



Haven Society Annual Report 2016

Holding Space...



Photographer Jessica Boyd
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Safety. Dignity. Caring.



Haven Society: *promoting the safety of women, children, youth & families*

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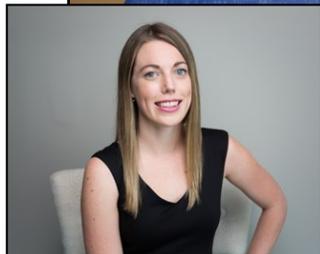
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About Us



Current Board of Directors

E. Louise Otto	President	Kathy Lowe	Vice-President
Ashley Heppell	Treasurer	Penny Bartlett	Secretary
Kim Cook	Policy Chair	Glenda Morrall	Director
Allana Patterson	Director		

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Message from the President ...*holding space for leadership*

As I consider our last year, I am grateful for the many elements that make Haven a better place. I am proud to be involved in such a healthy and strong organization. The contribution of volunteers, staff, our partners, supporters, and the community is greatly appreciated. The Annual Report of 2015-16 highlights many of our activities; we have much to celebrate!

I constantly appreciate the dynamic and effective leadership provided by our Executive Director, Anne Taylor. Her strengths lie in communication and collaboration with the community: the public, funders, donors and other organizations. She continues to build connections and new opportunities. I also recognize the dedication of our many volunteers who give countless hours to help us every day. And of course, our amazing staff who give of themselves to provide our clients with respect, knowledge and kindness to help them on their healing journey.



Message from the President

It is an honour for me to work with an accomplished, committed group of women on our Board of Directors. We have had a positive year working together and I look forward to what lies ahead in 2016-17!

Angela Nelson

In appreciation for Angela Nelson who retired from the Board in this last year. Angela held key positions on the Board as Treasurer and President during the last 6 years. She brought thoughtful and careful leadership and review to the organization as a whole. Her strong financial knowledge and ability to ask 'hard questions' (always with deep regard and respect for all people she worked with) were invaluable. It was a privilege to serve with you. Haven thanks you!

Louise Otto, President

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Message from the Treasurer ...*holding space for accountability*

Message from the Treasurer

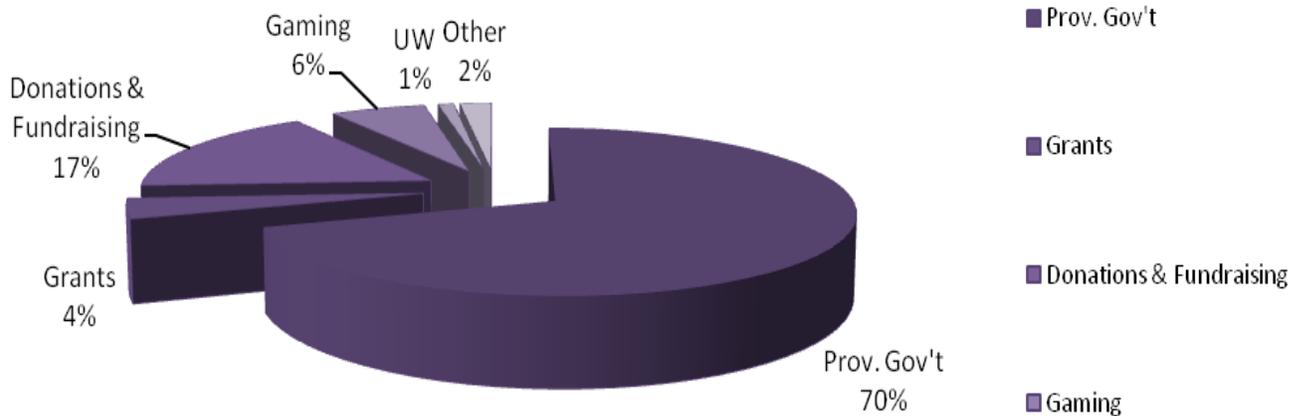


A Good Year!

As of our Fiscal Year End, March 31, 2016, we continue to be in excellent financial standing with a balanced budget. We are still seeing positive cash flow thanks to the oversight of Anne Taylor, Theresa Gerritsen and our Admin team.

