



Haven Society

Annual Report 2014

Special points of interest:

- Haven celebrates 'not another 35 years' Anniversary
- Welcoming new Executive Director, Anne Taylor to the Society
- New Parksville/Qualicum Safe Home Program
- DV Unit to launch in 2015
- Boundary Housing Project breaks ground
- Strategic Plan 2014-17
- Positive Financials for 2014

Working in Community



*Promoting the safety and
Integrity of women, children,
youth and families*

Inside this issue:

President's Message	2
35th Anniversary	3
Financials	4
AGM	6
Executive Director Message	8
Feature Report DVU and Working in Community	10

Program Reports

Nanaimo Haven House	12
Parksville Qualicum Haven House	14
CWWA Women's Counselling	15 16
Nanaimo CVS	18
Parksville CVS	19
Outreach	20
Men Choose Respect	21
Prevention with Youth	22
Grace Mitchell Award	



Message from the President



The Board of Directors has had a busy year. Our time has been focused on developing a new Strategic Plan in collaboration with the leadership team and all Haven Society employees, addressing some budget issues and interviewing for, and hiring, a new Executive Director. Continuing fiduciary oversight of various projects has also kept the Board busy.

Various projects have been moving along over the past year. The Board is thrilled that a collaboration between Haven Society and the SOS in Parksville has led to the opening of a well utilized safe house in the Oceanside area. The second-stage housing project on Boundary Crescent is moving along. This project is the result of a collaboration between Columbian Society, Nanaimo Affordable Housing and Haven Society. Finally, we are pleased that a Domestic Violence Unit is opening as a shared project between the RCMP and Haven Society, with funding from the Ministry of Justice.

In April of this year, Anne Spilker retired from her position as Execu-

tive Director. Anne provided the Board adequate notice of her retirement and so the Board began a recruitment process in the summer of 2013. We received a large number of applications for the position from people with a variety of backgrounds with many strong attributes. The selection process involving staff participation, resulted in the hiring of Anne Taylor in late January 2014. Anne Taylor began her employment with Haven Society in March 2014. She was able to spend some time with Anne Spilker, before she left, in order to promote an smooth transition.

Many of you will recall that at the end of the last fiscal year we were facing a deficit that was troubling. In reviewing budgets, various reports and meeting with the past and current Executive Director, we have managed to address the issue and the financial situation looks much more reassuring. Having said that we have made it a goal to place more emphasis on fundraising, and have incorporated this into Strategic Planning, partially to meet our obligations to pay for the Community Services Building, but, also, to support current and future programming.

Sometime, in the not too distant future, we need to consider action to replace the current Transition House which is aging. Funds and grant money has been found over the last year to upgrade parts of the House such as the kitchen.

Developing a Fund Raising Plan and a Communications Plan are items identified as crucial within the Strategic Plan for 2014-2017. Much time in the past year has been given to the development of a Strategic Plan. The process has been a collaborative one with participation by the Board, leadership team and all employees of Haven Society. Anne Taylor is now providing strong, shared leadership as everyone works to implement the plan.

There seems to be a strong sense of excitement about the direction in which the Society is heading. In the fall of 2013 Haven Society celebrated 35 years of promoting the safety of women, children, youth and families. It is positive to be celebrating years of important work. However, it is sad that there is still a need for the services of agencies such as Haven Society. In fact, at Haven Society we have seen an increase in the complexity of domestic situations and crises experienced by the women and children that present at our doors.

There is so much more that needs to be done. We need to reduce the waiting times experienced by some clients for follow-up services, after the initial assistance is provided. We would like to accomplish more in the area of violence prevention. We need to keep sending the message that violence against women, children and youth is unacceptable and needs more resources assigned to it prevention and services to families in crisis.

There is so much more that needs to be done... Marilyn Chapman

‘Not another 35 Years...’ Celebrating Haven’s 35th anniversary

In October of 2013, Haven Society celebrated 35 years of providing services in the Nanaimo and Area region.

We know that our work is still necessary, and that through many changes in the past thirty five years, women and their children still fear for their safety all too frequently.

Our vision is to work together with our community to end violence against

women, and to create and support a safe community for all of us. Our work includes services that help those in immediate need, find shelter and support for tough transitions in their lives. Our work also includes, and we commit to our work in PREVENTION. We believe this is crucial so that we are able to say....

Not another 35 years....

So that women and children are safe at home, in their relationships, in our streets, businesses, workplaces and community.

So that we can close our doors and one day, our work is finished...

We dream of this vision as we look forward. All our efforts move us toward this goal. We know we share this vision with our community, and as we cut the cake and toasted at the Port Theatre on this celebration, we were surrounded by our many supporters in achieving this goal together.



“We share this vision with our community as we look forward.”



Celebrating 35 Years
at the Port Theatre



*Angela Nelson,
Treasurer*

Treasurer's Message

It's hard to believe we have just completed another fiscal year end as of March 31, 2014. I am pleased to report that we made a strong recovery from our previous year end deficit as a result of diligent work on the part of the Haven Administrative team. Through strong support via donations and vari-

ous fund raising events, programs were supplemented and our Haven team was able to support many women and children in need of our assistance.

