



collective care

...we stand together



haven
society

ANNUAL REPORT 2017



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The visual theme for this year's annual report was inspired by an email sent by Karen Max, Stopping The Violence Coordinator at Haven Society. Karen wrote about the fireweed growing in our Serenity Garden:

"I see it as a symbol of healing, growth and transformation. It's the first plant to come back after a fire or an area is logged. When the trees fill in and the sun is blocked out, the seeds lie dormant in the soil until another fire comes and the light gets in again. Then these majestic beauties bloom over and over."

In preparing this Annual Report for 2017, we took inspiration from the wisdom of Vikki Reynolds on the ethics of Collective Care...as well as from the beauty and analogy that we see between fireweed and the healing, growth and transformation in the stories of Haven Society.

Message from the President:

We are not alone!

This past year has seen Haven Society even more connected to our community and to other agencies. In addition to managing our portion of the Boundary project we have been working with a diverse group of community organizations, many highlighted in this report, to meet the needs of our clients. We continue to develop collaborations to enhance the services we provide.

This expansion of our efforts has not come at the cost of our core work at the transition and safe houses but also goes to prevention and to support beyond the immediate crisis for our clients. Exciting times!

Haven has also received incredible generosity from our community with large donations from third party fundraising and increases in sustaining individual donations – our lifeblood.

Senior levels of government have also stepped up with commitments to address the issue of violence towards women and children and dollars to improve our facilities.

Even good news can be stressful at times but the staff at Haven have embraced the expansion of services magnificently. Now, in addition to their roles as caregivers and counsellors, they are passing on their expertise to others with training programs and collaborating with other agencies in prevention programs. And they still find time to enjoy one another.

As we said at our 35th anniversary, we would like nothing better than to become unnecessary to our community. Until that happens, though, we are pleased to have the support we have and the opportunity, with other agencies, to provide the best service we can to those who need us.



Thank you!

Kathy Lowe, President

Message from the Treasurer:

We have seen a year of increased revenues and incredible generosity.

Phenomenal third party fund raising and donations late in the fiscal year have even provided a kick-start towards next year's programs! As a result, our Executive Director has just completed Haven's first ever annual budget with a surplus to expand our services!

This will translate directly to more programs and services delivered to our community in 2018 – we're so grateful to be in this position.

Our strength continues to be based, and built, by our staff and its leadership and by the support of our Mid-Island communities.

Thank you All.

