



haven society

Annual Report
2023-2024

havensociety.com

Our Partners



**WOMEN'S
SHELTERS
CANADA** | Shelters and
Transition Houses
United to End Violence
Against Women



APPLIED
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**COASTAL
COMMUNITY**





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.

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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.



At Haven Society we believe...

Equality, mutual respect, self-esteem, and interdependence are values that foster healthy relationships and a healthy society.

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.

Our vision is to work together with our community to end violence against women and to create and support a safe community for all of us.

This includes programs and services that help those in immediate need find shelter and support for tough transitions in their lives.

Stats on Domestic Violence

Domestic violence remains a significant and growing issue in Canada. In recent years there has been a noticeable increase in family and intimate partner violence exacerbated by various factors including the COVID-19 pandemic.

21%



Of all women killed by an intimate partner are **Indigenous**, despite being only **5%** of the female population.

Source: <https://canada.ca>

61%

61% of Indigenous women have experienced intimate partner violence.

Source: <https://canada.ca>

290,000

The number of women, girls and gender-diverse people who experience intimate partner violence each year in Canada

Source: <https://ywcavan.org/myconcussionstory>

Increase in Family Violence

Police-reported family violence in Canada has risen for five consecutive years. In 2021 alone, there were over **127,000** victims, with women and girls making up nearly **70%** of these cases. The pandemic intensified the situation, as many victims were forced to stay in close proximity to their abusers due to lockdowns.

On any given night in Canada, over

6,000

Women and children sleep in shelters because it is not safe for them at home. *

*According to the Canadian Women's Foundation

1 in 3



Women and girls worldwide have experienced either physical and/or sexual intimate partner violence or non-partner violence in their lifetime.



Message from our Board Chair

As chair of the Board of Directors, I am honored to present this year's annual report for Haven Society. The past year has seen unprecedented challenges and remarkable progress in our mission to support women and children fleeing domestic violence.

Change

The most profound change in the last year is that of leadership. That is from both a staff and a board perspective. The Executive Director has changed many times in the past years. In July of 2023, Daylene Jones was hired in that role to manage the operation side of the society. She has done an exceptional job of providing stability and direction to the organization.

The board went from 12 members to 3 active members. It is now back to 6. These board members bring a depth of experience that has proven to be invaluable to the organization. Previous Board Members are Jane Lumb and Michelle Gagnon. New members are Lynda Brosko, Anne Crossfield, Sonja Haigh and myself. The transition has been energizing.

Challenges

This year has not been without its challenges. Economic uncertainty, societal pressures, addiction and mental health issues have increased the demand for our services and complicated their delivery.

As inflation rages and housing costs skyrocket, these financial realities trickle down to all non-profits, not just ours. We are currently completing long term plans to ensure our financial stability and viability in the long term.

Looking Ahead

And now change is happening again. In partnership with BC Housing, Haven Society is opening a brand-new facility. It will include 17 transition beds and 30 suites for second stage housing. The suites vary from 1 to 3 bedrooms and will include suites for those with special mobility needs. The new building is set to open in November of this year. There is lots of work to be done, and we are excited and up to the task.

That leaves the old building. At this point we are not sure what it will become. We have started a strategic process that will answer that question. What an incredible opportunity.

We are already 6 months into our new year. The buzz word for the rest of the year will be vision. We have started a Strategic Planning process that will last for what remains of the fiscal year. It will involve feedback from stakeholders, members, volunteers, staff, donors, clients, and the community. From that information the board will be determining our strategic direction for the next 3 – 5 years. We ask you to come along, participate in the process and have your voice heard. It has never been more important than right now.

Gratitude and Acknowledgement

I wish to express my deep gratitude to our dedicated staff, volunteers, donors, and community partners. Your unwavering support and generosity has been instrumental in our success. I also extend my heartfelt thanks to my fellow board members for their commitment and leadership.

Thank you for your continued support.

Carol-Ann Borody-Siemens

Message from our Executive Director

I began my role with Haven Society in the summer of 2023, and since then, I've been continuously impressed and inspired by the incredible women I work with at our organization. Their passion, knowledge, and dedication is truly remarkable. I feel fortunate to have the opportunity to learn from them and work alongside such an amazing team. Despite the many changes we've faced over the past few years, the mission of our organization has remained steadfast. This is a direct result of our team's unwavering commitment—they've continued to show up for our clients and our community, no matter the challenges.