As always, Haven has continued to receive many donations and be invited to participate in community events

Sources of Funding 2016



Funding for Fiscal Year End March 31/16

Province of BC	1,336,470
Grants	78,918
Fundraising/Donations	326,857
Gaming	11,032
<u>Other</u>	<u>45,682</u>
Total funding	1,922,506

- Prov. Gov't
- Grants
- Donations & Fundraising
- Gaming
- UW
- Other

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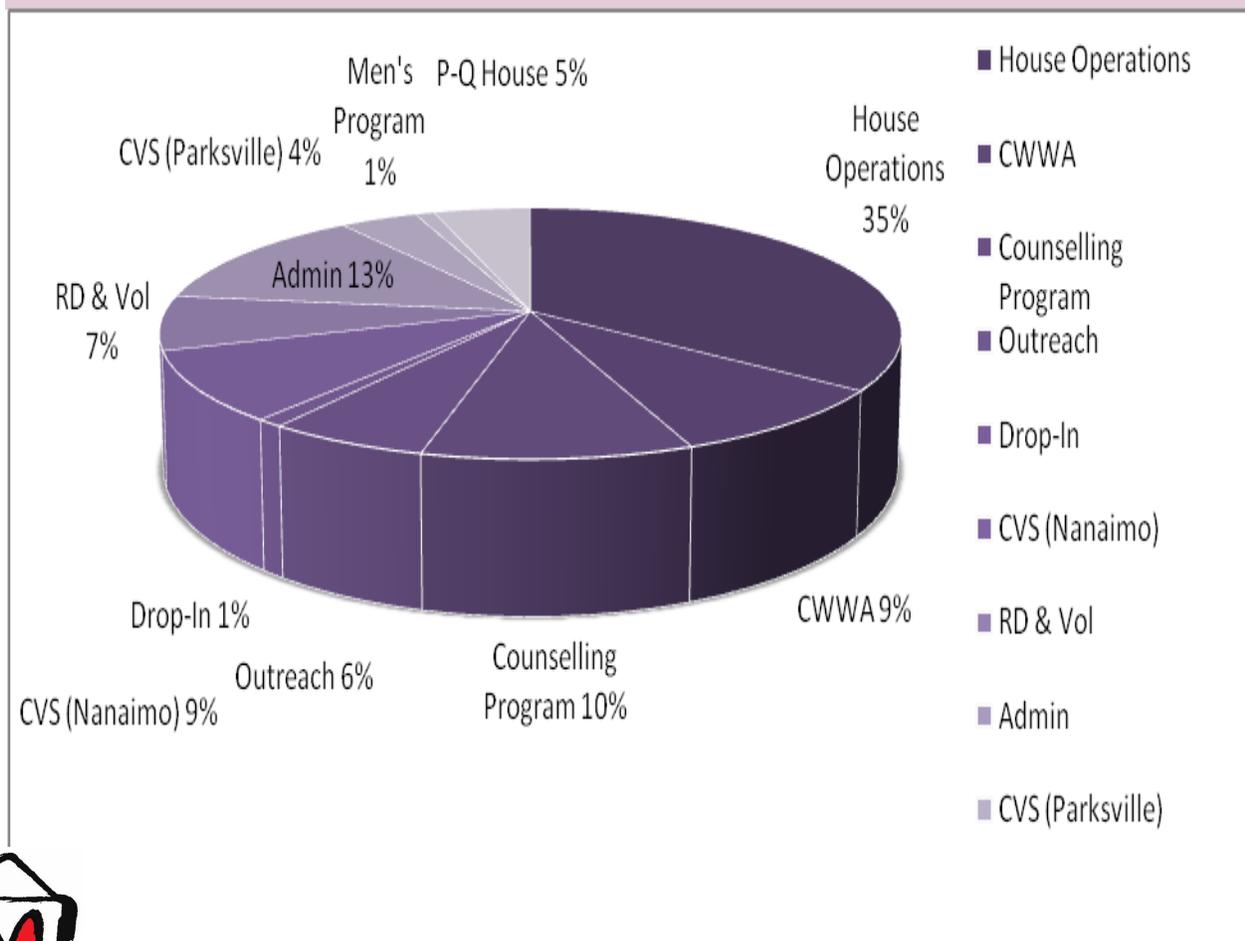
and fundraisers, which have allowed us to keep our programs running and even start some planning for new projects that we may want to take on in 2017.