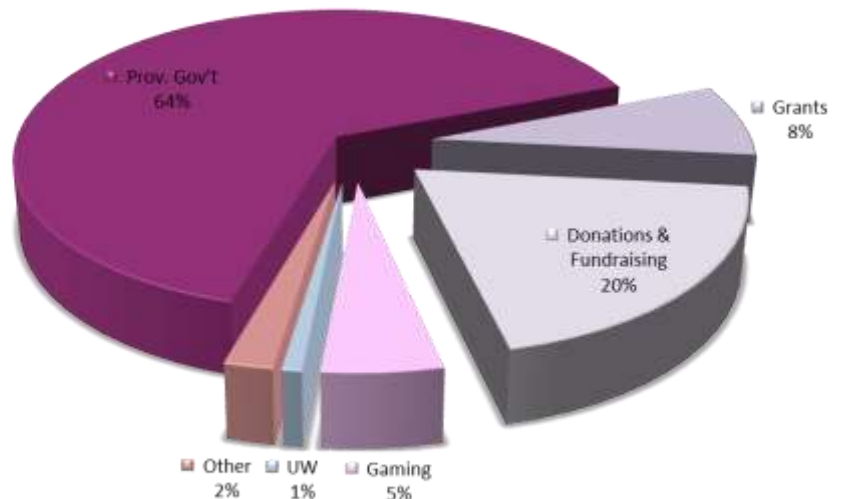
Allana Patterson, Treasurer

Sources of Funding

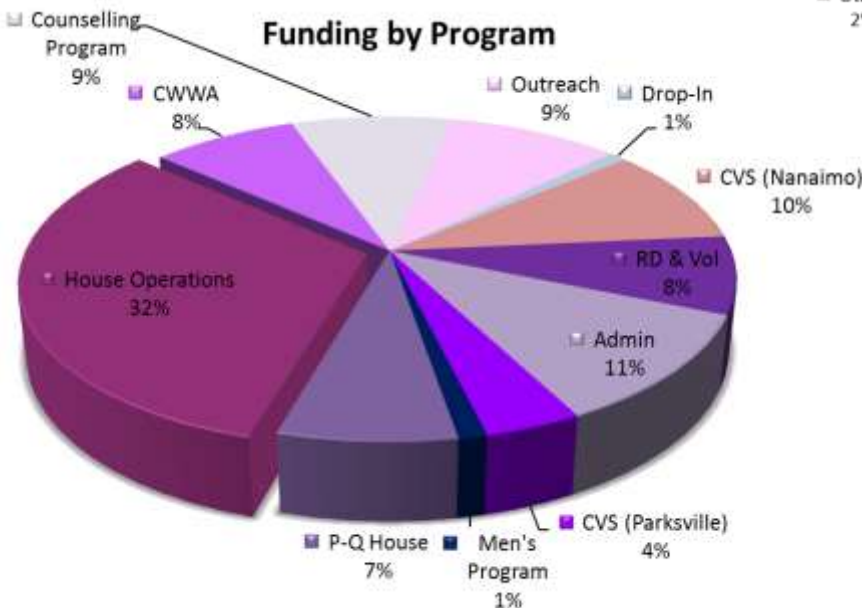
| | |
|-------------------------|----------------|
| Prov. Gov't | \$1,368,527.00 |
| Grants | \$162,600.00 |
| Donations & Fundraising | \$419,606.00 |
| Gaming | \$107,500.00 |
| UW | \$17,727.00 |
| Other | \$43,437.00 |

Total Funding from all Sources \$2,119,397.00

Sources of Funding



Funding by Program



Funding by Program

| | |
|-----------------------|----------------|
| House Operations | \$696,648.00 |
| CWWA | \$174,679.00 |
| Counselling Program | \$193,990.00 |
| Outreach | \$204,353.00 |
| Drop-In | \$21,344.00 |
| CVS (Nanaimo) | \$209,095.00 |
| RD & Vol | \$168,326.00 |
| Admin | \$239,866.00 |
| CVS (Parksville) | \$84,384.00 |
| Men's Program | \$25,000.00 |
| P-Q House | \$154,407.00 |
| Total Program Funding | \$2,172,092.00 |

2016/17 Board of Directors:



Kathy Lowe
President



Ashley Metcalf
Vice-President



Allana Patterson
Treasurer



Penny Bartlett
Secretary



Kim Cook
Policy Chair



Glenda Morrall
Director



Carolyn Collyer
Director



Gillian Anderson
Director



Ellen Faulkner
Director

Haven Society started 39 years ago by dedicated volunteers wanting to make a difference in their community; women who were looking to provide a safe place for other women and children who were experiencing violence. Although we've grown substantially over the years and our volunteers have different roles, we still fundamentally have the same vision and purpose. Our Board of Directors are so very different in character, career, and experience but they all share the common goal; providing the best level of support to woman and children who are experiencing violence. They dedicate a tremendous amount of time to ensure we are running smoothly and are sustainable in our operations. They attend numerous meetings, countless events and are always prompt to respond when we call on them for support. As an organization, we are so thankful for their dedication, passion and hard work; for sharing our vision and promoting the safety of women and children in the Mid-Island area.

Message from the Executive Director:

If you want to go fast, go alone. If you want to go far, go together!
African proverb

Over the past four years I have come to know more clearly the depth, breadth and scope of what it means at Haven Society to “collectively care” for women, children, youth and their families experiencing violence from a family member. Haven Society strives to promote the safety and integrity of everyone we serve which is a tall order in our times and something that statistics tell us is not actually getting better. While most serious crime is decreasing in our country, violence against women is not – this is despite our collective efforts to the contrary.



So what is Collective Care? Like the African proverb above, many have tried to articulate this idea or centuries, if not millennia. At Haven Society it is an ideal we strive to fulfill – a daunting and inspiring endeavour! Haven Society staff, volunteers, Board of Directors, and community partners of all kinds support and propel us towards this critical goal!

We are encouraged by the knowledge, which we share widely, that the overall recovery of a victim of violence is best predicted by the quality of the social response they experienced and received. This is a very important fact and one that has much hope moving forward. The trauma of intimate partner violence and sexual assault is often beyond description and is complicated by the dynamics of a carefully concealed range of violent behaviors – which keeps it invisible and so very difficult to see!

Collective Care would provide a positive social response to all victims of violence in our community, which would drastically alter the well documented long term impacts of this serious crime. What is a positive social response? At a basic level it means victims are heard, believed and supported to navigate the challenging nature of violence and the systems involved. They know they are not alone! There is a clear appreciation and understanding of the complex and varied ways that an individual may present when victimized, in the present or past. The victim is not held responsible in any way for the crime. The safety of the victim is primary.

