and they’ve had a very long journey,” explains Captain Mary Tim, program director. “We want to provide them with a place where they can catch their breath

a bit—where they can feel safe and secure as they work through the paperwork involved in applying for asylum status and getting established in Canada.”

Guests are provided with three meals a day, access to case-workers seven days a week and workshops with refugee and immigrant-serving community partners three times a week.

WINNIPEG—Since October 2023, The Salvation Army in Winnipeg has added more than 150 bed spaces for refugees and asylum seekers coming to the city. Upon recognizing that the shelter system was stretched to the limits, the

Saskatchewan Partners with Local Cree School

SASKATOON—Indigenous people account for more than 14 percent of the population in Saskatchewan. A significant portion is in Saskatoon, where the local Salvation Army has been on a journey of reconciliation by seeking ways to engage with Indigenous communities.

Last year, Saskatoon Temple partnered with the neighbouring St. Frances Cree Bilingual School to assist students and families.

“We provided backpacks and school supplies for their students. Then it snowballed from there,” says Lieutenant Derek Kerr, corps officer.

As the Army’s support expanded, they supplied non-perishable food items weekly to the school’s food pantry, introduced a bi-weekly breakfast program, donated sports equipment and provided a toaster oven for a cooking program.

“Thank you for meeting with our staff and community. We are so grateful for all your support,” says Lori McAuley, former school principal.

The Salvation Army has been invited to several school events and plans to host a Truth and Reconciliation ceremony. School staff, parents and students will be invited to attend and participate.



“We provided backpacks and school supplies for their students.”

Lieutenant Derek Kerr

Toy Shop in **British Columbia** Brings Joy to Families at Christmas

345,000

Visits for Christmas
assistance, including
food hampers and toys

VANCOUVER—The Boundless Vancouver toy shop brings significant relief and joy to families facing hardship during the holiday season.

Neisy Castillo, youth and family ministries co-ordinator, shares that they served approximately 800 families last year.



Andrea receives help from the toy shop

Andrea, a proud mother of six children under the age of 11, was among those who experienced the joy and relief this program provides.

"It all started a few years ago. I was struggling, and things were very expensive," Andrea explains. "A friend reached out to me and let me know that The Salvation Army had programs for clothing, food hampers and community services. I connected with the toy shop. It was very helpful."

Andrea is a volunteer for the program whenever she has the time.

"This is my third or fourth year volunteering at the toy shop. Here I find a lot of joy being able to give back. I received help and I can give back with my time," Andrea says. "When you are struggling, The Salvation Army is there for you."

Neisy says the toy shop is more than Christmas gifts. It brings dignity to parents.

"We want parents to feel empowered and dignified during the gift-giving process. Families are

invited to come and select toys for their children in a store-like setting, free of charge. This allows them to play an active role in creating special holiday moments."

The program relies heavily on the kindness and dedication of volunteers and donors.

"Every little bit helps to make a big difference in someone's life," Neisy emphasizes. "When we come together as a community, we create hope and joy that last far beyond the holiday season."

**"We create hope
and joy that last
far beyond the
holiday season."**

Neisy Castillo



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HOW YOU CAN PROVIDE HOPE AND SUPPORT
TO THOSE WHO NEED IT MOST.

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IMAGINE CANADA.

2024-25

Alberta

"I'm proud of how far I've come.
I fought hard to be here."

Adam Walker
Edmonton Addictions and Residential Centre



Northwest Territories

"We try our best to make their
lives as normal as possible."

Kanishka Kawatra
Yellowknife Resource Centre

TOUCHING LIVES FR



British Columbia

"Every little bit
helps to make a
big difference in
someone's life."

Neisy Castillo
Vancouver Community Ministries

Saskatchewan

"We are so grateful for
all your support."

Lori McAuley
Saskatoon Community Services



Manitoba

"We want to provide
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Captain Mary Tim
Winnipeg Centre of Hope

Ontario

"She's made real connections and friendships."