There are no words to truly express the gratitude that we feel towards our members and the Nanaimo, Parksville and Oceanside communities for their support and generosity. The team that we have at Haven would not be able to do the incredible work that we do without it. We look forward to continuing to improve and expand our programs.

Ashley Heppell, Treasurer

Message from the Treasurer

Funding by Program %



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Message from the Executive Director ...*holding space for vision*



Anne Taylor, Executive Director

Our theme this year of Holding Space reflects the breadth, width, scope and depth of what Haven strives to offer everyday with women, children and families fleeing abuse. As I reviewed all that we held and accomplished this past year, I am truly awed and inspired!

As you read through the pages of this fiscal year's annual report, I trust that our dedication and commitment to safety, dignity and caring shines through the highlights outline for each program Haven offers.

Message from the ED

I am deeply honoured and grateful to join the Haven circle and work with the:

- Dynamic women who make up our volunteer **Board of Directors** - holding space for fiscal responsibility, accountability, governance and stewardship of Haven Society;
- Dedicated **staff** who everyday step into holding the space for almost **4000 women, children, youth and their families** - who bring their full heart and spirit - as well as a multitude of skills and experience to the Haven circle. I am always inspired by their commitment, capacity and ingenuity in the face of complex challenges and times!
- Invaluable **volunteers** who fulfil such priceless contribution to the circle - we would not be here and could not hold space without you! Your presence and commitment to the work of Haven Society is foundational and fundamental to all of our efforts and is our roots;
- Inspiring **community partners** who step up to hold space for collaboration recognized through the pages of this report, and also includes Nanaimo Women's Resources Society, Nanaimo Family Life Association, Tillicum Lelum, Vancouver Island University, Vancouver Island Mental Health Society, Nanaimo Affordable Housing Association, Boys and Girls Club of Vancouver Island, Society of Organized Services, Family Resource Association, and many others too numerous to name!

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- Committed **Funders and Donors** who ensure the circle has the resources of all kinds and supports Haven to focus on holding space for Safety, Dignity, Caring for all we work for;
- Unique **women, children, youth, men and family members** that we work with and the reason we are here - holding space for their courageous responses, unyielding hope, inspiration, and motivation to hold solid and strong that the impossible is possible!

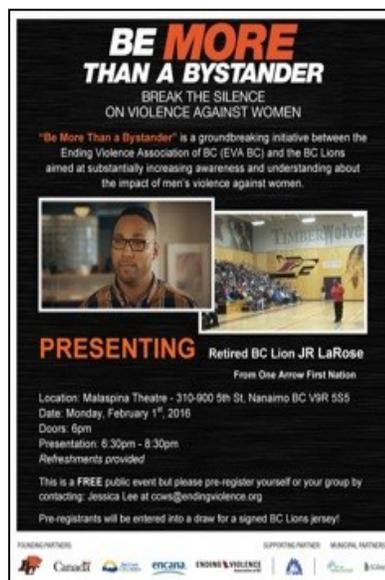


I am energized and supported in the knowledge that the circle grows and the mission of Haven Society is held by many, for us all! The beauty of the circle is that it supports space for all of us, as we cultivate safety, dignity and caring... Margaret Mead said it so well and her words still ring true...

"Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has..."



Haven received the Chamber Business Achievement Award for Community Service this year!
2016



Be More than a Bystander Event
Haven hosted the BC Lions and Ending Violence Association to present their *Be More Than A Bystander* campaign in Nanaimo. This event invites men and other bystanders to speak out against violence against women!

In Community

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Resource Development *....holding space through possibilities*

It is amazing to see the incredible spirit of support; from our **Nanaimo and Oceanside** communities, to Haven Society's programs and services for nearly 4,000 women and their children who have experienced violence and abuse. We are proud to say that your donations truly **DO** make a difference by directly providing emergency shelter, family and emotional support. Most importantly, it is a way for the family's healing to begin. We can all take comfort from knowing that a contribution to Haven today is a positive step towards **making a difference** in our community and having a positive impact on the lives of women, children and youth from your community.

Resource Development

Did you know...

How great the communities of Parksville, Qualicum and Oceanside are?

Absolutely true! Just like last year, Parksville Qualicum Haven House received over 50% of their operating budget from community fundraising, third party special events, business donors and thoughtful private donors that want to transform the lives of local families!