A positive social response happens when we listen and believe. It happens when we let an individual(s) know they are not alone and connect them with advocates – specialized resources that will help to navigate the often confusing, unfamiliar and often oppressive systems with which they must interact. Haven Society, with the wide continuum of programs we offer, is that resource for a large number of women, children youth, and their families. AND we are so grateful to say that Haven Society does not stand alone.!

As with fireweed – there is growth within the ashes of violence – there is a resilience which is inspiring and revealing. When we stand, with and beside women, and endeavour to offer

the best possible responses every step along the way – we are like the fireweed which signals the regeneration of the forest!

At Haven Society we believe no one should stand alone with violence – Haven Society staff stand everyday with women, youth and children—they continue to be ingenious and dedicated in providing a full range of services to dedicated to promoting the safety and integrity of almost 4000 women children youth men and their families who reached out to us this past year.

With the ongoing community support we received this past year, we have maintained and even increased some of our services. The Rogers Foundation, through a 5 year \$10,000 annual grant, is ensuring that we have the resources to enhance our Drop In program and offer a weekly group (Weaving Our Voices) for women in our community dealing with violence. This will provide a much needed immediate resource for women to access.

Our community collaborations clearly demonstrate what can be accomplished when we stand together. The Nanaimo community stood together at the Masquerade Ball hosted by Dave Francis, Don Hubbard and Shelley Anderson. Over 200 people gathered to symbolically unmask the hidden reality of domestic violence in our community. Haven's Tracy Meyers delivered a passionate and moving presentation about the impact of violence and the realities facing our children today. This event raised over \$100,000 and along with so many other community events which generated over 20% of our operating budget. These priceless efforts, throughout our communities, will support all of Haven's programs this coming year.

Our community partners, many highlighted within this report, demonstrate the commitment within our community to find all the ways possible to collaborate, create and ultimately meet the needs of our community members struggling to live with safety and dignity.

Haven Society is grateful beyond measure for the abundance of partners who stand with us, ready to respond and promote the safety and integrity of women, children youth and their families. Together we will go far!



In Community:

Thank you for the tremendous support offered by our communities! We could not operate without you! Together we are promoting safety and ultimately preventing violence!



Volunteering at Haven:

Volunteers have been at the heart of Haven from the very beginning, and after 39 years our dedicated volunteers continue to show their generous spirits. In 2016 our volunteers donated approximately 3,000 hours of their time, energy and skills to Haven. Volunteers provided invaluable support to all of Haven's programs, including the Children and Youth Who Witness Abuse Program, The Transition and Safe House, Women's Counselling, and Community Victim Services, while also providing countless hours of support at community events.

"Volunteers don't necessarily have the time; they just have the heart."



During our Christmas and Christmas in July gift room event, our volunteers held clients in a place of kindness and dignity as they assisted them with finding gifts for their loved ones. Our front desk volunteers provide a warm, calm, welcoming environment for clients, donors, and other members of the community while other volunteers work diligently, out of sight, organizing donations and preparing for events. We simply could not do the work we do at Haven without the help of our wonderful volunteers!



We have a growing number of volunteers in the Parkville/Qualicum area that are providing support to Haven's programs and services in the Oceanside area. In addition, the Parkville-

Qualicum Haven House Fundraising Committee continues to work hard to generate funds and resources to support programs in that area.

Haven is grateful for the continued support from community members who donate monthly to support our programs and services, providing sustainable funding we can budget for. We also benefit from groups such as the Altrusa Club and RBC's Day of Service who offer their time, services, as well as funds to help Haven.



Resource Development:

Haven Society is so thankful for the tremendous generosity and support from the Communities in which we operate. Every year, we provide support to nearly 4000 women, children, youth and their families. This year has been particularly humbling; because of the contributions Haven received, we have been able to expand our services and accessibility to our clients in both the Nanaimo and Oceanside areas. We have built relationships with businesses, individual donors, third party event organizers, foundations and champions of our cause. These relationships have been the main contributor to our fundraising success. We hope we can continue to cultivate and nurture these relationships while building new ones, as well. These kinds of partnerships make a lasting difference for our organization and the clients we serve.