Debby
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Quebec

"They helped me uncover my willpower and strength, providing the necessary push that has brought me to where I am today."

Vicky Harvey
Montreal L'Abri d'espoir



New Brunswick Nova Scotia P.E.I.

"People have wept in that room because they had a choice of soup."

Shannon Joy Skafte
Truro Community and Family Services



OM COAST TO COAST

Bermuda

"If someone is in need, they can come and get a well-balanced meal."

Diann Matthews
Hamilton Community Services



Newfoundland and Labrador

"We walk in different directions, giving out Bibles, clothing, blankets, snacks and sanitary products, while other volunteers remain at the truck serving hot meals."

Bruce Cluett
St. John's Community Outreach



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YOUR SUPPORT IN ACTION

in more than 400 communities across Canada and Bermuda



Giving Hope Today

4.8
MILLION

COMMUNITY AND SHELTER
MEALS DISTRIBUTED.



LAST YEAR

3
MILLION

VISITS MADE TO
THE SALVATION ARMY
IN CANADA AND BERMUDA
FOR ASSISTANCE.



195,000

SCHOOL
MEALS
PROVIDED.



2.1
MILLION

VISITS FOR FOOD,
CLOTHING OR
PRACTICAL ASSISTANCE.



345,000

VISITS
FOR CHRISTMAS
ASSISTANCE
INCLUDING FOOD
HAMPERS AND TOYS.



6,600

INTERACTIONS THROUGH
DROP-IN DAY PROGRAMS
THAT DEAL WITH
MENTAL HEALTH
AND RECOVERY.



51,300

INTERACTIONS
THROUGH
STREET
MINISTRY.



8,350

SHELTER, ADDICTIONS,
DETOX, MENTAL HEALTH,
SUPPORTIVE HOUSING,
HEALTH CARE AND CORRECTIONS
BEDS PROVIDED EACH NIGHT.



5,600

CHILDREN HELPED
THROUGH BRIGHTER
FUTURES SPONSORSHIP
PROGRAM.



87,600

VISITS
FOR ASSISTANCE
WHEN
DISASTER STRUCK.



16,000

PEOPLE
REFERRED
FOR HOUSING.



10,500

INTERACTIONS WITH PEOPLE
ATTENDING LANGUAGE TRAINING,
SETTLEMENT AND
REFUGEE SERVICES.



272

PEOPLE GRADUATED
FROM ADDICTIONS
AND REHABILITATION
PROGRAMS.



2,900

CHILDREN AND TEENS
ATTENDED
SALVATION ARMY
SUMMER CAMPS.



From Relapse to Resilience in **Alberta**

EDMONTON—Adam Walker’s journey is one of raw courage and determination. After more than a decade of sobriety, he was hit with two devastating losses in 2018—the death of his father and the end of his 13-year marriage. Overwhelmed by grief, Adam relapsed. But even in the darkest moments, he never gave up on himself.

“I’ve had a lot of trauma in my life,” Adam says. “But I knew I wanted more than this.”

After months of instability, Adam

made a bold decision: to reclaim his life. He returned to Edmonton and walked into The Salvation Army’s Addictions and Residential Centre (ARC) program 30 days clean and ready to fight for his future.

He embraced every step of the process—speaking openly about his pain, rebuilding broken relationships and helping others along the way. Now 48 months sober, Adam lives independently, manages ongoing health challenges and uses his experience to uplift those who are still struggling.



Celebrate recovery programs recorded 3,000 interactions



A safe space allows time to regain health and wellness



Treatment plans and goals help develop healthy routines

“I’m proud of how far I’ve come,” he says. “I fought hard to be here.”

Last year, he was invited to the grand opening of Grace Village (formerly ARC) to share his story.



Program participants socialize outdoors

YELLOWKNIFE—For residents who struggle with their mental health, The Salvation Army in the Northwest Territories is one of the few places they can come to for affordable support.

