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Promoting the safety of women,  
children, youth and families



# 2021-2022 ANNUAL REPORT

# OUR PARTNERS

## FUNDING PARTNERSHIPS:



## CORPORATE PARTNERSHIPS:



## COMMUNITY PARTNERSHIPS:

The Rogers Foundation



# TERRITORY ACKNOWLEDGEMENT

Haven Society is grateful for the land on which we work, live and gather. We would like to acknowledge the people of the Coast Salish Nation and the unceded territories of the Snuneymuxw, Snaw-Naw-As, Stz'uminus and Pentlatch.

The word unceded is used to recognize that Indigenous people never relinquished this land and that settlers continue to inhabit these lands without permission.



# TABLE OF CONTENTS

<b>Message from the Board of Directors of Haven Society</b>	<b>5</b>
---	----------

---

<b>Board of Directors</b>	<b>7</b>
---------------------------	----------

---

<b>Mission Statement</b>	<b>8</b>
--------------------------	----------

---

<b>Finance</b>	<b>9</b>
----------------	----------

---

<b>Transition House</b>	<b>10</b>
-------------------------	-----------

---

<b>Parksville Qualicum Haven House</b>	<b>11</b>
--	-----------

---

<b>Stopping The Violence</b>	<b>12</b>
------------------------------	-----------

---

<b>PEACE</b>	<b>13</b>
--------------	-----------

---

<b>Nanaimo Community Victims Service</b>	<b>14</b>
--	-----------

---

<b>Parksville Community Victims Service</b>	<b>15</b>
---	-----------

---

<b>Outreach</b>	<b>16</b>
-----------------	-----------

---

<b>Men Choose Respect</b>	<b>17</b>
---------------------------	-----------

---

<b>Testimonial</b>	<b>18</b>
--------------------	-----------

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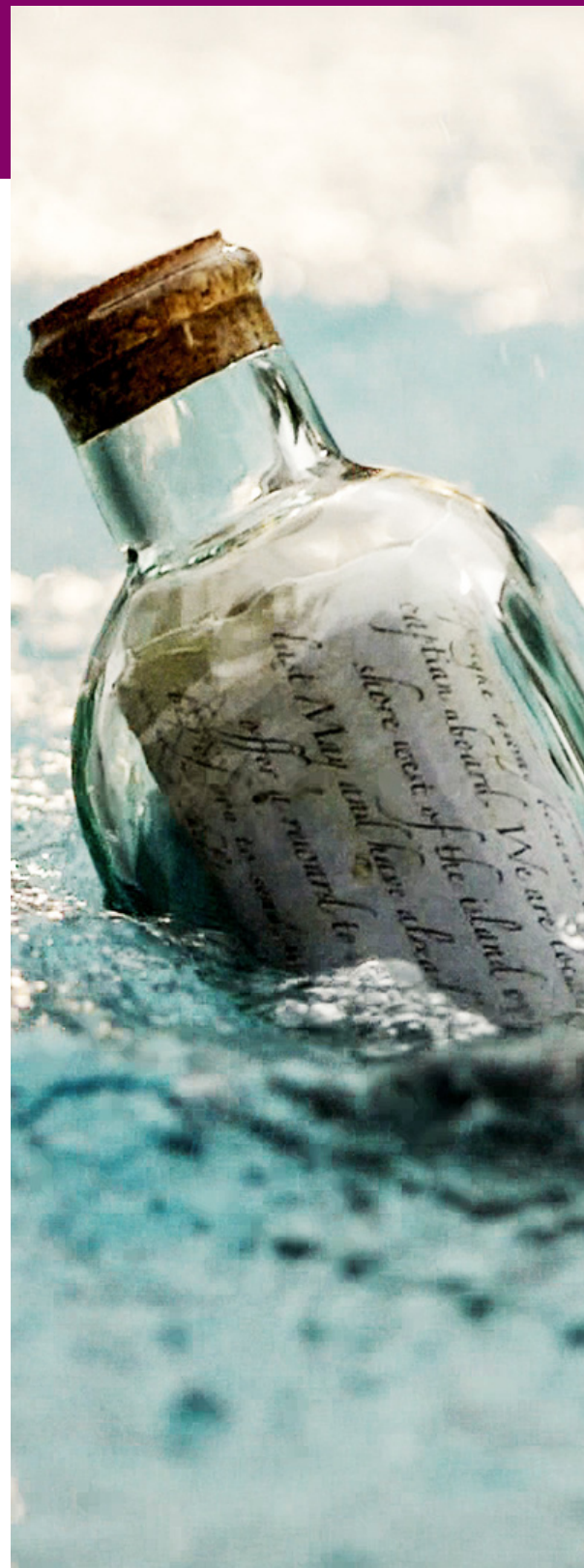