There have been many changes in leadership at Haven these past few years. When I first started there was only one existing manager, Camila Shinohara, Director of Business Operations. Camila provided continuity during a time of significant administrative changes in 2023. Over the next few months, our leadership team expanded. Two internal staff joined us, Jennifer Jackson stepped into the role of Director of Programs and Housing, and Chantale Roelens took on the position of Director of People and Culture. Their extensive experience at Haven, combined with their impressive expertise, has been invaluable to our growth. We were also fortunate to welcome Pom Lemire as our Director of Finance. Pom's addition allowed us to bring our accounting back in-house after nearly a year of outsourced accounting.

Our Board leadership has also seen changes. Our new Board Chair, Carol-Ann Borody-Siemens, has been instrumental in supporting my growth and development. Her expertise in board governance has helped establish structures and processes that will provide clarity and direction for years to come. I am grateful to all our Board members, who volunteer their time and energy in providing guidance and oversight. I look forward to seeing the development of our Strategic Plan in the coming months.

This past year has been one of immense change and progress for Haven Society. We are on the verge of opening our new building—a project that has been years in the making and marks a significant milestone for our organization. These additional 30 second-stage suites are desperately needed in our community. Alongside this, we have invested substantial time, resources, and energy into enhancing our systems, policies, and structure to ensure safety and continuity in all that we do. We have supported even more women, children, and youth this year, expanding our reach by 10%. While this growth is a positive step, we are working hard to increase resources to meet the ever-growing demand.

None of this would be possible without our dedicated funders and partners. Your support enables us to continue addressing the critical safety needs of women and children, while actively working to end gender-based violence. Haven Society does more than provide a safe haven for those fleeing abuse—we walk alongside them throughout their journey of healing, offering tools and resources to help build a stronger, safer future.

We couldn't do this without you. Thank-you for your continued support!

This year Haven Society supported more than 2400 women, children, and youth through our programs and services.

Haven House

Both the Transition House in Nanaimo and Safe House in Oceanside have a vital role in supporting women and children fleeing gender-based violence and abuse by providing safe, temporary housing. In addition to accommodation, the program provides a holistic crisis support system which includes, safety planning, information about abuse dynamics and the impact of trauma and connections to internal support programs and community resources. This wraparound approach offers women and children the support they need to begin their healing journey and to know that they are not alone.