Providing Essential Mental-Health Support in **Northwest Territories**

“We do as much as we can to stabilize their life and add recreation because social isolation tends to be an issue,” says Kanishka Kawatra, supervisor of the mental-health program. “We try our best to make their lives as normal as possible.”

The program is divided into two parts. The first part is Group Support Living, designed for clients with severe mental-health diagnoses who are unable to live independently. The second part of the program serves clients who

are able to remain in their own homes.

Max (not his real name) struggled with severe mental-health symptoms. He was on the verge of eviction when he connected with The Salvation Army.

“We helped manage his medication and connected him to different support psychiatrists and mental-health nurses. He felt that he was heard. One after the other, the symptoms started to subside,” Kanishka shares.

Thrifting for Purpose and Impact

A message from Ted Troughton, managing director at The Salvation Army Thrift Store, National Recycling Operations

With 97 stores across Canada and serving more than 13.6 million guests last year, our impact is far-reaching. Every day, our teams work with purpose to support the mission of The Salvation Army by generating funds through retail and reuse solutions to positively impact our communities and planet.

Beyond the funds generated through the sale of donated items, our GoodWorks@Work® fundraising campaigns provide support for important causes—such as giving kids an opportunity to experience summer camp; modern slavery and human trafficking prevention; providing clean water, resources and education in developing countries; supporting Christmas kettles, and more.

This past year, we reached a new milestone—raising over \$1 million through these dedicated campaigns.



Dedicated thrift store employees

It's a powerful testament to the generosity of our guests and the dedication of our teams.

Thank you to our incredible employees and Thrift Store community for your continued support. Together, we are caring for our communities and the planet we share.

Explore the full report at thriftstore.ca/impactreport.



Major Shari Russell, Damian Azak and Colonel John Chamness attend Celebration of Culture

The Salvation Army Canada and Bermuda Territory is dedicated to the reconciliation journey with Indigenous Peoples. In 2024, shared moments fostered deep learning and a profound sense of walking “in a good way” together.

Listening and Sharing Across Nations

Representatives from the Canada and Bermuda Territory, the Australia Territory, the New Zealand, Fiji and Tonga Territory, and the U.S.A. Eastern Territory were invited to attend the 23rd United Nations

A Continued Journey of Reconciliation

Permanent Forum on Indigenous Issues. This gathering marked a significant milestone, demonstrating real action toward reconciliation through listening, learning and connecting across borders.

Walking Together in Community

Across Canada, Salvation Army ministry units have deepened grassroots partnerships with Indigenous schools and community organizations. Local initiatives focused on supporting culturally appropriate ministries and programs, including:

- Indigenous listening events featuring youth and elders.
- Collaboration with Indigenous Pathways.

- Nisga'a-led food-share programs in Gitwinksihlkw, B.C.
- Community partnerships in Saskatoon.

These efforts nurtured trust, mutual respect and shared responsibility for healing on the local level.

Celebration of Culture 2024

In August, The Salvation Army and Indigenous Pathways hosted the sixth annual Celebration of Culture at Pine Lake Camp in Alberta. Gathering under the theme *Honouring the Sacred*, delegates participated in a variety of learning experiences, including a vibrant powwow, a traditional Nisga'a feast and other sacred rituals.



PATHWAY OF HOPE

Participant enrolment grew

23% from 2023 to 2024

Since launch,

2,481 goals have been set by individuals and families

76%

of participants experienced increased *stability*

67%

reported increased *hope*

Patrick is a proud member of the Pathway of Hope team in Abbotsford, B.C., a role that fills him with gratitude and purpose. As a caseworker, he walks alongside participants, helping them set and achieve goals that lead to greater self-sufficiency and hope. For Patrick, this isn't just a job, it's a way to pay forward the support that changed his life.

Struggling with addiction for years, Patrick bounced in and out of rehab centres without success. Things changed when he found the strength to commit to a year-long treatment program. Patrick completed the program and front-line worker training at the treatment centre. However, his biggest challenge was yet to come—returning to his old life in what he called “a war zone.”