That we receive wonderful contributions like handmade quilts, school supplies, toys for kids, food items and other essential household items? **Yes!** We are so fortunate to have caring communities in Nanaimo, Parksville and Qualicum!

With each of our programs we rely on fundraising efforts to assist us with rising costs that affect every program's operating budgets? **Yes, it's true.** We need to fundraise for nearly 20% of each budget, and it is all made possible because of people like you.

But most importantly, it's the people in our communities - the donors, the businesses, the service clubs, the foundations, the groups that fundraise for us, our volunteers and our non-profit partners - that are our best natural resources.

Resource development begins and ends with people and really changes lives. From all of us to all of you, thank you for every little and big thing you do that transforms the lives of thousands that reach out to us.

Resource and Communications Manager: Teresa

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Haven Society: promoting the safety of women, children, youth & families

Appreciations!

Without your incredible support of Haven, we couldn't do what we do best - passionately provide services and support to nearly **4000 women, children youth and families** who have experienced violence in the Nanaimo and Oceanside communities.

On behalf of Haven Society staff and the thousands of women and children in the Mid-Vancouver Island area who have benefitted from the generous support of donors in our community, we offer a very humble and heartfelt thank you, for all that you do. To find out how the many ways you can donate to Haven Society visit www.havensociety.com/donate-to-haven

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



Rogers Foundation

Royal LePage Shelter Foundation

Home Depot Foundation



Resource Development

Haven Society: *promoting the safety of women, children, youth & families*

Volunteering at Haven ...*holding space for giving time*

Volunteers at Haven make a worthwhile contribution to their community and support the vital work that Haven Society does.

137 **volunteers** dedicated 5107 **hours** to serving others through Haven.

This year we have added 29 new volunteers to our roster and worked with 4 practicum students, expanding our family of volunteers to 137. This is a 24% increase in our volunteer base from last year alone – a tremendous achievement. Besides an increase in the number of volunteers, we have also seen an increase in the number of hours our volunteers donate to Haven. This year, our volunteer family reached and surpassed the 5,000 hour mark, donating 5,107 hours to the community, which is the wage equivalent of \$53,368.



“Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in.”

Other important events that were enhanced by the presence of our resourceful and enthusiastic volunteers were the **West Coast Women’s Tradeshow**, the **BC Lions “Be More than a Bystander”** event, and the **Belly Dance Bazaar**. Our volunteers not only played important roles, such as greeting guests and visitors and providing them with an important connection to Haven, they also did the quiet work of sorting, setting up, and cleaning up after numerous events that benefitted the women, children and families we serve.

Thank you for your tireless efforts, your enthusiasm and commitment to helping to effect change in our community. **We couldn’t do this work without you!**

Volunteer Coordinator: Taban

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Community Events ...holding space for awareness



Some **highlights from 2016** have included the efforts of our volunteers, staff and our partnerships with other organizations to help us with the **Clothesline Project**, where garments were repurposed and hung up on clotheslines throughout the City of Nanaimo, all containing powerful messages of hope and awareness about violence prevention.

The **Red Dress Campaign, organized by Tom Rokeby in Nanaimo**, represents missing and murdered indigenous women across Canada. This powerful event raised awareness of violence against aboriginal women. www.havensociety.com/red-dress-project/

Community Events



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Haven Society is Holding Space... The circle is wide, and holds Haven staff, volunteers, women, children, men, and the community within it. What does it mean, that Haven is Holding Space? Haven welcomes people where they are, at the moment in their lives that brings them to ask for help. Holding space is a collective creation of safety, dignity and caring.



The circle is one way Haven creates and hold space. People form a circle to make agreements of what happens there. The circle is whole, complete with all its participants. All people in the circle share in a common experience, and bring their point of view. The circle is based on equality, each person has the same space, and the same opportunity for voice. The circle is a practice held sacred by many aboriginal peoples, to create space for shared dialogue and consensus.

Women, Men, Youth and Children, sit in circles with Haven, find common ground, they breathe a collective breath. Taking turns speaking, the round continues, with each providing their views, from their thoughts, their hearts. They can offer their voice, without judgement or interruption, and together they share their experiences.

'I felt like I could finally breathe...' she remembers, as she talks about arriving at Haven Society for the first time. She is thoughtful, eyes bright with unshed tears and full of hope.

'It's about how we want to meet them, the women and their children,' offers Haven at the Transition House, as she considers the hundreds of women that have entered the Shelter doors.