We at Haven Society are truly grateful for the community support we

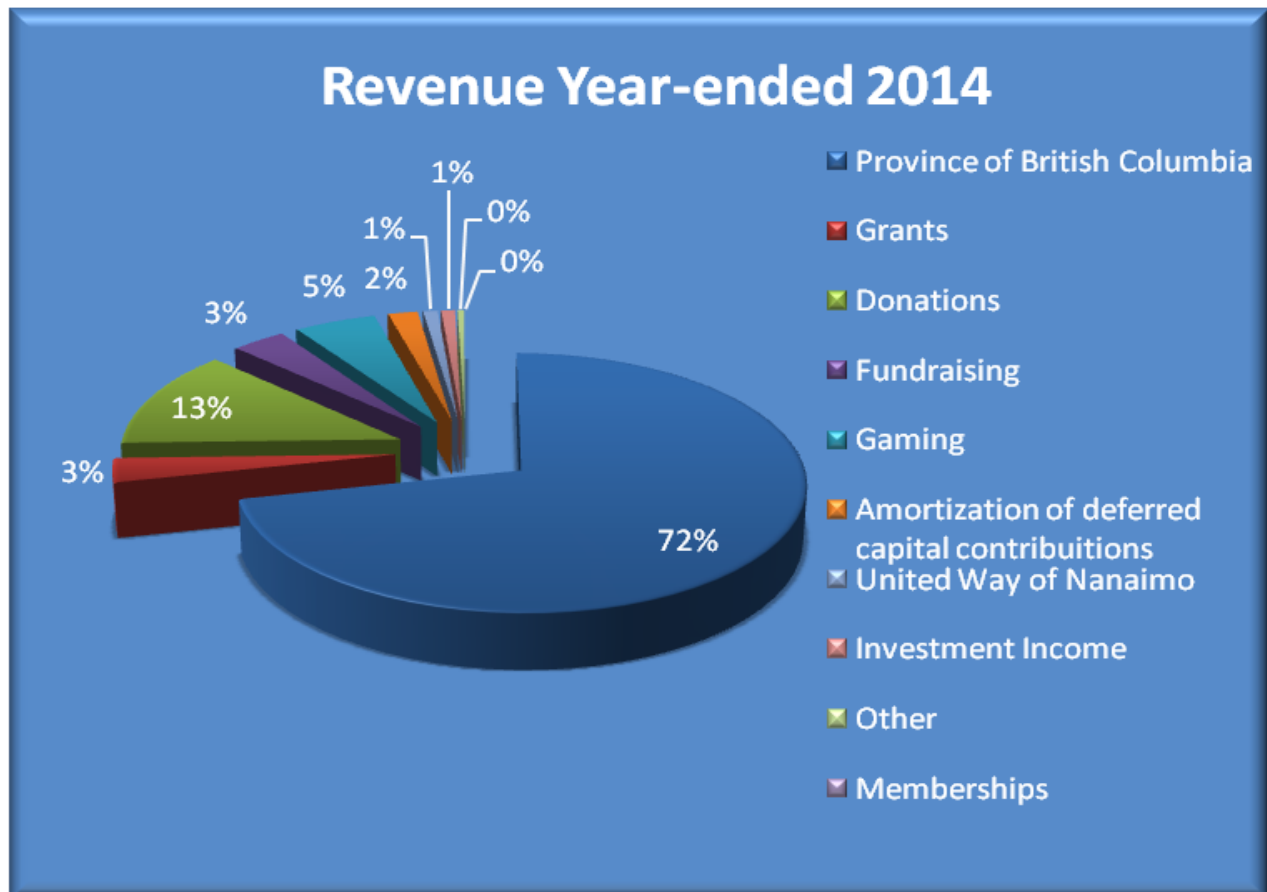
have received, and it is our hope that you, our supporters and donors, will continue to assist us in the upcoming years, helping us to provide a safe place for women and children who experience violence in their lives.

Sources of Revenue 2014

Revenues Year – Ended 2014	
Province of British Columbia	1,240,726
Grants	53,417
Donations	218,467
Fundraising	60,387
Gaming	91,000
Amortization of deferred capital contributions	32,717
United Way of Nanaimo	16,048
Investment Income	15,186
Other	7,460
Memberships	200
Total Revenues	1,735,608

Statement of Financial Position

Financial Position			Financial Position		
Year-End 2014			Year-End 2014		
	2014	2013		2014	2013
Assets	2,131,125	2,201,123	Revenues	1,735,608	1,619,198
Liabilities	2,131,125	2,201,123	Expenses	1,736,783	1,683,349
			Deficiency of Revenues Over Expenses	-1,175	-64,151



Annual General Meeting Agenda



Annual General Meeting

Oliver Woods Community Centre
Salal Room

6000 Oliver Road
Nanaimo BC

Thursday, September 18, 2014

Presentation

6:00pm Greeting

Opening Remarks

Overview of Domestic Violence Unit in Nanaimo –
What is a DVU?