Amid this struggle, he was introduced to The Salvation Army's Pathway of Hope program where

he set three main goals: complete his rehabilitation program, find a job and a place to live, and start a new life in Abbotsford.

Patrick overcame the difficulties he faced and successfully accomplished all of his goals.

“My journey allows me to connect with people in ways words can't always explain,” Patrick shares. “I've been where they are. I know their doubts and their victories. I'm here to remind them they're not alone.” Visit at pathwayofhope.ca.

A Year of Impact and Awareness

It can be challenging to recognize progress while actively engaged in the fight against modern slavery and human trafficking (MSHT). Yet, the 2024 MSHT Response Impact Report is a powerful reminder of God's faithful provision and leading. The stories of hope, increased awareness, growing partnerships and, most importantly, the impact on lives are cause for celebration and a renewed urgency to pray and plan for the coming years.

Report highlights include:

1. Raising Awareness and Educating People

- 930 people attended 31 community awareness events

- 302 people enrolled in online training
- 605 people attended 18 workshops and webinars on MSHT
- 2. Preventing MSHT and Engaging in Outreach
 - 4,821 instances of outreach support provided
- 3. Supporting Survivors and Responding Holistically
 - 524 survivors supported
 - 73 survivors helped to exit their situations
 - 4,813 nights of housing provided
- 4. Partnering With Others and Advocating for Change
 - engaged in 55 internal and external partnerships
 - participated in 13 local and national task forces or coalitions

We invite you to read the full report at [2024 - Salvation Army Canada](https://2024-salvationarmy.ca).



In 2025, the Army continues into the fifth and final year of its Fight for Freedom Strategy, while also preparing for the next phase of meaningful impact.

Building Relationships With **Government**

The Salvation Army's public affairs team informs and influences government through its lobby efforts towards funding and policy change. It continues to leverage the incredible work taking place across the Canada and Bermuda Territory, with all levels of government, to elevate the voices of the people being helped and to be a transforming influence in the communities where the Army serves.

The public affairs team has come through a growth stage and is now focused on excellence. It contin-

ues to build relationships with government staff, elected officials and fellow service partners, both internally and externally. This team approach ensures that the expertise needed to move the mission of the Army forward in the realm of government relations is available.

Tracy Desjarlais, Indigenous relations specialist, is one of the many people who work tirelessly to amplify the voices of those the Army serves. Together with Saskatchewan's Lt.-Gov. Bernadette McIntyre, and adorned with her beaded Salvation Army shield,



Tracy Desjarlais, left, stands with Major Karen Hoeft

Tracy unveiled a memorial to Indigenous veterans. She is bringing life and giving a voice in Indigenous communities.

"We have been gifted the stories of many people we have been privileged to serve. Public affairs works to carry these voices to the different levels of government to help inform, change or challenge policies and to build strong communities with better outcomes," says Major Karen Hoeft, divisional public affairs officer, Prairies and Northern Territories Division.



Kimmy Zambrano, from Calgary, is a university student studying to earn a degree in social work. Since September, she has worked with The Salvation Army's outreach department as part of her practicum placement. She has taken part in street outreach, staffed mobile warming stations and observed ESL and children's programs run by The Salvation Army.

"Doing my practicum with The Salvation Army didn't even feel like

work. I loved spending time with the outreach workers and clients," she says. "I think everyone should seek out opportunities to volunteer."

As part of a co-op placement program that provides a course credit, Owen Norrad-Carr, a Grade 11 student from Fredericton, has been volunteering at a Salvation Army thrift store.

"My co-workers are the best people I've ever met. They made me feel at home," Owen shares.

Volunteering has helped Owen work through his social anxiety.

Student Volunteers **Make a Difference**

"Engaging with customers and co-workers has taught me how to be social, how to talk to people and do tasks effectively," he adds.

While he's still unsure about his future after high school, Owen is confident that this experience will serve him well.