# MESSAGE FROM THE BOARD OF DIRECTORS OF HAVEN SOCIETY

For the past several years, Haven Society's annual report conveyed a message from the Co-Presidents. This year, the message is being written on behalf of the whole Board. This change aligns with the Board's desire to collectively look ahead and support an energizing shift at Haven Society. The past year has brought a renewed focus on reconciliation and inclusion, and we are thrilled with this new direction and its support of our vision.

In the fall of 2019, Dr. Lisa Gunderson facilitated a meaningful and impactful Haven Agency Day. During her session, she reminded Haven Board and staff that we must address our unconscious biases to move toward intentional inclusion. Unconscious bias operates outside of our level of conscious awareness, and as a result, we all engage in actions that have the potential to oppress and discriminate against others unintentionally.

The Board is delighted to report that we have a renewed dedication to examining any unconscious biases hindering our approach to governance. Further, we acknowledge and continue to support the principles of reconciliation implemented at the operational level under the decisive leadership of our new Executive Director, Lisa Scott. Lisa is the first Indigenous woman to hold this position at Haven Society. We are grateful to witness how her core values of hard work, honesty, humility, and excellence will impact Haven.



# MESSAGE FROM THE BOARD OF DIRECTORS OF HAVEN SOCIETY

While we are excited to look forward, we also want to reflect the amazing work started and completed over the past fiscal year. In particular, we acknowledge the work completed by the previous Co-Presidents, Board members, and those Haven management team members who have since moved on to new opportunities. We are proud to share that the Board was recognized for its work surrounding diversity, equity, and inclusion, being awarded the Outstanding Board of the Year from the Domestic Shelter, Purple Ribbon Awards.

Adrienne Marskell and Sylvia Shedden, previous Co-Presidents, were the driving force behind many of the past year's accomplishments. Two feminism workshops were organized for the Board and the Haven Management team to modernize and update policies in the Fall of 2021. As a result of those workshops, Haven has updated feminist principles developed with the benefit of an updated and inclusive lens. In addition to these changes, countless policies have been updated, and the Board executives worked with the management to complete the Occupational Health and Safety Program. Haven also entered into a new collaboration agreement to rework the Men Choose Respect program, which is now being implemented. Haven continues to have discussions with BC Housing regarding a new Transition House with second-stage housing, which will continue to be a focus for the organization moving forward.

Through a year that saw many transitions with our management staff and Board alike, our previous Co-Presidents were instrumental in supporting the transition. We thank them for their countless hours of service and support and for sharing their expertise.

We express our sincere gratitude to the past members of the Board, volunteers, donors, community partners, and the wonderful women who work at Haven and are the heart and soul of our organization. We appreciate the unique contributions you all make that allow Haven to continue the good and important work that we do.