'It's like coming home,' she says, 'I could finally sleep...' as she closes her eyes.

Haven echoes, 'Yes, our clients are in the center, they know what they need and often what they want to do... we provide the opening and the place for them to think and talk it through.'



'I didn't know what I wanted to do so clearly, but for the first time in a long time, there was room to look at options, there was space.'

'If I think of safety first, I think and feel what supports her to be safe

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Advocacy Education Counselling services
VICTIM SERVICES for children & youth,
 women and men

OUTREACH FLEEING ABUSE youth
FOR WOMEN 24 Hours/Day

Emergency Shelter 7 Days A Week

CHILDREN Violence includes
 physical, emotional,
 verbal, financial &
 sexual abuse.

North Ladysmith
 to Bowser
 to Gabriola Island

VIOLENCE PREVENTION
365 Days A Year
Shelter & Crisis Support

PROMOTE SAFETY FOR WOMEN, CHILDREN, YOUTH AND THEIR FAMILIES

FOR 37 YEARS IN CENTRAL VANCOUVER ISLAND

with me... I pay attention to my tone, my body language, my energy...' Haven reflects on how she sits with clients.

'There is possibility here, for my own knowing, for change, for hope...' she says softly. 'They walked with me... as allies, standing with me, giving a shoulder, an arm, a hand... My own voice rang clear when I found my feet under me again, with Haven at my back.'

She looks around the circle. They are holding a space for each other. The circle represents how important is safety...

'It's about confidentiality...' speaks up Haven, 'for safety's sake... for sure, but also because the story belongs to the person who shares it, we hear it and hold it...' Haven says, 'we are witness to them.'

'I did not want to go to Haven at first, I am no victim... but then they met me where I was strongest, in my place of knowing... of doing. I found that I knew more than I thought'

She lifts her head proudly, as she considers her voice in this space of dignity...

The child looks up at Haven, from her drawing on the floor, 'you believed me....' she exclaims in surprise. She tells them about the 'worry rock' in Haven's garden, where she placed her hands and left her worries behind, 'can we go there after this?' she asks.

The youth speaks up, "I never thought about power before... mine and others. I learned so much about how to be respectful and caring with others."



Holding Space...

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Haven holds space through caring...

'I think it was the practical help, I could hold up my head, my pride, and accept without shame.... I remember when I first unlocked the door in my new home...I could feel it, like a hum of safety...' and she thinks of Haven opening doors like this... for her, for others.

"Haven gave me a new start... I am so grateful that there are people who are willing to help in so many ways..."



We invite women to create a care kit to take with them to use whenever they need support or grounding strategies. The women take time to decorate boxes with calming pictures, feathers, affirmations and special paper.

"The best thing was being in a place of safety... now I have safety within myself."

Holding Space

**You hold space
for me
To Breathe
To take in peace
and Strength
To sit in memory
And look toward
Hope
To know that
where I go
Starts from Here**



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Programs and Services



Haven Society provided a range of services to women, children, youth and families in the communities between Ladysmith and Bowser in 2015-16.

Parksville Community Victim Services *...holding space for safety*



Community Victim services in Parksville holds a safe space for women, children, youth and men, to talk about experiences as a victim of a crime. We can provide information about dynamics of partner abuse, sexualized assault, criminal harassment, dating violence and the challenges of those experiences of abuse and violence.

We can assist to navigate the criminal justice system and connect with other community resources. We can help with a plan to increase your safety in your own home or in the community.

Community Victim Services



- 84 New Clients**
- 351 Sessions**
- 308 Incoming Calls**
- 9 High Risk Situations**



Nanaimo Community Victim Services

...holding space through justice



The Community Victim Services program in Nanaimo provides justice related and support services to people who are responding to intimate and personal crimes.

We assist through information, accompaniment, help with forms, and navigating the legal system. We provide emotional support and safety planning and connecting with resources.

568 New Clients

1770 Incoming Calls



Community Victim Services was developed to hold space for the specialized needs of victims of childhood, relationship, and sexualized violence and abuse.