Did you know:

- ▷ Our catchment stretches along the east coast of the Island from North Ladysmith all the way to Bowser.
- ▷ Haven Society needs to fundraise 20% of our annual operating budget to support our programs and services in the Mid-Island area.
- ▷ In the Oceanside area, Haven Society needs to fundraise over 50% of the operating costs for Parksville-Qualicum Haven House at Safe House levels.
- ▷ Haven Society had our most successful third party event to date that raised over \$100,000. Those funds will be used to expand our programs and services to make Haven more accessible to the clients we will serve in the coming year.
- ▷ We receive over 200 hand-made blankets each year from various quilting and knitting groups.
- ▷ Most of our fundraising is done through third party events for both the Nanaimo and Oceanside Areas.
- ▷ The Takes a Dollar Campaign created an informational video about Haven and can be viewed on our website. This campaign also generated funds for our programs .
- ▷ Donors in our new Oceanside Giving Circle and Friendship Plan, our monthly donation initiatives, provides Haven with sustainable income,



Friends of Haven Thrift Store

For the past 20 years, Friends of Haven Thrift Store has been supporting Haven Society and our clients in a big way. Not only do they donate funds to our organization as a private business, they also provide Gift Certificates that allow our clients to shop for free!

We always suggest that donations of used clothing and household items be taken to the Friends of Haven Thrift Store; this is due to our lack of storage space here at our Community Services Building. This frees up some of our storage space for food and other necessities and our clients can still access the donated items!

Our collaboration is a win-win for both of us and we are so thankful for their continued partnership and support!



*A very special
thank you to all our
funders, community
partners & donors!*



You're at home here.



MID ISLAND

Training & Development:

Haven Society is fortunate to work with many partners, locally, regionally and provincially. These collaborations are focused on increasing the quality of our coordinated social response with violence.

Haven Society also provides training and consultation. We are so grateful to have these opportunities to work more closely with our community partners and to share our knowledge and expertise focused on promoting the safety and integrity of women, children youth and their families.

Tillicum Lelum friendship Centre partnered with Haven Society to increase the connection between our organizations, increase our cultural competence and knowledge of all we provide. A series of gatherings between staff from both organizations generated the planning for two day long workshops offered – first with staff, students and volunteers from both organizations.; and then a similar workshop was offered to clients from both agencies to share a range of traditional and alternative healing practices, including speakers on Canadian indigenous history (colonization; residential school legacy) and knowledge, indigenous healing practices and self care. This important collaboration was supported by a BC Civil Forfeiture grant.



Nanaimo Family Life Association (NFLA) continues to be an invaluable community partner. This year we partnered on the development of SARP (Sexual Assault Response program) which trained 13 volunteers to respond, in collaboration with the Forensic Nurse Examiner (FNE), with sexual assault victims in Nanaimo. SARP has established a community based advisory team including Crown Council, RCMP, VIU, Tillicum Lelum friendship centre, FNE. This program was developed in response to a gap identified by Nanaimo's Community Coordination for Domestic Safety (CCDS)–sexual assault sub- committee. The SARP volunteer training was supported by a Civil Forfeiture grant administered by NFLA. The intention is to formally launch the program and identify funding to sustain this critical service.



NARSF and NFLA have partnered with Haven Society to launch the Domestic Violence court response for men. Magi Cooper coordinates this effort which provides immediate consultation for men at court and a weekly drop in group. This pilot was launched in early 2017 and is confirming a need for the service. This initiative is funded by the RCMP Family Violence Fund and administered by NFLA

NARSF and Haven Society continue to collaborate on the Domestic Violence Response program (DVRP) providing individual and group counselling for men engaged with MCFD (Ministry of Child and Families). Haven offers ongoing consultation to this program through the Men Choose Respect program. This collaboration has created opportunity to provide an increase to the groups offered.



Ending Violence Association-BC (EVA BC) lead a pilot project focused on campus sexual assault provincially, and Haven Society participated to provide a local perspective. This pilot created the opportunity to collaborate on the delivery of the Sexual Assault Disclosure training with VIU staff, students and faculty. The training compliments the nearly completed sexual assault policy being planned to rolled out on campuses across the province in May 2017. This initiative is a critical component of ensuring a better social response for sexual assault victims on campus. A special thank you to Theresa Gerritsen and Tracy Meyers for facilitating and further developing this training. *Haven Society along with other community partners consulted with VIU through the development of this policy and will engage further in identifying areas for collaboration in the future.*

Haven Society provided specialized training on safety planning to SARP responders. The SARP training program was developed in collaboration with NFLA. Special thanks to SARP Coordinator Michelle Good for her leadership in preparing 13 SARP volunteers to be ready to respond to sexual assault victims at Nanaimo Regional Hospital.