826,000

**Volunteer hours to support
services across the country**

International Development Strengthens Lives and Builds Brighter Futures

The Salvation Army serves in 134 countries, motivated by a clear and powerful calling: to live out the love of Jesus in every community. Whether through a warm meal, offering a safe place to rest or a listening ear, The Salvation Army is there to give practical help and enduring encouragement. Through the generous support of Salvationists and donors, the international development department helps extend that love around the world, strengthening lives and building brighter futures.

International development supports initiatives that bring about long-term change in numerous areas, such as access to clean water, education, food security, health and child sponsorship. In 2024, thanks to the compassion of donors across the Canada and Bermuda Territory, more than 95 projects were supported in 35 countries, delivering essential resources and meaningful support to strengthen communities around the world.

In Rwanda, many families have long relied on unsafe water sources that pose the risk of waterborne disease. But that is

**In 2024,
more than
95 projects were
supported in
35 countries.**

changing. In partnership with local government and communities, four new boreholes were drilled, bringing safe, clean water directly to those in need. It's more than access to water. It's a source of renewed strength, restored dignity and a step toward a healthier life.

In Indonesia, 175 students in the village of Dongi-Dongi currently share three classrooms, divided into six areas. With donor support through the Brighter Futures Children's Sponsorship Program, three new classrooms were constructed, giving children the space, dignity and opportunity they deserve to learn and grow.



Your kindness, generosity and faith in action are helping to write new stories of hope and transformation around the world. Because of you, children are learning, families are finding resilience and communities are stepping into a tomorrow filled with promise and opportunity.

Compassionate, Coordinated Support in Times of Crisis

As Canada faces more frequent and severe disasters, communities are becoming increasingly vulnerable. Factors, such as climate change, aging infrastructure, mental-health challenges and social instability, are contributing to a rising number and complexity of emergencies.

The Salvation Army's emergency disaster services (EDS) plays a vital role in addressing urgent needs that often exceed public response capacity—providing compassionate, co-ordinated support when and where it's needed most.



EDS worker prepares food for distribution

Across the country, EDS responds rapidly across the full disaster continuum: mitigation, preparedness, response and recovery. Our services include food, water, hygiene supplies, and emotional and spiritual care—not just for survivors, but also for first responders and volunteers.

Recent examples of EDS in action:

- **Wildfires in Western Canada (2023–2024):** With over 6,500 wildfires and roughly 185,000 to 232,000 displaced Canadians, EDS teams provided meals, hydration and emotional support throughout British Columbia, Alberta and the Northwest.
- **Urban Crisis in Vancouver (May 2024):** Following a tragic act of violence affecting the Filipino community, EDS served at a resiliency centre with meals and spiritual care to support families and first responders.
- **Ontario Ice Storm (Winter 2025):** In the aftermath of widespread power outages, EDS teams distributed food and water to affected families and stranded individuals.



Disaster survivor receives food

- **Search and Rescue in Nova Scotia (Spring 2025):** During the search for two missing children, the Pictou County team provided emotional and spiritual care to first responders and volunteers.

From St. John's, N.L., to Richmond, B.C., EDS teams are also addressing needs linked to homelessness and rising living costs, offering meals and support through mobile feeding units.

Looking ahead, The Salvation Army is committed to expanding its emergency response capacity—focusing on mental-health support, scalable deployment and stronger community resilience.

87,600

Visits for assistance
when disaster struck

Why Support The Salvation Army

Trusted and Proven

- The Salvation Army has a long-standing history—serving for more than 140 years in Canada, 125 years in Bermuda and 160 years globally.
- It is now one of the world’s largest providers of social services, trusted by millions.

Community Presence and Impact

- The Salvation Army operates in 400 communities across Canada and Bermuda, and in 134 countries around the world.
- We focus on helping one person at a time, believing that every individual is infinitely valuable and equally worthy.
- In times of disaster, The Salvation Army is often already serving in the community. This makes it possible to mobilize quickly, provide immediate and culturally relevant aid, and remain long after immediate needs have been met.