167

Number of Women and
Children Sheltered

2945

Total Number of
Bed Stays

158

Safe House
Bed Stays

3019

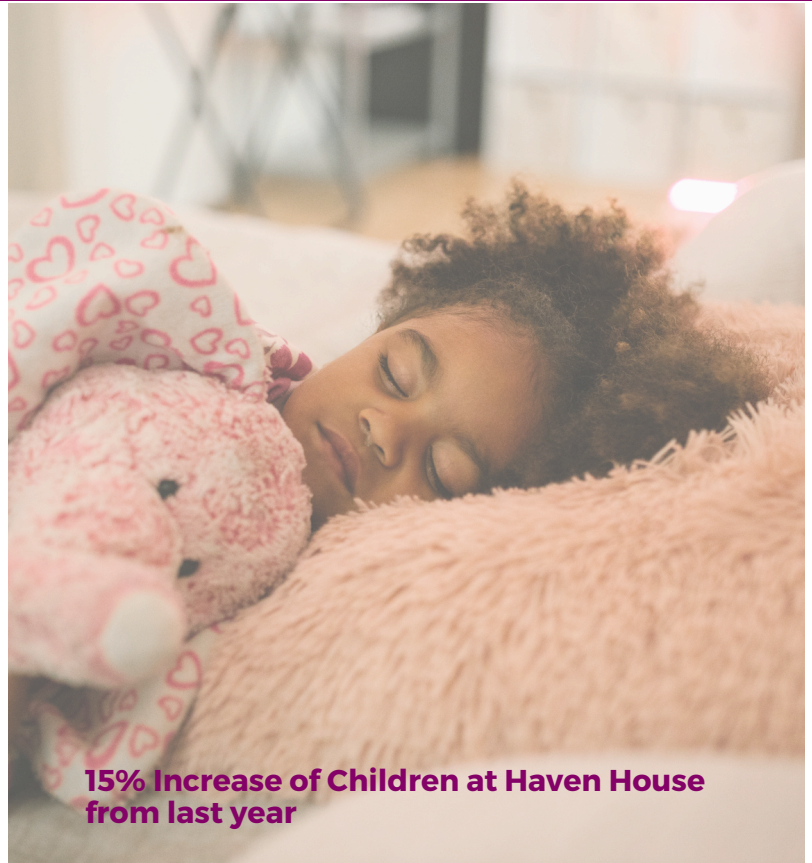
Number of Crisis
Calls

Impact

Haven House continues to make impactful strides in supporting women and children fleeing violence. This year there was a significant increase in the number of children sheltered with increasingly complex needs. Despite the challenges of unmet housing needs, the community's generous support—highlighted by donations like a metal gazebo, toys, and gift cards—has enhanced our residents' living environment and brought comfort and joy, especially during the holiday season.

Challenges

The past year has been marked by significant challenges, including a lack of affordable housing for women to transition to, financial pressures, rising substance use, and a growing demand for specialized care for children. Despite these hurdles, our dedicated staff and community support have enabled us to continue providing critical services. As we progress toward new facilities, we remain committed to supporting women and children in their time of need.



**15% Increase of Children at Haven House
from last year**

“Feeling safe, respected, cared for and heard. This is a lovely environment with a wonderful group of women all making me feel safe.” - TH Client

Stopping The Violence

The Stopping the Violence (STV) Counselling Program provides individual and group counselling to women (19+), non-binary individuals, and those who identify as women who have experienced intimate partner violence, childhood abuse, or sexual assault. In 2023-24, the program conducted 772 individual counselling sessions, 106 group counselling sessions, and served a total of 574 clients.

772

Individual Counselling
Sessions

106

Group Counselling
Sessions

163

Women
Referred

574

Total Individual
Clients Served

Impact

The STV program has remained a lifeline for survivors, offering vital support through group sessions like "Strategies for Empowerment" and "Weaving Our Voices." Despite staffing challenges, the program continues to serve a steady client base, with 15 new referrals monthly and 78 women on the waitlist. This year, 122 new clients received individual counseling, with 772 individual and 106 group sessions held.

Challenges

The program currently relies solely on core funding. Without additional funding, the program has reduced staffing hours resulting in longer wait times for service of up to 3-4 months. This wait time can be a critical gap in support for women who have been impacted by abuse. Collaboration and generous donations can directly impact the program's ability to respond to the ever-increasing demand for service.



"I feel the support offered by Haven Society is amazing. They are helpful and directed at areas that truly matter. Very thoughtful." STV Client

PEACE

The Peace Program provides individual and group counselling services to children and parents affected by violence. Through individual and group counselling, the program helps children and youth process their experiences, build resilience, and develop healthy coping strategies. The Program also delivers the Violence is Preventable (VIP) program in local schools. Presentations increase awareness of the effects that domestic violence has on students while connecting those experiencing violence to PEACE program counselling.

639

Individual Counselling
Sessions

48

Group Counselling
Sessions

182

Families
Referred

410

Students that Received
VIP Presentations at
School

Impact

The Peace Program has been vital in supporting children and families, offering 639 individual counseling sessions and 23 group sessions for 28 children. Through VIP presentations, the program reached 410 students and 42 staff in elementary schools, raising awareness about violence prevention. Significant referrals to legal services, Community Victim Services, and STV programs ensured comprehensive support for families.

Challenges

The Peace Program noticed an increased need for families who are navigating the legal system. Families reported struggling to access services due to increased financial strain, transportation issues, and difficulty accessing childcare. Additionally, there was a rise in requests for food, basic items, and information on affordable housing, even among families not considered low-income.