Mid-Island Men's Services Project (MIMS)– is a new initiative dedicated to creating a coordinated community response for men who are abusive with their intimate partners. Funding from the Ministry of Public Safety and Solicitor General will support development, coordination and delivery of a continuum of services through till October 2018. Haven Society is grateful to provide leadership in this development, along with our valued community partners – NFLA, NARSF, and Tillicum Lelum.

Boys and Girls Club of Central Vancouver Island partnership continues to develop through our grant writing collaboration, as well as awareness raising and advocacy activities (participation in Clothesline Project and the Cross Gendered Monitoring presentation to City of Nanaimo council meeting). We anticipate a growing partnership to include community and social housing development.



**Boys & Girls Clubs
of Central Vancouver Island**

We are deeply grateful for the partnerships and collaborative efforts within our communities - We have no doubt that we are so much stronger when we stand and work together. All these efforts combine to move us closer to fulfilling the wisdom of Collective Care.

Collective Care:

Ask any woman who works at Haven and she will tell you that she often hears something like, “Oh! I could *never* do what you do! I could *never* hear all those stories! It must just break your heart!”

It is true- to stand alongside women, children and youth who have been hurt by violence and abuse is by definition painful. To bear witness to another’s suffering touches the soul deeply. To try and understand how human beings, in this case predominantly men, choose to inflict such pain and suffering on those they purport to love can be shattering to one’s world view.

Some call this kind of pain ‘vicarious trauma’ and the anti-violence field is full of warnings to workers about it. ‘Burn-out’ lurks around every corner as workers in shelters, counsellors and support staff are ‘exposed’ to trauma through the stories they hear and the people they are in service to. And if we *do* experience difficulty; if we are struggling in our work; then the messaging is clear- we obviously need better ‘self care’.

You don’t have to look very hard to find messages about *self-care*. They are everywhere and very often directed at women specifically. Magazine covers encourage us to “pamper ourselves” because “we are worth it”. Facebook is full of spa retreat memes and the counselling and self-help field are replete with advice to take better care of us to avoid getting run down or “burning out”.

Of course, taking care of ourselves is important and can even be framed as a revolutionary act for women, but it can also disappear our social context. It can function in subtle and not-so-subtle ways to blame victims/survivors of violence as well as the people who stand in support and solidarity with them. This individualized framework is problematic for many reasons.

Firstly, imagining that workers are at risk of ‘exposure’ through the stories women and children share misses the fact that we are also ‘exposed to’ strength, passion and ingenuity. Courage, vulnerability, creativity, joy and strength are all here in the people we serve. We are not *hurt* by the women and their families- we are greatly *uplifted and inspired* by them.

Secondly, framing the violence workers witness as “stories told by clients” obscures the social context of this violence. Missing from this frame is the context these stories occur within: colonization, racism, white privilege, poverty, and patriarchy. Absent is the injustice caused by lack of affordable housing, child-care and legal aid. The unjust social context is made invisible.



Thirdly, by suggesting that workers need better ‘self-care strategies’- if we are struggling in this work- makes this an *individual* project. Just as women who experience violence are often told they need “better boundaries”, workers in this field are shamed into believing they lack the necessary tools to care for themselves.

“We are all in the same boat in a stormy sea, and we owe each other a terrible loyalty.”

G. K. Chesterton

So-called “poor boundaries” are not the cause of violence- the individual who chooses to use violence *is the cause for violence*.

A shelter worker or counsellor experiencing pain and/or difficulty in this work is not suffering because of poor self-care practices. They are suffering because they walk alongside people who are experiencing and navigating incredible systems of injustice and *feel powerless in the face of this injustice*.

As activist, consultant and supervisor Vikki Reynolds states, (<http://www.vikkireynolds.ca/>)

Burnout sounds like we're toys with disposable batteries that are used up. As if we're not doing enough yoga or drinking enough water. These are important things, I do yoga and drink water but self-care is not enough to offset the issues of poverty, violence, and basic dignity people struggle with [...] According to the Public Health Agency of Canada, there are twelve determinants of health. The first of these is income and social status (2006). Yoga does not create more units of housing or make welfare rates livable. Focusing on self-care [...] does nothing to address the social determinants of health with which clients struggle [...] When self-care is prescribed as the antidote for burnout, it puts the burden of working in unjust contexts back onto the backs of us as individualized workers.” (Reynolds, 2011, p.9)

At Haven we are welcoming in a challenge to the individualized concept of self-care with an ethic of *Collective Care*. *Collective Care* centers our ethics on a just response to victims of violence and abuse. *Collective Care* calls for us to be well enough in this work to put the dignity of the families we serve at the center of everything we do. *Collective Care* requires us to shoulder each other up with an awareness of the social context violence, abuse, poverty and injustice occurs in. We know that a collective response is required to a collective crisis- no one is alone in this.

