

CALGARY AND AREA NONPROFIT

FLOOD IMPACT SURVEY



CCVO
Calgary Chamber of
Voluntary Organizations

Propellus



PHOTO BY TIJANA MARTIN/ CALGARY HERALD

The past two weeks have been a challenging time as Calgary and other communities in Southern Alberta deal with the impact of massive flooding. As we move beyond the immediate emergency response, the impact of the flooding will be extensive. While many organizations are returning to a sense of normalcy, the long-term effects of the flood will be felt in a number of areas.

In the immediate aftermath of the flooding, the Calgary Chamber of Voluntary Organizations (CCVO) and Propellus (formerly Volunteer Calgary) began to assess the immediate and long-term impact that the flood has had on local nonprofits and charities.¹ An online survey of Calgary and area nonprofits was undertaken to develop an understanding of the impact and changing situation, to help keep stakeholders informed of the short-term and long-term impacts of the disaster and, where possible, match resources to areas of need.

With over 160 responses received from a wide range of nonprofit organizations, the following emerging trends have been identified:

- While many organizations were called upon to redirect their services towards flood relief, most local nonprofits and charities were not directly affected by the floods.
- Many organizations reported increases in demand for services, particularly in the Social Services and Housing subsectors. The combination of increased need due to flood related issues, coupled with ongoing demand for services, has resulted in significant operational pressures for many organizations.
- In both the short- and long-term, many organizations are experiencing, or anticipating financial pressures due to:
 - Increased service demand and expenditures.
 - Damage to facilities, equipment and inventories.
 - Loss of revenues from cancellation of fundraising events and programs.
 - Charitable donations being diverted to flood relief and concerns that the overall capacity for donors to give may be reduced.

ORGANIZATIONS REPORTING CAPACITY IMPACTS

■ Yes ■ No



Total number of respondents = 167

Some subsectors not shown

¹This survey was intended to gauge the impact of the flooding on Calgary's nonprofit sector. This is not a scientific survey, nor is the sample representative of the entire sector.

SHORT-TERM NEEDS

Increased Demand for Services

Of those organizations affected by the flood, 30% identified needs related to an increased demand for services. The scope of the expanded need reflects the breadth of the work performed by Calgary nonprofits. A community association found itself working with government to stop erosion that was threatening homes. A heritage group needed to mobilize to evaluate damage to historic buildings and provide direction to owners. A horticultural group needed to educate community gardeners about contaminants carried by floodwaters. Numerous seniors and social service organizations needed to relocate clients. Animal rescue shelters had to find temporary shelter for animals.

Restoration

Twenty-two percent of respondents identified short-term needs related to restoration. Predictably, most of these had to do with property damage, including physical space, furnishings and clients' personal belongings. Nonprofits that run camp programs have been left with the task of removing debris, repairing facilities and rescheduling. Organizations also cited the need to re-establish communications and restore computer systems.

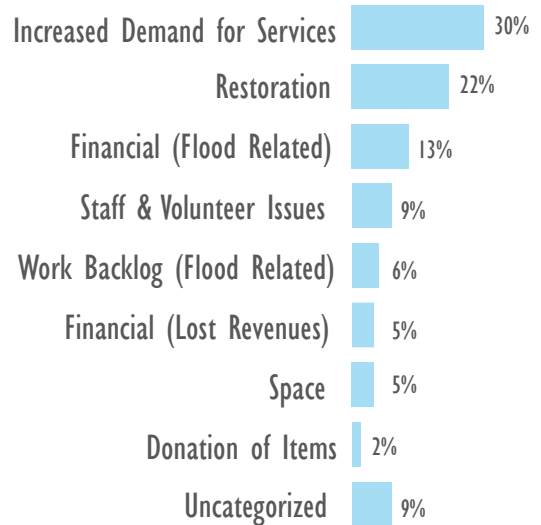
Financial

Respondents identified two forms of financial impact and need. Approximately 13% described capital and operating costs directly related to the flood, such as damage to property or the need to find temporary accommodations for clients. Five percent described lost revenue due to the cancellation of events, lower fee-for-service revenues and donors choosing to reallocate funds to flood relief.

Staffing and Volunteers

Approximately 10% of organizations identified pressing needs around staff and volunteers. Beyond the need for volunteers to help with clean-up, restoration, and to respond to increased need, organizations talked about the need to organize and support staff and volunteers through the evacuation process and to support those whose homes were impacted by flooding. Some organizations were required to recruit additional volunteers to replace those affected by the flood.

SHORT-TERM NEEDS BY TYPE



"Finding shelter and housing for our clients is always a challenge. It is now incredibly more challenging. We need our partner agencies up and running at capacity." - Social Services

"We need the capacity to deal with a "backlog" of administrative, reporting, and funding tasks that were postponed because we had been evacuated from the office for 10 days." - Social Services

"We are now serving individuals and families who would otherwise be served by the inner city resource centre." - Social Services

"We are producing five times more meals, delivering to evacuees, volunteers, as well as our clients." - Social Services

"We have been severely impacted by the unexpected cancellation of a community fundraiser that generates over \$300,000. We have also had a major gift that was promised put on hold (totalling \$200,000)." - Social Services