“Haven made me feel safe...I can say when my feelings hurt.” - PEACE Client - aged 8 boy

Nanaimo Community Victim Services

The Community Victim Services (CVS) program supports individuals impacted by gender-based and sexual violence, offering a safe space to discuss abuse and assault beyond the criminal justice system. It provides information on reporting, police, and legal processes, supports safety planning, offers court and police accompaniment, and assists with Victim Impact Statements, Crime Victim Assistance applications, and referrals.

389

Total Clients Served

1959

Information and
Support Sessions

204

Average Monthly
Caseload

98

Individuals Supported
through Domestic
Violence Unit

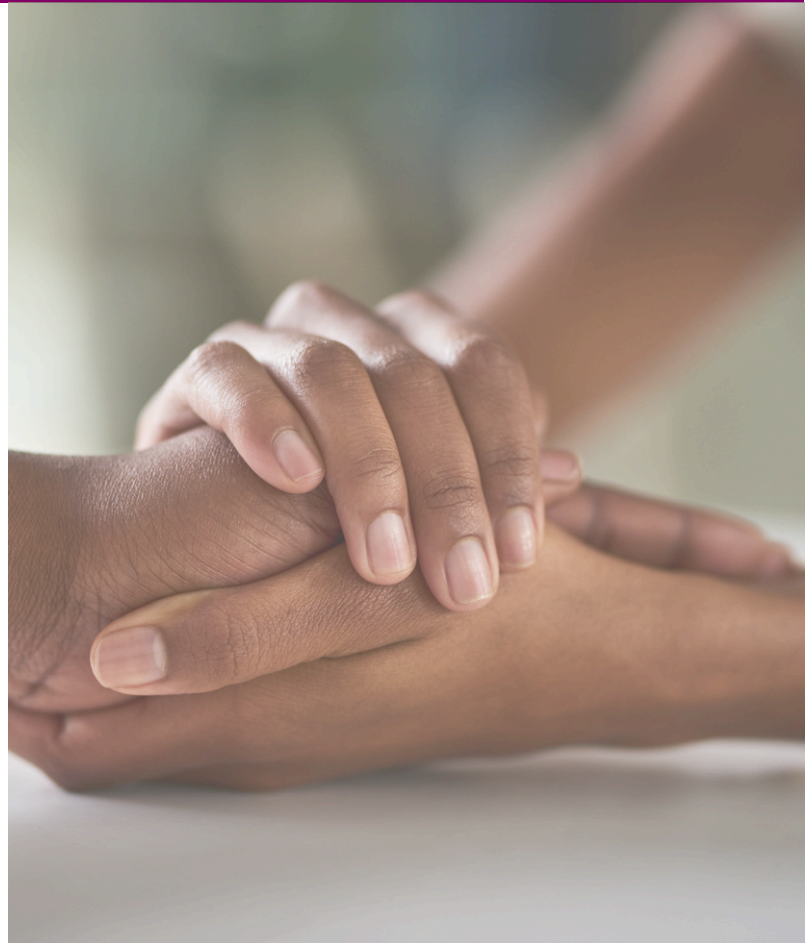
Impact :

This year Community Victim Services Nanaimo (CVS) saw significant changes in both the volume and nature of the services provided. The program experienced notable increases in referrals and requests for court-related support services from both clients and Crown Counsel. This increased demand reflects the crucial need for this program in our community. Clients continue to demonstrate their trust and belief in Haven Society to support their needs.



Challenges :

The significant increase in referrals and staff time dedicated to court-related supports stretched staff resources immensely. Community Victim Services aims to respond to all requests within 48 business hours and has three staff supporting over 200 individuals each month.



Parksville Community Victim Services

The Community Victim Services (CVS) Program in Oceanside offers vital support to those affected by gender-based and sexual violence, providing a safe environment to discuss abuse and assault beyond the confines of the criminal justice system. The program guides clients through reporting options, police and legal procedures, assists with safety planning, accompanies them to court and police stations, and helps with Victim Impact Statements, Crime Victim Assistance applications, and referrals.