Introduce Community Coordination for Domestic
Safety Committee members

Keynote: Mark Fisher OIC, Nanaimo RCMP

Close/Thank you

Business Meeting

7:15pm Call To Order

Introduction of Current Board of Directors

Appointment of Recorder (Count of Members Present)

Adoption of Agenda

Adoption of Minutes of AGM 2013

Presidents Report

Treasurers Report

Report from the Auditor/

Adoption of Audited Financial Statements

Appointment of Auditor

Executive Director Report

Adoption of Annual Reports

Election of Board Members

(Election of Nomination List as a
Whole)

Appreciations and Awards

Adjournment of Board Meeting



Current Board of Directors

Marilyn Chapman

President

Tara Campbell

Director

Angela Nelson

Treasurer

Kathy Lowe

Director

Betty Price

Past President

Glenda Morrell

Director

Kim Cook

Director

Louise Otto

Director

Penny Bartlett

Director

Cindy Stanley

Director



“There seems to be a strong sense of excitement about the direction in which the Society is heading”.
Marilyn, Board President

Nominees for 2014-15

Marilyn Chapman

Angela Nelson

Betty Price

Kim Cook

Penny Bartlett

Tara Campbell

Kathy Lowe

Glenda Morrell

Louise Otto

Cindy Stanley

Elaine MacDonald





Anne Taylor,
Executive Director of Haven

Annual Report 2014



Working in Community has a long tradition at Haven Society...

Message from the Executive Director

A significant highlight of the past year was the celebration of 35 years of Haven Society serving the Nanaimo and area communities.

“Working in Community” has a long tradition for Haven Society and has grown exponentially through these years.

Promoting the safety of women, children and their families continues to inform, guide and direct all of our daily efforts and initiatives.

The continuum of service delivery offered by Haven Society ensures that women, children and their families have access to the highest quality of response to the continued reality of abuse in their lives and in our community.

Community collaboration is evident in many of the initiatives Haven has been involved in this past year .

Highlights Include:

The opening of the ***Parksville Qualicum Haven House*** (Fall 2013) representing a strong collaborative effort between SOS and Haven.

Haven Society Boundary project – second stage housing initiative funded by BC Housing and City of Nanaimo – supported by collaborative management of Nanaimo Affordable Housing, Columbian Centre and Haven Society. Shovels will break ground in 2014!

Domestic Violence Unit (DVU) – funding from Ministry of Justice and reflecting a deep community collaboration between many of the services focused on addressing domestic violence in Nanaimo. This initiative has been in the “works” for many years and will be officially launched in 2015.

At the end of this fiscal year, Anne Spilker retired (ED from 2008 to 2014) and the “new” Anne was selected as the ED for Haven Society.

A New Chapter

The transition of leadership was a relatively seamless one and marks a “new” chapter for Haven Society.

Haven Society has developed a strategic plan focused on four main areas of development – *Leadership; Programming, Wellness and Resource Development*. This plan will guide the direction of our efforts over the next 3 years and reflects a process of collaboration between the board, management and staff of Haven Society.

Collaboration is a key theme in how Haven Society responds to the ongoing reality of violence against women and children in our communities. Our mission to promote safety for women, children and their families is grounded in the belief that we all need to be part of the “solution”. We deeply appreciate the consistent and unending support of our members, donors and community partners who demonstrate this belief.

.....*Collaboration is key*

Strategic Plan 2014-17

Area of Focus	Goals
Leadership	<ol style="list-style-type: none"> 1. Support leadership transitions 2. Establish leadership model 3. Enhance Communication and Processes
Programming	<ol style="list-style-type: none"> 1. Complete Current Housing Projects 2. Ensure Quality and Efficiency in Client Services 3. Strengthen Work in Prevention/ Youth/ Children
Wellness	<ol style="list-style-type: none"> 1. Develop and Implement a Wellness Plan 2. Improve Health, Wellness and Safety in the Agency
Resources	<ol style="list-style-type: none"> 1. Create Fundraising Strategy 2. Reduce Dependence on Fundraising for Programming 3. Reduce Capital Debt



Anne Taylor, New Executive Director and Retiring Executive Director, Anne Spilker

Two Annes.... Strategic Planning Day January 2014.

Anne Spilker retired this year after 19 years of service at Haven Society.

“The transition was so smooth, even our email addresses didn't have to change...”, Anne T. says.

The two Annes spent over a month transferring the past into the future.

The first step was the creation of a Strategic Plan for Haven, where both EDs brought their passion and commitment to goals for the future.



Program Reports

Nanaimo Haven House

Between April 1, 2013 and March 31, 2014 we provided shelter and support services as follows:

No. of Crisis Calls - 2384

No. of women served - 138

No. of children served – 101 (which represent 42% of our resident base)

No. of bed nights - 2732
Average length of stay per resident – 19 days (2.7 wks per resident)

No. of days at capacity - 205

No. of women not served due to no space in program – 90

The complexity of work has increased significantly. Women and children are staying longer at the house.

We continue to see an increase in diverse populations consequently staff needs to be highly creative, more resourceful, and possess an increased sensitivity to a variety of cultural issues.

The Women's Support Workers continue to go above and beyond their duties to ensure a family's stay is not only comfortable and inclusive but also empowering.

One Resident's Story

We had a young woman with a toddler stay at the house. She had only been in Canada for a few months, spoke very little English, and was unfamiliar with western culture.

Staff worked collaboratively with the RCMP, Central Vancouver Island Multicultural Society, translators, in house programs, as well as other community and provincial resources in order to fully support this woman and her child.

During the woman's stay at the house, staff became aware that it was not for them to remain in Nanaimo, and that she wanted to move to a different community. Staff were able to communicate with her using technological supports, such as online translation websites, to ensure appropriate shelter services/support were available to her upon reaching her destination.



"I was able to take a step back and think through my situation....it gave me the strength and opportunity to decide what to do next and be safe with my children..."

Promoting safety of women, children, youth and families

Nanaimo Haven House, contd.