Haven has been reaching out and partnering with other agencies in Nanaimo in many new and exciting ways. Just as women and children are not responsible for the violence they experience- neither is Haven solely responsible for responding to violence and injustice in our community and we know our many partners in community are on board with us.

Collective Care is not a destination. It is a direction. It is a conscious decision.

Collective Care...we stand together.

Reynolds, V. (2011). [Resisting burnout with justice-doing](#). *The International Journal of Narrative Therapy and Community Work*. (4) 27-45.

I am deeply indebted to the inspiration and teachings from Vikki Reynolds that has inspired this article and this conversation at Haven Society.

Community Victim Services:

Providing collective care through justice-related support services, information and emotional support for individuals and /or families who are survivors of abuse and violence, including sexual assault.

Haven Society Community Victim Services is a *feminist, client centred, non judgemental and necessary* service that provides a *safe* place for women, children, youth, and families, who have been victimized by others. We help to navigate and facilitate process between the client and systems by *listening to and believing in people's experiences with respect and dignity*. We support *empowerment through safety planning, information and resourcing*. We believe that every person matters and violence/abuse is never okay. We commit to a *safer* community, *stronger* families, and access to *sustainable* services.



YEAR AT A GLANCE:

303 New Clients

1,437 Incoming Calls

115 Domestic Violence Unit

14 ICAT

Nanaimo Specialized Responses working in collaboration with Community Victim Services to provide Collective Care in our Community: Community Coordination for Domestic Safety, Domestic Violence Unit, Domestic Violence Court, Integrated Case Assessment Team & Forensic Nurse Examiner

Drop In

Haven's Drop In program has continued to serve as an invaluable resource to the women we serve. Every Monday, Wednesday and Friday, from 1-2pm, a staff member is available to speak with individuals in a one-to-one 20 minute appointment. These sessions are an opportunity to determine how Haven Society and/or the Community can best meet the individual's needs. Haven Staff, including the Outreach, Women's Counselling and Community Victim Services team members, rotate coverage of Drop In sessions, providing a continuation of our Collective Care model in this program.

Children & Youth Who Witness Abuse:

“It takes a village to raise a child.” Although the exact origins of this quote are not known— the meaning is well understood. Children rely on and are in need of collective care. They need to know they are not alone when violence and abuse happens in their

family.

They need to see

that they are reflected in the world.

Our children’s groups are one concrete way to embody collective care. When we sit in circle together, children can see and feel in their bodies that they are not alone. They understand they are part of a team. We share our stories, our fears and sadness and our courage, creativity and resistance.

The children’s team supports each other in the same way. We sit together—we hold the challenges and the celebrations. We see each other and we understand none of us is alone—we hold each other in collective care.



“This program and the Haven House has shown my child and everyone in our household that the community is there for us!”

“My son was not talking about or communicating his sadness about being apart from his dad, till he went to this group. Now, he talks openly about it and expresses how he feels. This program has helped my child learn that he is not alone, there are other children going through the same thing. This has helped us all!”

YEAR AT A GLANCE

329 children & youth received presentations in schools— a 22% increase over last year

94 families and 129 children & youth were referred

Over 700 one-to-one, safety planning and group sessions were delivered

Parksville Community Victim Services:

Providing collective care through justice-related support services, information and emotional support for individuals and/or families who are survivors of abuse and violence, including sexual assault.

Community Victim Services in Parksville has always been in a unique situation from many of the other programs of Haven. It not only works closely with Haven programs in Nanaimo, but is a satellite office in the Oceanside area. The program work that we have been involved with has always been to 'collectively respond' to clients who experience partner abuse, sexualized assault, criminal harassment, dating violence/abuse. We do this in collaboration with our partners, such as Family Resource Association, Society of Organized Services, RCMP Victim Services, just to name a few. The Parksville CVS program operates in a rural district and needs to work closely with other agencies so that clients know of all the resources available to them. Clients are fully supported to access & navigate the different systems; and to heal from the effects of abuse and violence.

Haven Community Victim Services in Parksville continues to chair the Community Coordination Action Team (CCAT) and in June 2016 organized a two-day training session in Parksville on 'Working Collaboratively to Identify and Respond to Highest Risk Domestic Violence'. Ten different agencies were represented at this training so that we can work collectively and in a coordinated response to victims of violence and abuse. Our community has now established an Enhanced Response for Highest Risk Domestic Violence.