80

New Referrals

125

Individual Clients
Served

485

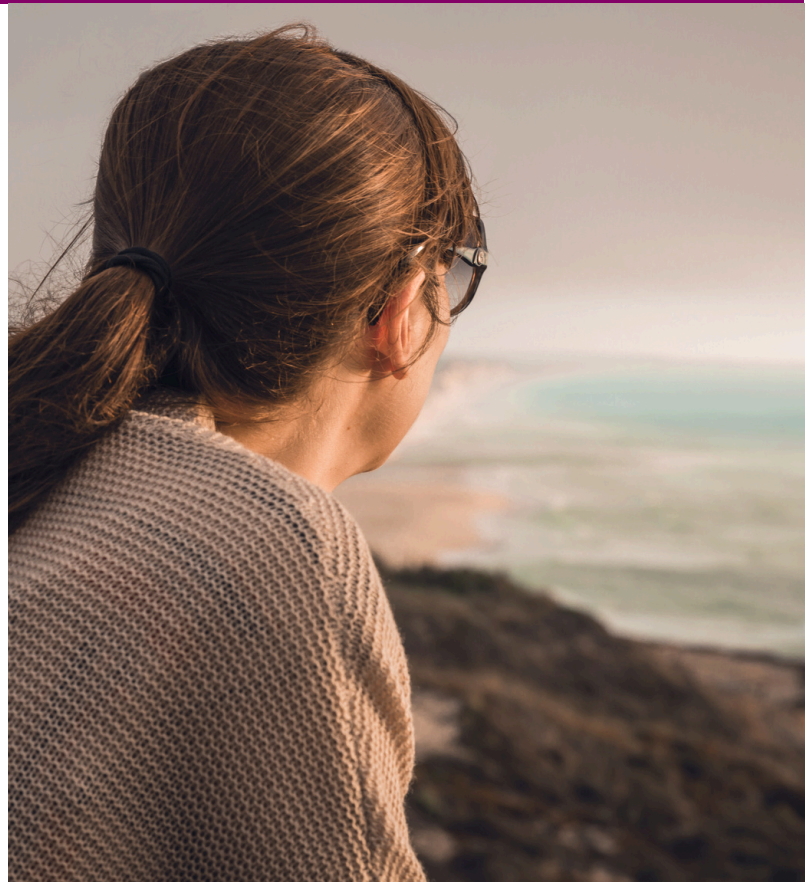
Information & Supportive
Contact Sessions

Impact

The CVS program has been pivotal in supporting survivors of abuse by offering emotional support, safety planning, and information about the nature of and impacts of abuse. The program also assisted clients with justice-related forms, such as Crime Victim Assistance Program applications and victim impact statements, and provided essential support throughout the court process, helping them navigate the Criminal Justice System effectively.

Challenges

With only one full time staff, the CVS program in Oceanside strives to provide a timely response to all referrals to ensure clients receive the safety planning and support they need. The program relies on community partners and generous local support to ensure comprehensive and meaningful service to those in need.



Outreach

The Outreach program operates on a harm-reduction basis, meeting practical needs and promoting healthy choices. Key services include emotional support, housing support, and connections to community resources. The program also offers a range of services, such as the Drop-In service, the Homeless Prevention Program (HPP), and Boundary Supportive Housing, which provides long-term subsidized housing and onsite support services.