Program Highlights

Increased collaboration and partnership between internal agency programs and various community partners, such as Snuneymuxw First Nation, and Loaves and Fishes

Staff involvement with ongoing training through the year, including the BC Society of Transition Houses Annual Conference

Ongoing research into Day-care Licensing

Partnership with Snuneymuxw First Nation – co-facilitation of two support and trauma groups

House Supervisor a member of the BC Society of Transition Houses Aboriginal Advisory Committee

Organized, hosted, and facilitated community meetings with focus group on behalf of

provincial body.

Responded to crisis calls, and completed assessment for safe house eligibility for Parksville Qualicum Haven House

Provided training and operational support to PQHH program coordinator, and casual staff.

Program Supervisor and Housing Manager developed and delivered Reducing Barriers Training for Transition House casual staff.

Breaking Silence Support Group for women who have been or are in abusive relationships developed and facilitated at the house.

Monthly social gatherings for current and past residents.

Development of improved services to women and children while at the house

Kids summer program in partnership with Children Who Witness Abuse Program.

Kitchen and upstairs bathroom fully renovated over a 6 week period which limited program accessibility

Increased volunteer support at the house.



Challenges

The implementation of BC Housing's Reducing Barriers Framework has impacted service delivery, and we see more women and children with a variety of complex issues. Presenting issues include active mental health and addictions, child protection concerns, higher risk situations, and serious/chronic medical conditions.

We continue to explore ways in which we can adequately address the needs of children who represent 42% of our clients, with limited resources and funding.

After 35 years of service to the women of our community we continue holding the vision of the eradication of violence against women and children in our community. Our goal has always been to provide a safe haven for women and children in a time of transition.

Respectfully submitted by
Cindy Laird – Residential Program Supervisor
Dawn Clark – Housing Manager

September 2014.



*If you are
unsafe and
seeking
shelter*

*Free
Confidential*

*Call Toll
Free
1-888-
756-0616*

*Nanaimo
And Parksville/
Qualicum*

Feature Report



Moving Toward a New DV Unit in Nanaimo

After nearly 14 years in development, Nanaimo is moving closer to establishing a formal Domestic Violence Unit (DVU).

Working in partnership the Nanaimo RCMP and Nanaimo Community Victims Services (CVS) at Haven Society will provide frontline services for highest risk domestic violence situations. Where children are involved and at risk the Ministry of Children and Family Development (MCFD) will also be involved. This team is supported by a range of local justice and community service providers.

“While all domestic violence is a concern, certain cases pose an even greater risk of serious bodily harm or death,” says Anne Taylor, Executive Director at Haven Society.

While all domestic violence is a concern, certain cases pose an even greater risk of serious bodily harm or death,” said Anne Taylor. “The DVU will offer an enhanced response to these highest risk cases through collaboration and community partnerships.”

“The DVU will offer an enhanced response to these highest risk cases through collaboration and community partnerships.”

In the highest risk cases of

domestic violence, DVUs are widely accepted as a best practice for supporting victims and holding offenders accountable. Victims at the greatest risk of violence are immediately connected with resources and brought to safety.

In order to provide this lifeline for vulnerable women and families, the BC government has committed to making our province a safer place for anyone who has been affected by domestic violence.

After extensive consultation with anti-violence groups and the general public, the government outlined a three-year plan and commitment that includes the creation of additional DVUs in cities across the province.

The roots of Nanaimo’s DVU reach back to October 2000, and the formation of the Nanaimo Domestic Violence Emergency Response System. This team supported a pro-

active multi-agency response whenever high risk circumstances were identified.

Almost a decade later, RCMP and the Nanaimo CVS at Haven Society began an ongoing conversation and partnership, highlighting an enduring alliance and dedication to addressing the most potentially dangerous domestic violence cases. “We are excited about the creation of the Domestic Violence team in Nanaimo and building on the close working relationship we have with Haven Society,” said Mark Fisher, Officer in Charge, Nanaimo RCMP.

This collaboration also included representatives from the justice community intent on improving local responses, and the DVU was one of several

critical goals identified. The group adopted the name *Community Coordination of Domestic Safety* (CCDS) in February of 2010, in recognition of their over-arching purpose.

Collaboration is key....

Working in Community

The CCDS started an active process of highest risk case strategic planning.

In April 2010, the RCMP approved a domestic violence investigator under the community policing umbrella who soon started attending CCDS meetings.

In early 2013, the CCDS helped launch the Domestic Violence Court. Designed to enhance victim safety, this initiative focuses on reducing overall risk in Nanaimo and surrounding area by taking into account the special characteristics that domestic violence cases present, as well as improving coordination and consistency.

The Domestic Violence Court is just one of many significant success stories following the development of these important community partnerships.

Most recently, the Ministry of Justice provided funding support to establish a long-awaited DVU in Nanaimo.

With this essential support, we can continue building on the strong foundation created to date.

We are focused on ensuring that best practices are an integrated feature of Nanaimo's overall response to domestic violence. Ultimately, the shared vision driving our community partnerships is a safer Nanaimo for women, children and families experiencing domestic violence.

"We are excited about the creation of the Domestic Violence team in Nanaimo and building on the close working relationship we have with Haven Society..." Mark Fisher, Officer in Charge, Nanaimo RCMP

Over the next two years, we will develop protocols and procedures to guide the work of the DVU, provide frontline victim services in Nanaimo, co-locate the RCMP and Nanaimo Haven Society CVS DVU team members in one location, deliver training opportunities for DVU members and related partners, strengthen partnerships with key community allies, and extend services between the DVU and children impacted by domestic violence.