Our team offers a place for people to talk about their experience of abuse and violence where the focus is on exploring options and preserving dignity. Abuse is often part of a pattern and can be more than a single incident or crisis point. Planning for safety, assessing risk and practical needs are ongoing and vary over time. People who experience abuse also need a place to be uncertain, to consider all aspects of their situation and to take some time before acting. Uncertainty is normal; these situations are complex and take time to sort out. We hold the space for this delicate conversation with respect and care. We are women, working together, holding space for relief.

Average 30 high risk situations in Nanaimo at any one time.

What is high risk?

In many situations, people fear for their safety, and may be at risk of further serious harm. CVS works with other partners to decide the best plan for the best outcomes...

Nanaimo Community Victim Services Coordinator: Sally

Specialized Responses in Nanaimo and Oceanside

Domestic Violence Court

Domestic Violence Unit-Nanaimo

Integrated Case Assessment Team

Community Coordination for Domestic Safety – Nan

Community Coordination Action Team – PQ

Forensic Nurse Examiner

Community Victim Services

Children Who Witness Abuse

*...holding space through
honouring children's experiences*



'Holding Space' for five year-olds to brainstorm self-care

The CWWA team held space for children and youth at three different schools in SD68. At Barsby Secondary School one team member attended the new Wellness Clinic weekly for youth needing support. At NDSS one of us sat in a circle weekly 'holding space' for young mothers at Raven's Lelum. And at Fairview Elementary School, we 'held space' in every classroom while delivering violence prevention presentations.

Children Who Witness Abuse

This year we...
 Increased service to women by **26%**
 Reduced waitlist by **22%**
 Saw a **24%** increase in crisis calls



This visual provides a memory for children about the safety of group

The children's team understands that children and youth who experience violence and abuse in their homes may never have the opportunity to come to Haven.

"We talked about different types of abuse and how to deal with it. We learnt how to find help and who to call. We found a safe place." (ten year-old boy)

Our outreach is therefore an essential component of our service. We take our messages of safety out into the community and 'hold space' for young people *wherever* we can.

158 children and youth received violence prevention presentations in schools

Children Who Witness Abuse
Coordinator: Tracy



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Haven Transition House *...holding space by providing a safe haven*

The Transition House team partnered with the British Columbia Society of Transition Houses and Central Vancouver Island Multicultural Society to develop and implement best practices for immigrant and refugee women on a provincial level.

The "Building Supports Pilot Project" also assisted us to better support immigrant and refugee women and solidifies our relationship with the local Multicultural Society.

We housed **203 residents.**

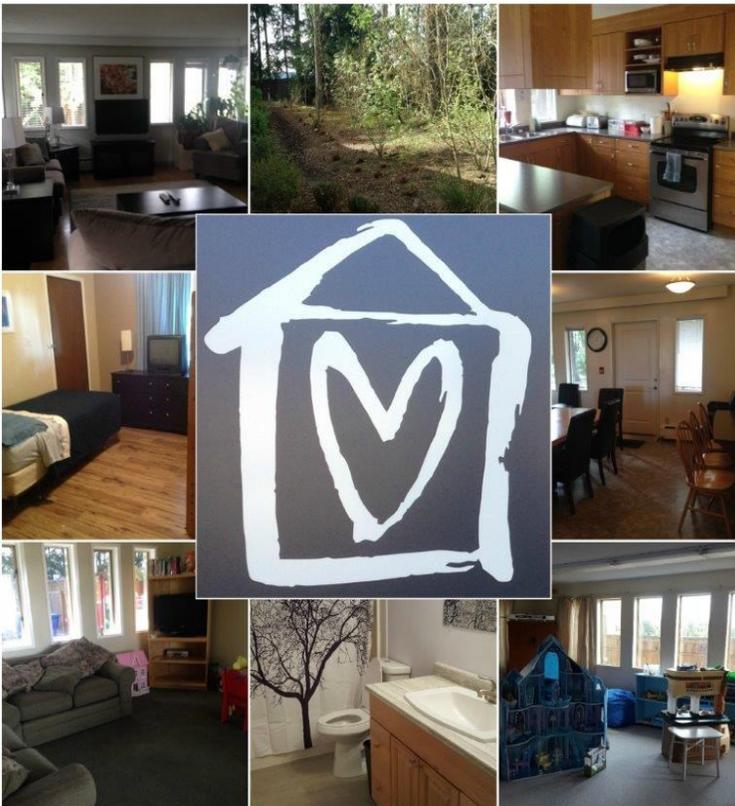
111 Women and **92** Children.