1636

Individual Support
Sessions

531

Rental Support
Subsidies

130

Drop-In Support
Sessions

497

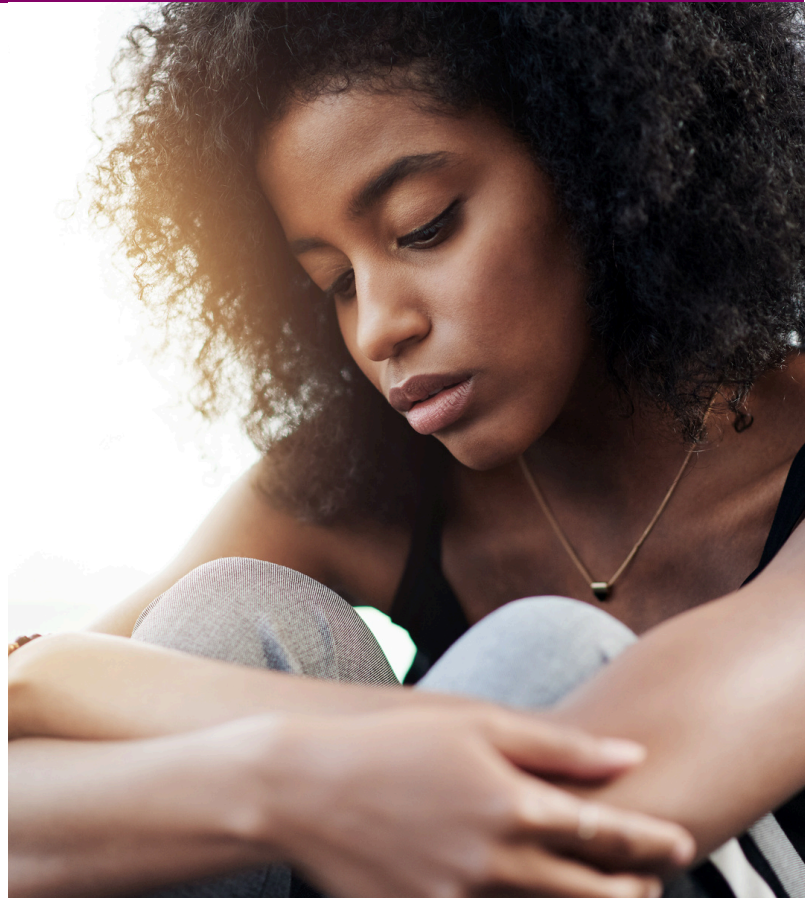
Referral for
Service

Impact

The Outreach program made notable strides this period by effectively meeting clients' practical needs. Highlights include the successful transition of two residents from Boundary Crescent Supportive Housing to market housing, weekly Good Food boxes provided in collaboration with Nanaimo Foodshare for 10 clients, and the addition of 10 new CBCHB (Canadian British Columbia Housing Benefit) subsidy designations.

Challenges

Affordable and stable housing continues to be a critical issue, with many women unable to find suitable options due to income constraints that exclude them from subsidized housing. The year also saw a rising demand for food and basic household items, emphasizing the need to address systemic barriers. Ongoing advocacy for affordable housing and partnerships with organizations like Nanaimo Foodshare are essential to meet the growing food security needs.



Our Groups

16 Steps to Empowerment

16-Week Open Group

Our 16-Step Empowerment Model is a holistic approach designed to support our clients' journey toward overcoming dependencies, whether they be toxic relationships or substances. This model focuses on the wholeness of mind, body, and spirit, encouraging personal growth.



Strategies For Empowerment

4-Week Closed Group

Our workshop offers women valuable insights into how trauma impacts us physically, mentally, emotionally, and spiritually. Through education and support, participants are guided to heal and develop coping strategies that foster inner strength and personal empowerment.

Weaving Our Voices

Weekly Closed Group

This group is dedicated to fostering knowledge, sharing wisdom, and reinforcing support through a cycle of topics designed to build awareness, not disclosure. With a focus on safety, stability, and healing for women affected by violence, the group offers a secure and supportive environment. Both Zoom and In-Person groups available. Registration required.



Children and Youth Groups

6-10 week closed groups

Groups are an effective way for children and youth to make connections with peers who understand their experiences in a safe environment. Through these groups, children and youth will learn to identify their feelings, explore healthy expressions and emotions, and expand on their understanding of safety, boundaries, self-esteem, and self-care.

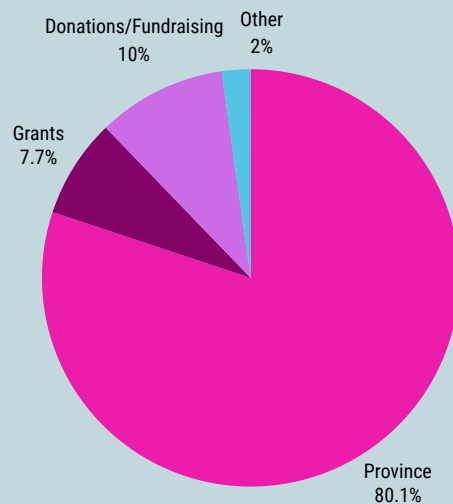
Finance

Financial Summary:

This fiscal year there was a planned use of internal reserves to focus on organizational development and agency resources. With the help of consultants, the agency updated financial systems, reviewed safety needs, restructured and recruited management and administrative staff, and invested in training.