Nanaimo CVS could not exist without the generous support of our local community. To donate to Haven Society and to find out how you can make a difference through financial or volunteer contributions, please contact Christine Gross at 250-756-2452 extension 239.



Parksville Qualicum Haven House

In 2011, SOS approached Haven Society and started a dialogue regarding the limited services available to women and children fleeing violence in the Oceanside area.

In May of 2012, both organizations co-facilitated a community meeting in Parksville.

As a result of community concern regarding domestic violence in the Oceanside area, a committee was formed to move forward with the goal of opening a Transition House in Parksville in the fall of 2013.

In November 2012, Haven Society and SOS created a collaborative partnership, searched for and secured a house, and initiated a fundraising strategy.

In October 2013, Haven Society assumed delivery of the Safe Homes contract which SOS had previously managed for 38 years. In partnership with SOS, we opened the Parksville Qualicum Haven House (PQHH) on October 15, 2013.

Between October 15 and July 31, 2014 we have provided shelter and/or services to:

- No. of Crisis Calls – 121
- No. of women served – 9
- No of children served – 6
- No of bed nights – 402
- Average length of stay – 31 days
- No of days at capacity – 51
- Number of calls from community 1,001

Women now have the option of remaining in their home community while having access to safety and supportive services.

A young woman who stayed at the house with a child who has developmental challenges was able to access a constellation of services, resulting in her resuming fulltime care of her child. With the support of PQHH Staff, including outreach services, this family was able to be reintegrated back into the community, obtain affordable independent housing, and access individualized services and group support.

Program Highlights

-Partnership with SOS

-Residential Coordinator hired July 13, 2013

-Initial renovation completed 2013: office space created, house painted, and security fence built around parameter property.

--Opened PQHH October 15th, 2013

-Two Standby Casual Women's Support Workers hired December 2013

-The entire House was furnished by donations from the Oceanside community

-First intake October 2013. Women of all ages access the house (age 19-57 years)

-Signature Jewelry piece was developed

-Received referrals from SOS, FRA, RCMP, CVS Parksville

-Most referrals were self referrals

-24 presentations were made to various organizations within the Oceanside Area

-Representative on Oceanside Health & Wellness Network, Oceanside Homelessness Task Force and the Community Coordination Action Team.



The community of Oceanside has been extremely generous in their support of this program. It is amazing how many personal stories of domestic violence we have heard and continue to hear while receiving donations from communities.

Submitted by,

Paula Miles, Coordinator

Dawn Clark, Housing Manager

Promoting the safety of women, children youth and families

Children & Youth Who Witness Abuse (CWWA)

A large percentage of the clients who receive services at Haven Society are children. The CWWA program provides support to children, youth and their families so that:

Children:

learn the violence is not their fault

know they are not alone

develop healthier ways to communicate

build tools to keep safe

Caregivers:

understand the impact on their children

increase safety for the family

break the intergenerational cycle of violence

NOTABLE STATISTICAL HIGHLIGHTS

Services for Children and Mothers

113 children and 124 women received support through groups and 1-1 counselling

Support to Men

13 Fathers, Step Fathers and Grand Fathers looked to our program to help them better sup-

port their children.

Crisis Response

97 crisis calls from parents and schools were responded to

67 safety planning sessions were delivered to children and youth in high risk situations.

Wait Times

Children are waiting an average of 8-10 months to receive group support. Safety planning sessions are offered within one week of approaching the program.

The Children's Team Supported:

113 children 57 of these children attended 1 of 8 groups that were held this year

46 of these children received 1-1 support

124 women 33 of these women attended drop in workshops and/or groups
91 of these women received 1-1 support



13- men Fathers, Step Fathers and Grand Fathers looked to our program to help them better support their children.

Transition House

37 women and 36 children staying at the Transition House received safety planning sessions and much needed opportunities to rest and play while seeking safety at Haven Society

Crisis Response

97 crisis calls from parents and schools were responded to

67 safety planning sessions were delivered to children and youth in high risk situations.

Submitted by

Tracy Myers,
Coordinator

"Haven made me feel safeI can say when my feelings hurt"



Children can place their worries at the 'worry rock' in the garden in Nanaimo



Women's Counselling



Over the last year the women's counselling team has been working hard to fully develop our three-stage model of counselling services. Our vision is to be able to respond as quickly as possible with a range of services that will meet women where they are at in their healing journey.

We have structured our counselling process so that women can flow from first stage safety and resourcing work, into trauma processing and reconnection.

We have had a consistent staff team for the last several years and we've been able to work together to develop new groups and produce group manuals. We are excited to promote these manuals as a possible income source in the future.

This year we asked our clients for concrete and specific feedback about their progress with the women's counselling program. It has been valuable to receive this feedback and exciting to note that everyone who responded reported more awareness of

their strengths and choices, better ability to reach out for help when needed, more optimism about life moving forward and many more tools and strategies for managing the impact of trauma.