# BOARD OF DIRECTORS



**ADRIANNE MARSKELL**  
Co-Chair



**JOANNA RECALMA**  
Co-Chair



**JANIS BROOKS**  
Director



**SANDRA GOOD\***  
Director



**JUDITH HEATHER\***  
Director



**JANICE KRALL\***  
Secretary



**RACHELLE LOOS\***  
Director



**LINDA MUIR\***  
Vice-President



**ALANNA MAN**  
Treasurer



**GOLFER OKORIE**  
Director



**SYLVIA SHEDDEN\***  
Secretary



**NATALIE STEWART**  
Director



**LOUISE TILSTON**  
Director

• For part of the year

# MISSION STATEMENT



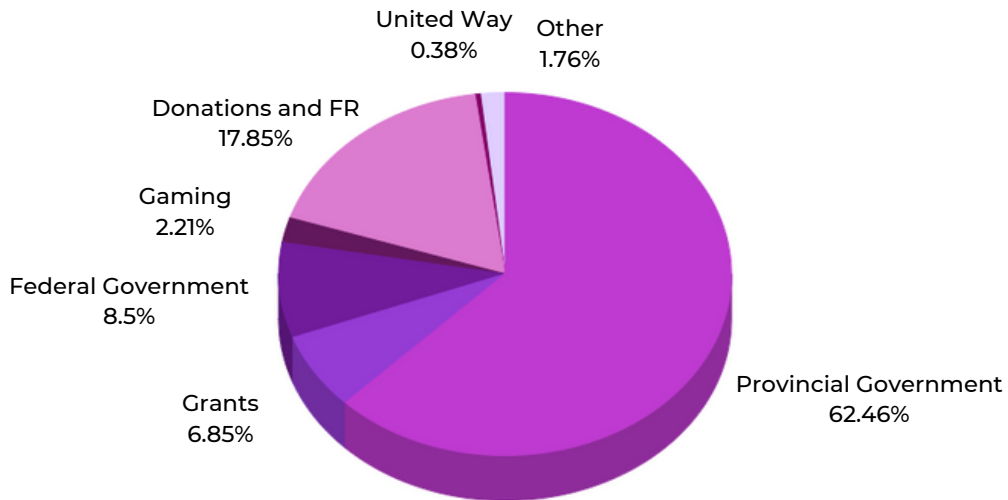
**Haven Society's mission is to promote the integrity and safety of women, children, youth and families and the development of a respectful and healthy community.**

**As a leading anti-violence organization operating from feminist principles, Haven Society will achieve this mission by providing a range of services, public education and advocacy.**



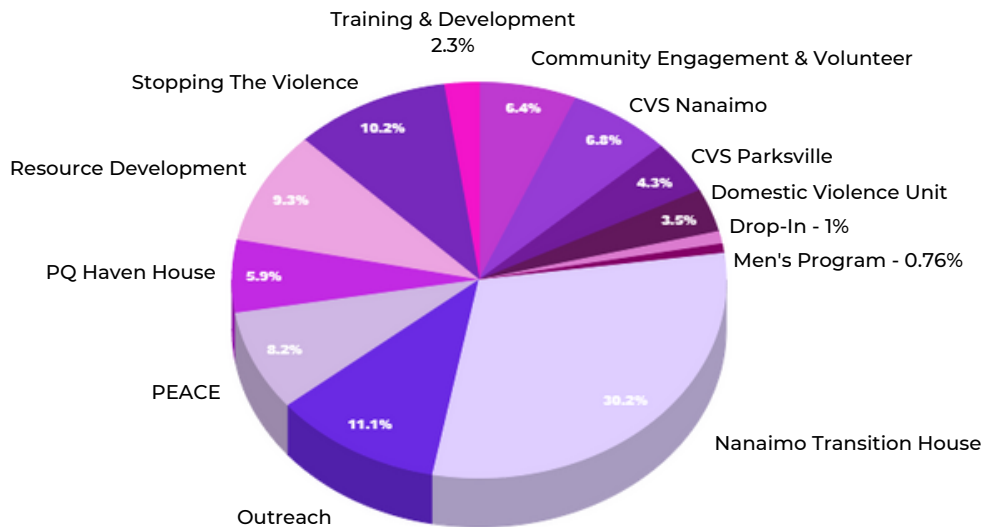
# FINANCE

## SOURCES OF FUNDING:



**TOTAL:**  
**\$3,069,922.00**

## SPENDING BY PROGRAM



**TOTAL:**  
**\$2,680,449.00**

# Transition House

This year at our Nanaimo Transition House, with our Manager of Culture and Inclusion, we facilitated a weekly group for Indigenous women throughout the Winter months, including moccasin and drum making. Also, we participated in a ceremonial brushing and blessing of newly obtained local First Nations artwork now on display at the house.

The trend for larger families having more extended stays has continued, as well as for single women due to the housing crisis. The TH staff continued providing extraordinary support for women and children during the challenging uncertainty of the pandemic.