Responsible Stewardship

- All donations are used directly by The Salvation Army or agencies of which it is a member—ensuring funds go where they’re needed most.
- Programs are designed to build skills, capacities, and resilience, not just provide temporary relief.
- Our services are offered equally to all, without discrimination.
- Our workforce includes dedicated officers, staff, volunteers and members, all committed to serving others.

Accountability and Integrity

- The Salvation Army has been accredited by Imagine Canada’s Standards Program since 2015—a mark of transparency, good governance and responsible fundraising.
- We manage administrative and fundraising costs responsibly, ensuring maximum impact and efficient service delivery.

Faith in Action

- As an international Christian church that welcomes everyone, The Salvation Army’s faith inspires us to serve all people.
- Donations from individuals, foundations, corporations and all levels of government help support programs and services that address urgent and long-term social needs.

View more hope stories below:



Shelter Services



Community Services



Family Services



Accredited
IMAGINE CANADA

[imaginecanada.ca](https://www.imaginecanada.ca)

Financial Overview



The Salvation Army in Canada and Bermuda holds stewardship as a core value and understands that we must responsibly manage the resources that have been entrusted to us. The Army's commitment to financial accountability and transparency is evidenced in our Consolidated Financial Statements for the year ended March 31, 2025, at [SalvationArmy.ca/annualreport](https://www.salvationarmy.ca/annualreport), which have been audited by KPMG LLP, Chartered Professional Accountants, Licensed Public Accountants.

The condensed statement of revenue and expenses presented here represents a high-level summary only. A review of this condensed statement will reveal that some revenues and expenses, such as government funding, charitable programs and services or headquarters operations, have changed significantly year over year.

These changes are explained in the management commentary accompanying the full financial statements. You will also find additional information on the Army's financial position as a whole that will help place the results in this condensed statement in context.

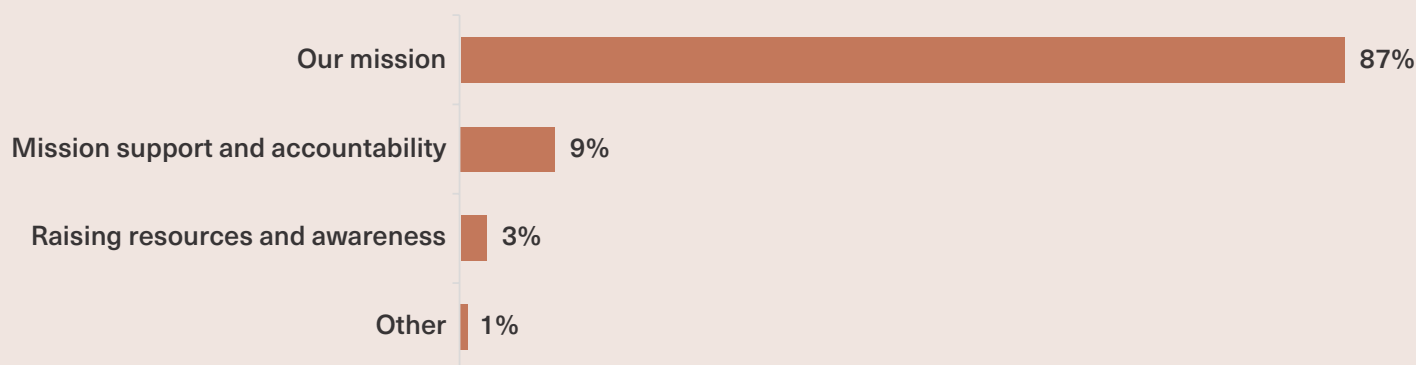
On average over the past five years, 87% of the funding we receive has been invested directly into our mission and the transformative programs and services that we provide. Our goal is to maintain mission support costs incurred in our headquarters operations at a maximum of 10% of costs. In fiscal 2025, these costs represented 9.3%, compared with 9.0% in the prior year. In the current year, we have seen an increase in headquarters operations because of planned investments in information technology. This investment will result in higher mission support costs on a temporary basis, but revert to

more historic levels after the program winds up in fiscal 2026.