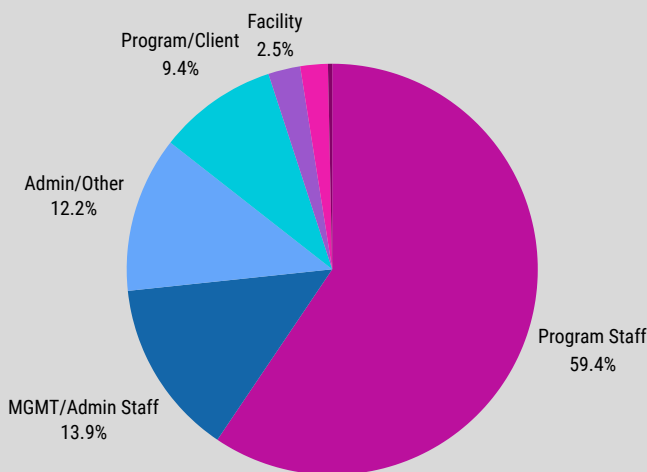
While there was an increase in funding from Provincial sources, there was a decrease in grants and donations. There was also the end to increased funding related to the pandemic, which resulted in a deficit for the year.

REVENUE



TOTAL:
\$3,033,239

EXPENSES



TOTAL:
\$3,411,523

FY24 Revenue	Budget	Actuals
Province of BC	\$ 2,046,763	\$ 2,429,864
Donations	\$ 476,256	\$ 302,965
Grants	\$ 318,005	\$ 232,925
Other	\$ 42,696	\$ 67,485
Federal & Retro	\$ 554,544	\$ -
TOTAL	\$ 3,438,264	\$ 3,033,239

FY24 Expenses		
Program Staff	\$ 2,388,364	\$ 2,027,725
MGMT/ Admin Staff	\$ 577,118	\$ 473,757
Admin/Other	\$ 306,012	\$ 417,878
Program Costs	\$ 158,653	\$ 320,741
Facility Costs	\$ 98,820	\$ 86,214
Fundraising	\$ 17,652	\$ 11,428
Amortization	\$ -	\$ 73,780
FY23 Retro Pay	\$ 232,197	\$ -
TOTAL	\$ 3,778,816	\$ 3,411,523
Profit/Loss	-\$ 340,552	-\$ 378,284



How Haven Helps

Maria - Haven Client

A few years ago, Maria found herself at a crossroads after leaving an abusive relationship. It was her sister who suggested she reach out to Haven Society.

It took her three months to build up the courage to make her first appointment with Haven Society. She started by attending weekly one-on-one counselling sessions, where she began to rebuild her confidence. As her self-assurance and confidence grew, she transitioned into group counselling, finding strength in shared experiences.

Haven Society also assisted Maria with other needs. Community Victim Services supported her through navigating the justice system, and the Outreach program connected her with other community services, such as the Food Share Program, which provides a weekly fresh food box. These financial, emotional, and practical supports helped to reduce her stress, so she could focus on healing.

Reflecting on her journey, she feels that Haven Society has given her a new lease on life. With their guidance and unconditional support, her heart and soul have healed, allowing her to reopen to love, compassion, and gratitude. She believes she wouldn't be where she is today without the support of Haven Society. These are her words:

"Some may wonder why I did not leave earlier? I can answer this clearly now. I did not have the Confidence, Emotional Strength, or Financial Security, and I was emotionally and physically depleted with migraines. My entire body felt like it was breaking down. Now that I have regained my strength and, in turn, my life, it reminds me of a powerful quote:

*History, despite its wrenching pain
Cannot be unlived
But if faced with love and courage
Need not be lived again.*

Nanaimo's Haven Society has provided me with my True Earth Angels so that I can be living proof that the quote above can be a reality.

For any women out there facing overwhelming challenges, just know that all can be overcome with baby steps. I pray for each of you to embrace your inner strength so that you will manifest the courage and confidence to make that first phone call to Haven Society. I wish you all Love and Light, Strength, Courage, and Resilience.