Enhanced Covid cleaning continued, and again this year, we provided a safe and Merry Christmas for all and Easter. New keypads were put on all bedroom doors. Training hours were increased for new staff, due to high turnover.

Staff put great effort into creating a comfortable, welcoming space for our residents by freshly painting some of the bedrooms.



**96**

Number of Women Served

**61**

Number of Children Served

**2083**

Bed Stays for Adults and Children

**3018**

Number of Crisis Calls

**"I think considering COVID and all the challenges the staff and residents did amazingly well. Being here helped me feel stable so I could focus on finding a home and working."  
-Transition House Resident**

# Parksville Qualicum Haven House

The Oceanside area safe house provides temporary shelter to support women and children who have experienced violence and are seeking safety while exploring their options.

Throughout the year, the safe house acquired some beautiful artwork, including a large painting from a local artist (Ray Bob), which is now displayed proudly in our house for residents and staff to admire.

Our partner, SOS, had new floors installed in our common area, where staff and residents can meet for check-in or counselling, or children can sit and do their artwork or homework in a lovely bright open area.



**11**

Number of Clients Served

**306**

Bed Stays for Adults

**58**

Bed Stays for Children

**74**

Number of Crisis Calls

Parksville Qualicum Haven House is operated in collaboration with Society of Organized Services.



Society of Organized Services

# Stopping The Violence

This year has demonstrated that the changes we made to the STV program last year are working! After restructuring, we've seen a drop from 181 to 82 women waiting for service. STV continues to receive an average of 17 new referrals monthly, and several past clients reapplied for counselling.

This impressive decrease in our waitlists demonstrates the hard work the team has dedicated to our clients. With extra staff in the program, the goal has been to reduce all wait times to one month or less and offer more groups (Strategies for Empowerment and Weaving Our Voices, by Zoom and in-person) throughout the year.

STV continues to deliver individual appointments by phone, Zoom or in-person, depending on the client's comfort level and need. Clients have expressed their gratitude for having flexible options available.



**777**

Individual Counselling  
Sessions

**83**

Group Counselling  
Sessions

**207**

Women  
Referred

**322**

Total Individual  
Clients Served

**Support, respect and knowing that the group understands me and I feel like I understand them. I appreciate the leaders and their support and understanding. - STV Client**



# PEACE

The PEACE program provides a safe place for children and youth to begin to process their experiences with domestic violence and family abuse.

We also recognize that the most important factor in the wellness of children and youth is their caregiver's wellness. Respecting and supporting caregivers is vital when supporting children and youth with experiences of violence.

Our PEACE Program can provide caregivers with the following support:

- Individual sessions, psycho-educational workshops and groups to develop awareness and strategies to parent more effectively.
- Information and educational materials on the impact of abuse and violence on parenting
- Community resources and referrals regarding parenting



**602**

Individual Counselling  
Sessions

**46**

Group Counselling  
Sessions

**105**

Families  
Referred

**“I feel happy that someone is listening to me about what happened in my family.” - PEACE Client - aged 13 boy**

# Nanaimo Community Victims Services

Community-Based Victim Services in Nanaimo works very closely with community stakeholders and other Haven Society Programs to provide trauma-informed support, safety planning and system navigation to all victims of power-based crime.

We support individuals in understanding and navigating the criminal justice system, and the family court system and help find supportive resources to support the clients healing journey.



**1768**

Contacts Made with  
Clients

**370**

Total Referrals  
Received

**124**

Average Monthly  
Caseload

**Total Individual Clients Reviewed and Supported through the Domestic Violence Unit**

**134**

# Parksville Community Victims Services

Community Victim Services in Parksville serves survivors of sexual abuse, relationship abuse-violence and sexual assault. This fiscal year has been all about change. We have also had to respond and adapt to numerous changes in staff and management throughout this period. It has been significant, to say the least.

Throughout this time frame and as a result of reduced Covid numbers and relaxed Covid restrictions, we were able to organize and chair an in-person CCAT Meeting in September with 12 attendees representing 9-10 different organizations.