YEAR AT A GLANCE:
126 New clients and
new brief service calls
323 Incoming Calls
5 High Risk Files
319 In-Person Sessions

What can Community Victim Services do?

- ▷ Provide safety planning, resources and referral information
- ▷ Provide emotional support and information on dynamics and impact of abuse
- ▷ Help explore decisions and strategies for coping with trauma
- ▷ Accompaniment where possible to police and court
- ▷ Help with Crime Victim Assistance Applications and Victim Impact Statements

Parksville-Qualicum Haven House:

Parksville Qualicum Haven House (PQHH) provides a safe environment for women and their children fleeing abuse who reside in Parksville, Qualicum, Nanoose, Errington, Coombs, Whiskey Creek, Qualicum Bay and Bowser.

PQHH provides shelter for up to 3 women, and 5 children at any one time. Although PQHH is a safe home program, women can access services through Haven's 24-hour toll free Crisis Line when seeking shelter and safety. We have increased our staff support hours by 20% to provide support to our residents. This includes additional hours in the evening to support residents several nights a week.

This year's Annual Report theme, "Collective Care" could not be more apropos for Parksville Qualicum Haven House. This program grew out of the collective concern and care that Haven, the Society of Organized Services and committed Oceanside community members had for one of the community's most vulnerable populations – women and their children fleeing abuse. This care has morphed into a network of community support and PQHH's active engagement with community initiatives, development activities, and increased programming.

We are very appreciative of our partnership with the Society of Organized Services (SOS), our private and corporate donors, and BC Housing for their support and assistance in the delivery of this program and its services.



PQHH continues to work collaboratively with SOS, the Oceanside Homeless Task Force, Community Coordination Action Team for Domestic Violence, the Nanoose First Nations, and the development of an Oceanside ICAT, Family Resources Association, and Island Crisis Care Society.

YEAR AT A GLANCE:

23 women
18 children
390 Crisis related calls
which accounted for 40%
of all calls to the house.

Outreach:

“Having structure, something consistent and access to new information excites my thinking and helps me to keep moving forward”

Our program within Haven Society is to assist women and children with access to support services and to maintain safe and affordable housing

The Outreach program is based around harm reduction, meeting immediate needs, and promoting healthy choices

- Outreach provides services to women who have experienced, or are at risk of abuse, threats, or violence, and their dependent children
- Homeless Prevention program connects women who have experienced violence or at risk of violence with support to secure stable housing and appropriate services
- Supportive Housing Services provides long term affordable housing and support services for women who have experienced violence and are homeless or at risk of homelessness
- The Boundary Social Housing project is fully occupied and we continue to work in partnership with Nanaimo Affordable Housing and Vancouver Island Mental Health Society in the operation of this building.



The Outreach program provides collective care by offering a continuum of services and working with other community partners to improve quality of life for women and their children through addressing barriers, women experienced when trying to secure affordable housing and long term stabilization.

We would like to thank BC Housing and specifically, the Homeless Prevention Program for providing us with the financial aid to address the needs of our clients.

Services Include:

- ◆ Crisis intervention
- ◆ Short/long term support
- ◆ 1:1 or group support
- ◆ Transportation/ accompaniment
- ◆ Life skills and goal settings
- ◆ Referral to community services
- ◆ Rental subsidy/supplement
- ◆ Supportive housing

YEAR AT A GLANCE:

573 Women and their children served
188 Homeless Prevention Program referrals
16 Women housed at Boundary Crescent
\$140,884 in financial aid distributed

Transition House:



The Transition House provides temporary shelter and support for women and their children who have experienced violence and are seeking safety while exploring their options.

The Transition House can provide shelter for up to 7 women, and 10 children at one time. Approximately 47% of our residents are children. This year the Transition House operated at full capacity for 49% of the time.

This year we were fortunate to include a Family Support Worker to our Transition House staffing compliment. The FSW works directly with moms and children from arrival to departure, providing a focussed support to families while at the house.

In addition to providing physical and emotional support to residents at the house 24-7, our Women Support Workers respond to our 24-hr Crisis Line. This line is often the first point of contact for many of the women or families who access our services and requires certain expertise, and knowledge base to field calls, assess properly, and refer appropriately while providing engaged support to the caller in crisis.

Collective care is integral to our Transition House, and we could not operate effectively without this principle in place. The work we do at the Transition House is relational, and requires a “village of people” to provide a quality of care that preserves the dignity of each of our residents while ensuring the well-being of our team collegial relationships and community partnerships.