Average length of stay was **28 days.**

99 Women were turned away due to no space.

Responded to **2929** crisis calls. **22%** increase.

Transition House



This year has been a challenging year at the Transition House which was built in 1965. We had two floods which required restoration services, several major repairs, and renovations upgrades. With help from the community, we upgraded bedrooms, flooring and bathrooms. Next year we hope to improve our children's area and look at replacing the roof. Our house has provided a safe and welcoming space for women and their children for almost **4 decades!**

Approximately 50% of our residents are children at the Transition House and this year we expanded the Children's Support Team. This includes increasing child care hours and the creation of a part time in-house Family Support Worker position.

With the generous support, and much appreciated donations from our Nanaimo community, Haven Society Transition House has been "holding space" for women and children for 38 years.

Residential Program Coordinator: Cindy

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Parksville Qualicum Haven House

...holding safe haven in Parksville Qualicum

PQHH provides a safe environment for women, children, youth and families of Parksville, Qualicum Beach, Nanoose, Errington, Coombs, Whisky Creek, Qualicum Bay and Bowser.

PQHH can house up to 3 women and their children at any one time. 29% of women who resided at the Safe Home were over 50.

As a Safe Home, we are accessible 24 hours a day and are staffed on location four days per week and a half day on weekends. A woman may call at any time to be considered for safe shelter. We continue to work toward increased staff support on location at PQHH.

Two groups were held at PQHH to support women. Women received referrals to many resources in the PQ region. Two families fled to relocate in another community, out of concern for their safety.

Our appreciation to the Society of Organized Services, our community donors and the Province of BC for our ability to continue this valuable service in the region.

PQHH is part of the Oceanside Homelessness Task Force and is a partner in the Community Coordination Action Team for Domestic Violence.

Residential Program Coordinator: Paula



**Parksville Qualicum
Haven House**

PQHH is a program delivered by Haven Society in collaboration with the Society of Organized Services.

**In 2015-2016 we
provided shelter to:**

26 Women & 18 Children

143 Crisis Calls



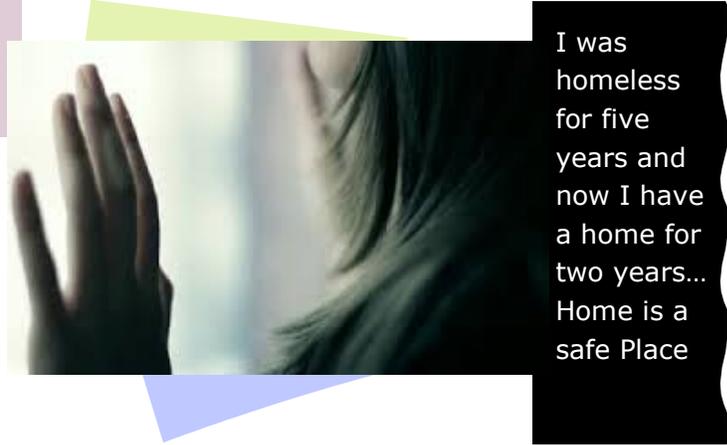
Oceanside



Haven Society: promoting the safety of women, children, youth & families

Outreach ...holding space through safe housing

Provides a continuum of support services to marginalized women and their children who have experienced violence and may be at risk of homelessness. The program is based around harm reduction, meeting immediate needs, and promoting healthy choices.



I was homeless for five years and now I have a home for two years... Home is a safe Place

Outreach

Support—Housing—Assistance



"One of the most courageous things you can do is to identify yourself, know who you are, what you believe in, and where you want to go "

Donations received enabled us to assist women with start-up: bedding, kitchenware and personal products

- ◆ The Outreach Program facilitated three support groups: 16 Steps to Empowerment, Who am I? and Reclaiming our Lives
- ◆ **NEW!** Boundary Crescent Supportive Housing Services for single women in our community, who have experienced violence and are homeless or at risk of homelessness, **all 13 units have been filled**
- ◆ The Outreach Program is accessed by women through self referral, Haven Transition House and other programs, as well as other community services

- **469** women and their children served
- **179** Homeless Prevention Program referrals
- **415** supplements /subsidies issued

Outreach Services
Program Coordinator: Shelly



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Men Choose Respect ...holding space through respect

Haven Society holds space by providing services to men who want to improve the quality of their relationships with their partner and family. Women have requested for years that a program for men occurring through Haven would assist them to continue their relationship on a new footing, free from abuse and violence in the future. The Community Coordination for Domestic Safety service providers also saw the need to bring additional services to Nanaimo and area.