Our groups help women break the shame and secrecy of abuse. Over and over again they tell us that they thought they were crazy or the only one who experienced violence. When they look around the room and see other resourceful, strong, capable women they start to realize that what happened wasn't their fault. They start to shatter the myth that if only they did something different abuse wouldn't have happened. Through our Strategies for Empowerment workshop women learn about the impact of trauma and practice concrete coping strategies. Abuse is about using fear, isolation and silence to maintain power and control. Our groups help women resist, connect and speak up, moving towards empowerment.

"Now I'm allowing for authentic feelings and looking for ways to self soothe in healthy ways. I'm reaching for joy!"
Client

The greatest challenge for our team is the wait list for individual counselling. While we can offer groups fairly quickly, it takes almost a year to get in to individual counselling. With only two full time positions and no funding increases for many years, we are currently unable to meet the demands of the community.

When we know how much courage it takes to call for help, and how desperate some situations are, it is very difficult to know that 136 women are currently waiting and may wait many months for this critical support.

Our counseling program is well respected in the community and has been more visible in the past few years. This has lead to an increase in referrals from multiple community agencies.

"Understanding and forgiving myself, has helped keep my mind from staying in that dark place. That place is in the past and it doesn't have to move forward with me." Client

...

Promoting the safety of women, children, youth and families

At the same time many of our clients are experiencing complex trauma and are struggling with the impact of multiple traumas, experienced over many years. It is common for one client to be dealing with the impacts of an abusive relationship, as well as multiple sexual assaults or gang rape and childhood sexual abuse.

We have done many things over the years to try to reduce the wait list. We've changed our intake process, offered more groups and workshops and supported drop in once a week. This year we started utilizing volunteers in our program and they will be helping with phone intakes and groups in order to free up more counsellor time for sessions.

Over my last fourteen years of working at Haven Society many clients have told me that the greatest thing we do is hold hope.

We hold hope when they lose sight of it. We are there when

they want to give up and we know without a doubt that healing is possible.

As K. Louise Vincent, Our former program manager said in her article, "Vision, Courage and Leadership inside Haven Society – Twenty Tools of the Trade."

"We keep our hearts open in the dark, through testimonies of murder and disenfranchisement, through negation and denial. We keep each other's hearts and minds awake through humility and humour. We laugh and cry freely."

Submitted by,
Karen Max, Coordinator



*You are the terrorist
Selecting the knife
Knowing you will cut her face
Smiling*

*Buying the drugs
Taking them to the bar
Searching her out
Drink spiking sounds cute but
This is Rape
You planned it*

*We need screening
Security in place
Before you look at a woman
Enter her country*

*We want to know
Do you hate us
Make jokes about us
Get off on pornography*

*Do you feel entitled to tell us
What to wear
What to think
Where to go*

*We need a machine you can walk
through that will show us
Your jealousy
Simmering rage
Need to dominate*

*Take off your mask
And expose the truth
We all know you
We see you*

*We will ban you
We will protect the children
You will be led away
Governments will rise up to stop you*

This is enough

Karen Max

Nanaimo Community Victim Services



Victims of relationship abuse and crime need a place to talk about their experience of abuse and violence where the focus is not on the criminal justice system, but on exploring options.

Survivors may want to be informed and consider options before contacting the police or any other formal system. CVS is not obligated to report crime unless, of course, there is risk of imminent danger of grievous bodily harm or death.



CVS workers are trauma informed and offer justice-related services that emphasize safety and information about the criminal justice system and process, victim rights and benefits, and relevant referrals.

Collaboration increases accountability of service providers.

CVS plays a fundamental role in community collaboration and the coordination of domestic violence systems response and efficacy.

We are an important voice speaking on behalf of the victim's experience.

While all domestic violence incidents are a concern, certain cases pose a greater risk of violence for serious bodily harm or death or significant potential for

Coordination of responses promotes safety....

serious bodily harm or death. In order to effectively respond to these highest risk cases in a timely way, multi-disciplinary partnerships and stakeholders are providing an enhanced response through improved information sharing, comprehensive and collaborative safety planning, and risk mitigation strategies.

CVS is the primary representative of the victim within the criminal justice system and is able to bring forward the victims voice by participating on domestic violence response teams such as the Community Coordination for Domestic Safety, the Interagency Case Assessment Team, at Domestic Violence Court, as well as the Domestic Violence Unit and by bringing together the first signed Highest Risk of Domestic Violence: Best Practice Guideline in Nanaimo.

2102 incoming calls
393 new clients to CVS plus
264 new incidents for our established clients
657 new incidents in the fiscal year
237 average files per month
810 separate files in the fiscal year

Program highlights

After three years of careful collaboration and planning, a Domestic Violence Court was designated in Nanaimo. CVS began this endeavor by bringing together the Community Coordination for Domestic Safety Committee in 2010 and introducing the wish to increase victim safety and victim service efficacy with DV Court being one strategy. Criminal Court documents showed that very few victims of domestic violence were accessing Services at Haven Society. Now, thanks to our regular attendance at the Domestic Violence Court, more victims of criminal violence are served and the criminal justice system response is more collaborative, accountable, and consistent, and perpetrators of domestic violence are held more accountable.

.....Collaboration is key

Oceanside Community Victim Services



community agency referrals with a total of **12** referrals.

The breakdown of female and male ratio of clients in new files were **86 females to 4 males**. For general enquiries for

this reporting period, there were **3** males to **11** females.

The majority of situations for incident type are partner abuse with a total of **66** cases. Providing information and education about dynamics and cycle of abuse along with safety planning continue to be the focus of service provision.