The Army is extremely grateful for the financial support provided by our various levels of government and other funding partners that allows us to assist some of the most vulnerable members of our community across Canada and Bermuda. While this support helps to fund a significant portion of our mission, we rely heavily on the generous support of our donors, who continue to account for more than 20% of our funding each year.

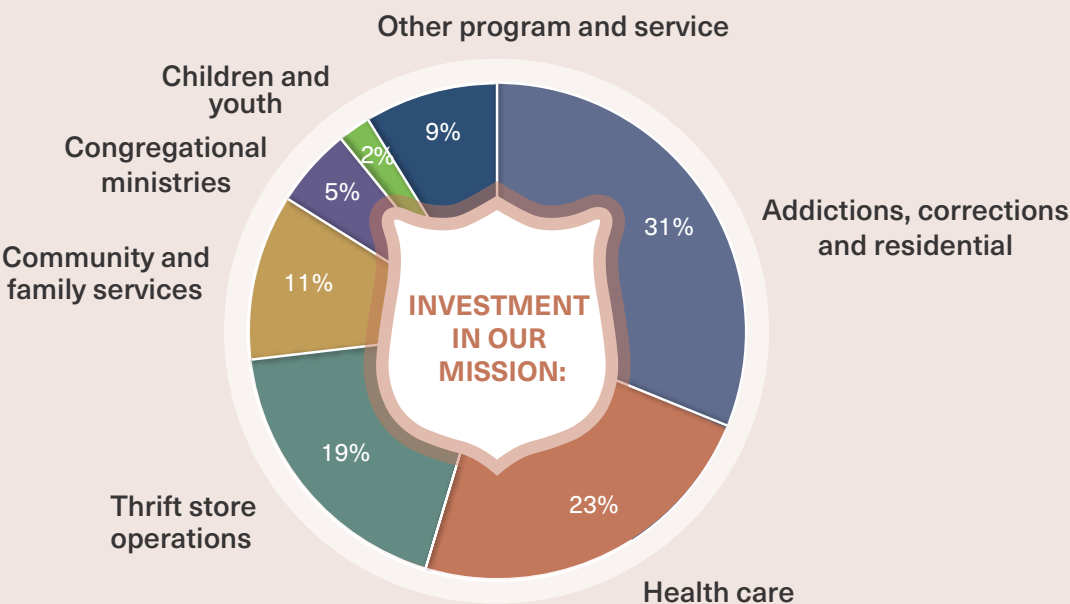
As communities across Canada and Bermuda continue to struggle with a range of challenges, including poverty, homelessness and food insecurity, these programs and services become even more vital to ensure that we can provide dignity and hope to those in need. Your support will help the Army to achieve this mission.

How Resources Were Invested



Condensed Statement of Revenue and Expenses
For the year ended March 31, 2025, with comparative figures for 2024
(in thousands of dollars)

	2025	2024
REVENUE		
Public support:		
Charitable donations	\$ 249,399	\$ 237,154
Sale of donated goods	187,621	184,865
	437,020	422,019
Government funding	487,393	440,555
Fees for service	64,823	63,724
Investment income	136,784	181,187
Other	46,905	82,712
Total Revenue	\$ 1,172,925	\$ 1,190,197
EXPENSES		
Charitable programs and services	\$ 740,394	\$ 716,326
Thrift store operations	168,171	160,725
Headquarters operations	97,166	90,951
Fundraising and public relations	27,211	26,354
Other	9,063	10,924
Total Expenses	\$ 1,042,005	\$ 1,005,280
Excess of revenue over expenses	\$ 130,920	\$ 184,917



A ROOF OVER THEIR HEAD **OR** FOOD ON THEIR PLATE?

When poverty gives someone an impossible choice.

Your donation is their answer.



Donate now at [SalvationArmy.ca](https://www.salvationarmy.ca)