This year we worked closely with various community partners, such as Tillicum Lelum, Nanaimo Aboriginal Centre, Central Vancouver Island Multicultural Society (CVIMS), and are an active member of the Community Coordination for Domestic Safety. Additionally, our Transition House was one of 5 provincially chosen as a site for a Pilot Project funded by the BC Society of Transition Houses. The “Building Supports for Immigrant, and Refugee Women” was a six-month initiative designed to develop and implement a service delivery for this population which promotes inclusivity, is culturally relevant, and delivers support services that respect diversity. The Coordinator and staff at the Transition House did a stellar job and the Coordinator was asked to participate in a key note panel to share best practices at the BC Society of Transition House Annual Training Forum in October 2016.

YEAR AT A GLANCE:

108 Women

96 Children

Average length of Stay: 36 days

3655 Crisis Calls

178 Nights full

Women's Counselling:

The women's counseling team provides one on one counseling, drop in support and groups for women who have experienced childhood abuse, sexual assault and violence in intimate relationships. This year's theme of collective care fits well with our vision for the program. As the need in our community far outweighs our capacity to respond, we know we can't do it alone. This year we broadened our circle of support to include volunteers and a full time Masters in Counseling practicum student.



With this additional support we were able to call women back within a few weeks and offer a space in our Strategies for Empowerment group, often in the following month. With the support of the rest of the agency, the Weaving our Voices group transitioned to an agency held program, with shared facilitation and funding through community donations. We are passionate about our groups as the cornerstone of collective care; where we hold each other with dignity and respect, offering an experience of safety, validation, support, connection and practical tools and resources. This year we were also honored to connect in community with Tillicum Lelum Friendship Centre to experience traditional healing practices and share how we work. As well as connecting in community, we are practicing collective care by working through power dynamics on our team and across the agency in steering

ing and leadership. Collective care informs the lens through which we see clients and envision the work of sitting in solidarity to end violence and injustice.

"The power of the group; building trust with the women."

We remember that we aren't here to "fix" or "heal" anyone. By connecting our experiences to the larger social context we feel sane and know we're not alone.

"Compassion is not a relationship between the healer and the wounded. It's a relationship between equals. Only when we know our own darkness well can we be present with the darkness of others. Compassion becomes real when we recognize our shared humanity."

— Pema Chödrön

YEAR AT A GLANCE:

248 new referrals (an average of 20 new women every month)
351 new women
102 women supported in groups
1019 one on one counselling sessions
30 group sessions
210 crisis calls and drop ins
700 supervised practicum hours from a Masters in Counselling student

Men Choose Respect:

Partnering with Men to build Safety and Respect in their Families.

Haven society providing services to men...is not a new or recent decision. Men receive services when they are a victim of abuse and violence, and as fathers and caregivers of our child clients. Men are allies in our work to end violence against women and girls.

Extending our community of care to support men who choose to change their use of abuse and create relationships of respect, equality, safety and care into the future. This is one more piece of the puzzle in creating a safer community and safer families.

Collective care means we are all in this together and change is possible.

- ▷ Individual and Group counseling for men who want to change their use of abuse and violence



- ▷ Continuous intake, safety planning, and partner feedback

“I always thought I was supposed to be the leader, now I am a partner... and a friend.”

YEAR AT A GLANCE:

83 men provided services

77 men in group

65 completions (84% completion)

616 total group sessions offered, in 9 cycles

Attendance 526 sessions 85% attendance

17 Parksville 3 Duncan/Ladysmith 63 Nanaimo

“I wish I had this kind of learning when I was a kid, everyone should take a program on how to be safe and respectful in relationships”

- Increased groups offered to 9 this year
- Supported increased capacity for service with community partners
- An increase in clients served by 30%
- 20% of clients are self referred or recommended by a friend
- Part of a Community of Practice with other men's programs in BC
- Men are returning to mentor after completion of the program

How you can help:

- ▷ Donate: Cash, new goods, food, art supplies, bus tickets...
- ▷ Host an Event: Plan a fundraiser to benefit Haven
- ▷ 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 throughout the year.
- ▷ Volunteer: Join our growing list of active volunteers in Haven Society to support activities in the agency.
- ▷ Sign up for our newsletter!
- ▷ Visit our website for more great ideas!

For more information, or to get involved, visit our website:

www.havensociety.com



Dedicated in appreciation to all staff, past and present, who have contributed to the development of the organization over the last 39 years. They all continue to inspire and stand with us as we move forward into our 40th year, prompting safety and integrity for women, children, youth, and their families in the Mid-Island area.