Working in collaboration with NARSF (Nanaimo and Area Resource Services for Families) Domestic Violence Response Program, Haven Society continues to provide an 8 week group for men who want to change their use of abuse and choose relationships built on safety, equality, caring and respect.

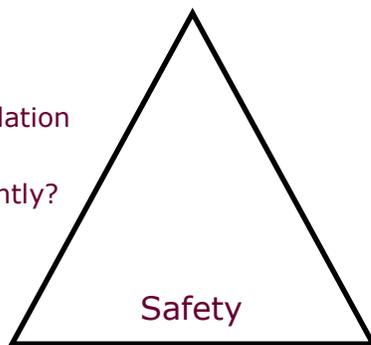


"This group has changed the way I view and contribute to my relationship..."

57 men received services
6 groups provided
87% participation in groups

Men recommend this group to other men and say more people should go through this program. Support Haven Society to provide more groups and counselling for families in our community!

If Safety is the foundation of relationship, what would you do differently?



Men Choose Respect Program Coordinator: Theresa

Men Choose Respect

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Women's Counselling *...holding space for healing*

This year the Women's Counselling program expanded the number of groups (68 group sessions from 33 last year – twice as many) in our program. Overall, 147 new women attended groups and by connecting with a diverse circle of women that they respect and admire, women recognize their own strengths and capacity to respond to abuse and violence.

"Counselling helped me see that I am not to blame for the unhealthy choices other people make"



220 Women supported (73 new one-on-one clients, 147 new group clients)

799 Individual Counselling Sessions

68 Group Sessions

338 Drop-in/Crisis Calls

Can you Help?

We need supplies for Self Care Kits which women make for healing and comfort

Plain boxes from the dollar store

Oprah magazines to use for decorating

Small bubble bath containers (Ombra works well)

Hot chocolate or tea (individually wrapped)

Unscented candles

Bubbles to blow (remembering to breathe)

Small containers of play dough for grounding

Essential oils (lavender and mint work for calming and grounding)

Small coloring sheets and pencil crayons

Journals

Thank you so much! Your contributions really help women feel care and support!



Women's Counselling Coordinator: Karen

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Creating Safe Haven Training

With the help of funding from the Ministry of Justice CFO training grant, the women's counselling program developed and facilitated a two-day trauma informed training, Creating Safe Haven, in four diverse communities across BC. We made meaningful connections with anti-violence organizations in each community. Trainings were held at the Aboriginal Friendship Centre in Surrey, the Penticton campus of Okanagan College and the windswept dunes of a B & B in Haida Gwaii. In March we completed our final session here in our own community. A hundred and seventeen community members attended the trainings and the feedback was extremely positive.

Facilitators, Women's Counselling Team, Inger, Karen and Rebecca.



"The three of you make such a great team and your calm energy was infectious. Thank you for providing a space to connect, become more grounded and reinforce what I already know".

Through evaluation questionnaires, participants indicated that they had more tools to use when supporting clients, more confidence in their ability to work effectively, increased awareness of where to turn for support and resources, increased awareness of the social conditions that contribute to the experience of violence, a greater understanding of how clients are impacted by and resist violence and more hope in their ability to effect positive change.

Allan Wade Training

Along with Nanaimo Family Life Association, Haven hosted a two day training for practitioners at Beban Park Social Centre called Small Acts of Living. It was provided by Allan Wade, PhD and was well attended by the community.

Contact Haven Society for your training needs... Include an anti-violence framework to your services/practice and build capacities for safer communities...

Haven Staff presents at Provincial Gatherings

Tracy provided provincial training for children's programs in BC and presented at the BCSTH annual conference.

Cindy services on the Provincial Consultation Committee on Aboriginal Women.

Theresa presents at Dignity Conference on men's programs and facilitated training of volunteers and staff on Elders and Intimate Partner Violence at NFLA.

Dawn served as Chair of the BCSTH, a provincial level board.

Training and Development

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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 the over 100 volunteers in Haven Society to support activities in the agency...

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**Thank you for your
continued support!**



Safety. Dignity. Caring.