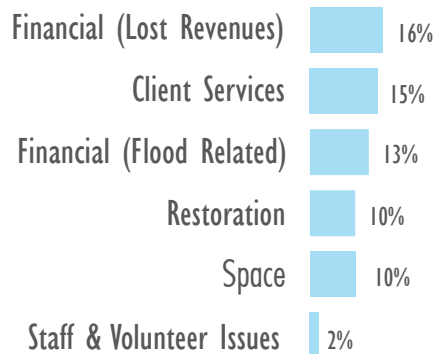
"...funding for clients that can no longer afford our services." - Social Services

"We need HR processes to deal with evacuated staff." - Social Services

LONG-TERM NEEDS

Sixty percent of respondents reported that they currently had, or anticipated, long-term needs related to the flood situation. A number of organizations expressed concern about finances, and the ability to meet fundraising targets to support current operations, given the outpouring of support to address immediate flood-related expenses. Some organizations identified that restoration efforts and/or increased demand for services will extend into the foreseeable future.

LONG-TERM NEEDS BY TYPE



RESOURCES AVAILABLE TO SHARE WITH OTHER ORGANIZATIONS IN NEED

Respondents were asked if they had any resources to share with other organizations in need. Many organizations, even those that were impacted themselves, were able to offer help to others. The following were offered by Calgary and area nonprofits:

- Office Space
- Meeting Space
- Office Supplies
- Staff/Volunteers
- Food
- Clothing/Toiletries
- Office Furniture
- Storage Space
- Counseling/Outreach Services

“We are working to clean up debris from our largest campsite, which we have had to close temporarily. We have work parties out there this weekend, and we will have to hire people to do some of it.” - Recreation

“Our capacity was reduced from June 20 to 28. We are now operational and at capacity. The rebuild of the lower level of the Crisis Nursery will be our priority.” -Social Services

“Our Safe House had extensive damage and volunteers are currently removing all the lower floor furniture and belongings of the youth. The youth were relocated, but they have lost all their belongings.” - Social Services

“Our challenge will be finding cash donations to pay for the medical expenses for the displaced animals in our care.” - Animal Rescue

“We are heavily dependent on our private/corporate donations to run the shelter. Economically, we will be impacted as monies that would normally come to us may go to flood victims.” - Social Services

“The aftermath of disasters is often long term and includes mental health challenges, grief and family stress. Carrying on a response to aid people through this will be challenging, especially after public emotion and support wanes.” - Social Services

“Our property was eroded by the river flood, so erosion control, bank stabilization, and beautification are our longer-term needs.” - Religion

“Renovations are required to ensure the apartment building can be occupied. If it ends up taking too long it will make it very difficult for youth who are already facing challenges as they transition from the Children’s Services System.” - Social Services

ESTIMATE OF ADDITIONAL EXPENDITURES INCURRED DUE TO THE FLOODS

As expected, at the time of response, most organizations did not yet have an estimate of expenditures related to the floods. Organizations that were impacted by the flood did, however, provide information on a variety of expenditure areas, including:

- Service related costs such as food, shelter, clothing and space rental.
- Staffing costs, including wages for employees who were unable to work, and hiring of additional staff to meet increased demand.
- Restoration and rebuilding expenditures for facilities, capital assets and supplies. Early estimates of these costs range from \$200 to \$20,000 (although we are aware of organizations for whom restoration costs will greatly exceed these amounts).

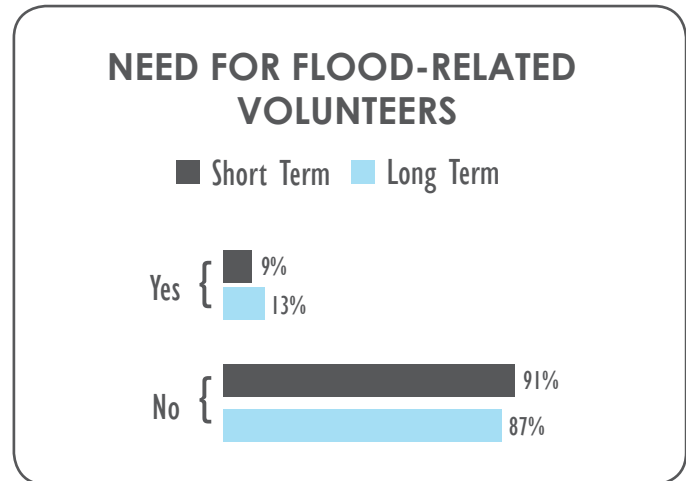
ADDITIONAL VOLUNTEERS REQUIRED

At this point, the need for additional flood-related volunteers for organizations is limited. While the volunteer response throughout the flood crisis has been overwhelming, it has been primarily grassroots driven and widespread, and in some instances, pre-empted attempts at organizational responses. An area to monitor over the long-term will be whether volunteer fatigue and burnout become factors or whether this event catalyzes further volunteer activity.

ESTIMATE OF LOST REVENUES INCURRED DUE TO THE FLOODS

Similarly, most organizations did not immediately have an estimate of lost revenues due to the floods. While some respondents provided specific estimates of lost revenues, actual amounts will become known over time.

A major concern identified in the survey was an anticipated shift in donations and funding towards flood recovery at the expense of other needs. While some charities have temporarily suspended their fundraising efforts to allow donations to be directed toward flood relief efforts, there are also concerns that capacity for donors to give may be reduced. This may be caused by redirecting earmarked donations to long-term flood recovery, or by individuals having their own financial challenges.



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