I was not safe... with help, we put together a safety plan... I am stronger than I realized. Client

Other Program Highlights

The Coordinator has provided a number of presentations to the different Healthy Beginnings Parent groups with Vancouver Island Health Authority as well as parent & grandparent support groups associated with Society of Organized Services.

As well, the Coordinator continues to chair the Community Coordination Meetings that have been well attended during this reporting period.

There has been ongoing support in dealing with donations to the Parksville-Qualicum Haven House by this Community Victim Support Services program.

Submitted by Sandra Paterson, Coordinator

90 New Clients/Initial Contacts

14 General Enquiries

10 Files carried over from previous year

688 Contacts (phone or in person contact with client)

116 Average Caseload

Statistical Highlights:

The top two referral sources to our program continues to be police-based victim services with a total of **42** referrals and

Renovation at Nanaimo Haven House

With Funding from BC Housing, Nanaimo Haven House was able to do a much needed upgrade to the kitchen and included new larger scale appliances. Also this year, Home Depot contributed funds as did the Royal LePage Realty through their Shelter Foundation program.

Both donors contributed towards needed repairs and renovation to a building which has given safe shelter to thousands of women and their children in the past 35 years.

Women remark how welcoming and comfortable it feels at the Transition House, and adds to their journey of change and healing.



Outreach

This past year has been a busy time for Outreach Services. We had 153 referrals for women requesting individual support, and over 400 client contacts with women either attending a support group or drop-in facilitated by the Outreach Program. We continue to offer services to women and families in need from Ladysmith to Bowser.

The Safe Home in Parksville has greatly improved access for women in the Oceanside community to engage with support services provided by Outreach.

In spring 2014, we facilitated a Weaving Our Voices group on Friday mornings in Parksville, which was well attended. We plan to offer more programming in Parksville in the fall.

The 16 Step Empowerment Group is a popular group with referrals from a variety of community agencies. It is so well attended that we have moved to the larger downstairs community room. In addition, this year has seen an increase in the number of seniors attending support groups and access to individualized Outreach Services. Involvement with an older female population has not only expanded my skill set but has encouraged greater collaboration and connection with other service providers who work with seniors in Nanaimo.

Stepping Out was very well attended, averaging approximately 18 women at the weekly Drop-In. Unfortunately, we were unable to secure new funding and the program finished at the end of August 2013. However, we achieved our initial intent which was to create a safe respectful environment that sex-trade workers and other marginalized women could call their own while facilitating access to other community services.

The ending of this program has created a beginning for another project which has evolved as a result of Stepping Out. A group of experiential women involved with Stepping Out clearly identified a need for peer based support. This group has become the Community Action Team (CAT), providing advocacy, peer support, resource information and third party reporting for those who are vulnerable to street violence. It is an exciting project which was initiated by Haven Society and the Nanaimo

Women's Resource Centre and received \$7,000 from the city of Nanaimo as a seed fund.

The 3 Second Stage Housing suites have been full with 6 women and 7 children in residence this past year. This is a very important support service offered through Haven Society and managed by the Outreach Program. This initiative provides affordable housing and stability for women who are engaged in making some significant life changes. Oftentimes these include personal growth and healing from their experience of violence in addition to educational and employment advancement.

A highlight of Outreach Services has been involvement with a woman who has accessed support services over a number of years and being witness to the accomplishments she has made in her life. This woman first came to Haven as a client of the Willow WAI program which was designed for women wanting to exit the sex-trade. She has remained connected to Outreach Services for the



past 5 years. In this time she has reconnected with her family and resumed full-time care of her children. During this time-frame she was able to start her own business and become self sufficient. She is now considering educational goals and developing an educational plan. In addition, she has been an active community volunteer. She has reached a point where her relationship with the agency consists of sporadic phone calls in which she lets the Outreach Coordinator know about the great things that are happening for her and her children.

Submitted by Shelly Maunula,
Outreach Coordinator

Everything I move towards is my choice and I have found new courage to get me there... Client

.....Collaboration is key

Men Choose Respect

Haven Society, in partnership with SOS Parksville and the Province of BC (Gaming) provided a program for men who want to stop their use of abuse in their personal relationships and choose respect and equality with their partner.

The program provides individual and group sessions, and partner contact to provide support to men as they make decisions to base their relationships on safety, respect and caring.

Men are self referred or recommended to the program by service providers or their partner.

The program draws from best practice approaches in services to men who use abuse in their personal relationships, and includes the following outcomes:

1. Individual Responsibility and Accountability
2. Recognition of Social Context
3. Engagement with Change
4. Contributes to a Coordinated Social Response

The program provided services to 28 men through the fiscal year period.

Program Activities:

In all cases, men were interested in addressing the use of abuse in their relationships and improving the quality of their relationships in the future.

After intake and commitment to the full group, men participated in



a group of 8 sessions.

Two groups were held during this time period with an attendance of 11 men at 70 of 88 sessions or 80% attendance. All 11 men completed the group sessions meeting the 7 of 8 sessions requirement. Of the 28 men, 12 men resided in or near Parksville and 16 men in Nanaimo and North Nanaimo. Men who did not elect to participate in the group, were unable to do so for work reasons (12) or for lack of transportation (3) or lost contact with the program (NIS phone number). The group and individual sessions occurred in Lantzville, in the meeting room at St Phillips Anglican Church.