Namaste (A.K.A. The PEACE in me sees the PEACE in YOU)"

The Future at Haven

As Haven Society continues to expand its impact and reach within the community, we are excited to share some of what we are currently working on. From the upcoming opening of a new building that includes Second Stage Housing to completing an extensive strategic planning process, Haven is working to meet the evolving needs of the women, children, youth, and families in our community.



Strategic Plan

Haven Society is embarking on a comprehensive strategic planning process that will guide our organization over the coming years ensuring that the future of our organization is both sustainable and responsive. The process will include engaging key stakeholders to provide insight and feedback that will help inform and shape the strategic initiatives and priorities of the plan.

Second Stage Housing

Lack of affordable and safe housing is one of the most significant needs for women and families impacted by gender-based violence. After many years of advocating, planning and preparation, we are excited that our dream of creating housing will soon be a reality. Our Transition House will be moving to a brand new building, that will include the addition of 30 Second Stage suites for women and their dependents.



Community Engagement

Haven Society has a history of being a leader in the realm of anti-violence within our community. Through the pandemic and the internal changes in our organization, Haven has not been as active in the community as we would like. We are working to change this through renewing and creating new partnerships and being more involved through outreach and engagement. As we move forward, Haven Society remains committed to our mission of providing safety, support, and hope for women and children, and we look forward to the positive changes these future plans will bring.

How You Can Help

At Haven Society, our work relies on the ongoing support of our community. For nearly 46 years, donors, members, volunteers, and partners have stood with us to promote the safety and well-being of women, children, and families. There are many ways to get involved if you'd like to join us in this mission.

HERE ARE SOME WAYS TO GET INVOLVED WITH HAVEN SOCIETY:



BE A VOLUNTEER

Join our community of volunteers at Haven Society to support the various activities of the agency!



FRIENDSHIP PLAN

Join our monthly Friendship Plan. Sign up for monthly donations with automatic installments to support our mission.



ORGANIZE A FUNDRAISER

Host a memorable event, create lasting memories, or simply enjoy some community fun while supporting Haven Society.



EVENTS

Save the date for our key events and join us in supporting our corporate partners, including Tim Hortons' Holiday Smile Cookie Days, Royal LePage Shelter Foundation and Shoppers Drug Mart.



RAISE AWARENESS

Invite Haven Society to your service club, workplace, group, or informational event to learn more about our mission. You can also help us expand our community by following us on social media and sharing our posts.



DONATE

We accept donations via cash, cheque, credit card, stocks, and shares. To learn more, visit our website or find us on [Canada Helps](#). Your support makes a difference!



NEWSLETTER

Subscribe to our newsletter to be up-to-date on Haven Society news, donation impacts, events and updates throughout the year.



WISH LIST

Simply click on our Wish List link on our website, and purchase whatever items you'd like. Each item purchased will help us provide critical supplies to women and their children in need.

THANK YOU FOR YOUR SUPPORT!

Our Donors

As we reflect on this past year, Haven Society extends our deepest gratitude to the individuals, organizations, and community partners who have stood with us. Your unwavering support has been the cornerstone of our ability to provide vital services to women, children, youth, and families in need.



More Information About Haven Society

Haven Society is dedicated to providing safe shelter and comprehensive support services for women of all ages, along with their children, who have experienced physical, sexual, and emotional abuse. Through a range of programs including counseling, crisis support, and advocacy, we aim to empower those affected by violence. Guided by feminist principles, we are committed to innovative approaches that honor diversity, advocate for social change, and raise public awareness about violence against women and children. Our mission also involves collaborating with community partners and securing the necessary resources to continue our vital work.



Crisis Line:
1-888-756-0616

Community Services Building

Our Community Services Building working hours are Monday to Friday from 8:30 am to 4:30 Pm except statutory holidays.

Phone :

(250) 756-2452

Address :

2270 Labieux Rd
Nanaimo, BC V9T 6J9

Website/ Email:

havensociety.com
haven@havensociety.com

We thank you for your ongoing support of our organization!



Donate Here!