There was a concerted effort to connect to Qualicum First Nations by this office during this time frame. There have been numerous positive contacts with our Domestic Violence Unit members and good coordination amongst community resources.



**170**

Total Individual  
Clients Served

**473**

Total Support  
Calls

**92**

Total One on One  
Appointments

**“Thank you- you have opened a lot of doors for me...I’m ready to deal with these toxic relationships and move forward.” - CVS Client**

# Outreach

The outreach program has continued to provide direct 1:1 client services (foodbank runs, drop-ins, and home visits) to meet the needs of our clients and the community.

Due to restrictions, groups were limited, however by the end of the year we managed to complete three rounds of groups, many communal dinners, and a reading group at the CSB and Boundary, this brought much-needed connection for our clients that became increasingly difficult due to the pandemic.



**271**

Unique Individual  
Clients Served

**1492**

One on One  
Appointments

**419**

Rent Support  
Payments

**434**

Referral for  
Service

**“The HPP offered tremendous relief for my family each month. I am grateful for the assistance and hope the program continues for others in need.” - Outreach Client**



# Men Choose Respect

The program was challenged by Covid19 factors, although was able to adapt effectively through health and safety guidelines, the addition of phone and video counselling sessions increased to maintain retention and address client barriers.

MCR is proud to report that no known outbreaks occurred during the program operations, due to our diligence in working safely, in spite of many people reporting illnesses and requiring a makeup session. We also maintained our thresholds of attendance despite these conditions at 85%.



**200**

Individual Session  
Hours

**15**

Program Cycles  
Completed

**102**

Successfully Completed  
the Program

**"I gained a lot of new skills to deal with my anger and new tools to help me know when I'm being disrespectful towards others. I'm very satisfied with the program." - Men Choose Respect Participant**

# TESTIMONIAL

*How and where do I begin to put into words to adequately how you've helped me and graciously lent me your sanity, strength, grace and guidance?*

*From my first phone call to Haven while I was still in Prince George and looking for guidance and compassion and understanding. To my telephone appointments with Cathy and with yourself. Both of you with all the patience and understanding while I cried and expressed in frustration what was going on in my mind.*

*The calm and patience and determination to help me through unbearable pain and sorrow and despair all in one.*

*All of this and more as I was working on processing the time leading up to my need to reach out to Haven. All the fear and despair and grief going through my mind and heart and body.*

*My spirit and sanity were crushed as the man who claimed to have loved me tested my levels of sanity, my levels of any positivity, my levels of bearing heartbreak, my tolerance for abuse increased slowly in all ways possible, My desire to end my life grew to the point of choosing a date, and a place and method to no longer carry on. This was looking to be my way to escape.*

*Between December 30 up to almost a year ago, Jennifer, particularly helped me with the intensity of my grief. She's got this way of explaining ideas to me and reassuring myself of my sanity - what there was left of it. And even as recently as almost a month ago, I've reached out to her. I don't know how much time we spent on the possibility of attending court to face the man who claimed to have loved me, yet displayed the utter opposite.*

*"it takes a village to raise a child" as the African proverb states. To myself and my chapter in life - it absolutely took a village. From that morning of December 30 2020 - being brought to the RCMP station, to all who worked with me, and still work with me, and helped me find sanity and healing as i never thought possible.*

*Without that time in my life and those moments in life where i was in such despair.... i would not have my strong belief in how the universe and guardian angels work.*

*To all who've helped me  
- CVS Client*

# HOW CAN YOU HELP?

- **Make a monetary contribution. We accept donations of cash, cheque, credit card, stocks and shares. Visit our website or Canada Helps for more information**
- **Join our monthly Friendship Plan. Sign up for monthly donations with automatic installments to support services**
- **Host an online event. Plan a virtual fundraiser to benefit Haven Society**
- **Provide a gift in honour. Celebrate or honour someone special by donating and or making a gift to Haven**
- **Create a Legacy. Leave a legacy gift to Haven in the form of a bequest**
- **Volunteer. Join our community of volunteers at Haven Society to support the various activities of the agency**
- **Follow Haven Society on Facebook, Instagram and Twitter for the latest updates and event information.**

**We thank you for your ongoing  
support of our organization!**



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