Measurements of Success:

Men completed a pre and post survey which measured agreement with statements designed to measure attitudes and responsibility related to the use of abuse in their personal relationships. Surveys measured in this year show improvement consistently for all participants in areas of attitudes, responsibility and skills. Partners also identify improvement in the relationship and in their partner seen during the course of the program (3 months). Partners were asked to provide feedback confidentially to the facilitator in all cases in which contact with the partners was continuing. (40%)

Program Challenges:

The program is most effective and responding to the largest number of men, when group counselling and individual

counselling is provided. Availability of sessions during time periods when clients are seeking assistance can be challenging. The program is generally available 4-9pm Tuesdays, which allows for a maximum of one 1-1 session or intake available per week during group weeks and 4/ 1-1 sessions during non group weeks. A consistent time period per week, generally in the evenings is the most effective. Ideally the program would be available two 4 hours periods per week, with staggered start dates for group starts and 1-1 available for waiting and follow up periods. The group space is in a good location, but is available by the hour only during this time period. Men asking for service generally need a quick response, as they must meet requirements of referring agencies to engage with services quickly. As groups run consecutively, wait time can occur up to three months. Attrition during wait times have been primarily attributed to changes in work situations (high number of men become or return to employment away from home, in northern communities or out of province positions).

Submitted by,
Theresa Gerritsen,
Program Coordinator

This group really opened my eyes and helped me move forward in my relationship in a positive way...
Client

Through the conversation we held in group I was able to identify and start to develop strategies... I plan to continue on this path for those who depend on me...
Client

Prevention with Youth

Violence is Preventable and Respect Project

With funding from
Canadian Women's
Foundation
Respect Project

1696 students in School District 68 attended classroom presentations on:
Healthy Relationships
Recognizing the Signs of Abuse
Understanding Consent
Information on Supports and Services in our Community.



got respect?

Grace Mitchell Award



Every year an employee is nominated by their peers for the *Grace Mitchell Award* for outstanding contribution to Haven Society in a given year.

This year, the well deserved award goes to ***Melissa Peoples***.

Fuelled by her desire to make the summer more fun and relaxing for children and women staying in the Transition House Melissa organized a fund raiser so that special sum-

mer activities could be offered. This meant day trips to beaches and ice cream treats for all who spent time in the TH during July and August. This initiative has sparked a continuation of summer support to the Transition House and is now part of regular programming.

In addition, Melissa sought funding through the Canadian Women's Foundation and was successful in her application for \$25,000 to provide education and outreach to secondary

school students in sd68. Respect Project brought education and awareness to over 1500 students as well as initiated youth leadership in the areas of healthy relationships and safer dating. Melissa will be taking a leave from the program to return to school for one year.

We recognize Melissa as a Champion for Children and Youth. We wish her all the best in this upcoming year- she will be missed at Haven.

Volunteers at Haven Society

In 2014, our dynamic volunteer team has already donated more than 5,000 hours of their time to Haven.

This number far exceeds last year's contributions. In financial terms this reflects approximately \$100,000 of gift-in-kind donations.

We are grateful to all the women and men in our community who continue to support us with their time, skills and energy.

Volunteers are an integral part of Haven life. They are supporting staff in every program area including cooking at the Transition House, doing intake calls with Women's Counselling, offering self-care therapies, and turning our gardens into a place of serenity and calm for our clients.

We continue to offer quarterly orientations for new volunteers, with the scheduled fall orientation already full. We've established a core group of volunteers in Parksville who are now directly supporting our new Parksville/Qualicum Haven House.

We're currently working on welcoming youth volunteers into the program and are continuing to build our volunteer knowledge-base with quarterly workshops on various topics.

In April, thanks to generous donations from the local community, we were able to host an evening of gratitude for our volunteers. Volunteers were able to enjoy hand massages courtesy of Kiyo Salon and Day Spa, free coffees courtesy of the Buzz Café and each received a gift of a Haven quilt to recognize

the warmth and support they bring to our work.

We are indebted to this wonderful team who never cease to amaze us with their dedication and passion for our work.

Submitted by

Ciara Mitenko,

Program Coordinator

An excerpt from the Children Who Witness Abuse Program:

"I told the volunteer how this group for five year olds simply would not have been the same if she hadn't been here with us. I thanked her for supporting this (one) little boy, for letting him have the time he needed to be able to be a part of our group in a way that was comfortable and safe for him, and for letting him have the opportunity to experience a sense of personal power. We both felt that we really had made a difference"

Over

5000

hours

= \$ 100,000

In financial terms, these hours of contribution by volunteers represent approximately 100,000 of gift -in-kind donations...
Ciara

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promoting the safety of women children youth and families.

www.havensociety.com

facebook



How You Can Help

Donate

Cash, new goods, food, art supplies, bus tickets...

Host an Event

Plan a fundraiser with Haven as beneficiary...

Join our Friendship Plan

Be a monthly donor with automatic instalments to support services...

Provide a Gift in Honour

Celebrate or honour someone special by providing a gift....

Attend a Haven Society Event

We invite you to participate in our events through the year...

Volunteer

Haven Society relies on over 100 volunteers in many activities in the agency...

Reach out

To someone who needs help by telling them about our services...

Call Us to Share Your Ideas!

For all our many supporters; businesses, sponsors, organizations and individuals... we thank you for all you do! Without you, Haven could not do the work we do.... Together we are making a difference and creating a safer community!

