



promoting the safety of women, children,
youth and families

ANNUAL REPORT 2020 - 2021



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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 this land was never relinquished by Indigenous people and that settlers continue to inhabit these lands without permission.



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Message from the Co-Presidents of Haven Society

The past year has been a very challenging one for Haven Society as it sought new ways of delivering services during the time of Covid. New models were developed to serve clients in a safe manner and working from home schedules were implemented for staff to ensure their safety. The Board itself worked through Zoom during this time period with several members having never met in person. The new communication models, such as virtual meetings and videos, will likely continue to be utilized effectively into the future.

During the past year, the Policy Committee transitioned to the Policy and Advocacy Committee in order to better identify and address issues relevant to Haven Society and its clients and to seek their resolution. Through this Committee, we completed the review and updating of Haven Society's policies. We are very pleased that a new Health and Safety Plan was developed to complement the policies. As part of the Diversity, Inclusion and Equity Policy, efforts have been made to secure funding for a cultural advisor to assist our indigenous clients.

The Strategic Planning process was completed in November, 2020 and serves as a guide for Haven's work. For example, a database is now in development to allow for the better evaluation of community needs, program effectiveness and gaps in service. The development of the database uncovered that the computers being used by Haven's staff were outdated and incompatible with today's technology resulting in the majority of them now having been replaced. Discussions have continued with BC Housing regarding a new Transition House with second stage housing for Haven Society. We hope that approvals will be received in the near future to begin construction on this very much needed facility.

We would like to express our sincere appreciation to the members of the Board of Directors, Volunteers, Donors and Community Partners for their ongoing support of our work in helping the women and their children who continue to experience gender-based violence in our community. We would especially like to thank Toni Wheeler, our Executive Director, for her leadership and the management team and all of our staff for their compassion and commitment to the work of Haven Society.

Adrienne Marskell, Co-President

Sylvia Shedden, Co-President



Message from the Executive Director of Haven Society

For many 2020/21 was a year full of challenges and this was indeed true for Haven Society. Our team worked diligently to ensure the safety and wellbeing of our clients and each other as we worked our way through the uncharted territory of a global pandemic. I am very proud to report, thanks to the efforts of all staff, we did not have Covid enter into any of our buildings- this was no small feat, particularly with communal living. Although the challenges of Covid were immense, it was also a time of opportunity for us.

Through technology we were able to enhance our service delivery to also include virtual services. This approach was very helpful for clients living remotely and for those with transportation issues.

We are extremely appreciative for the community support that was provided in the past year which allowed us to pivot to enhance our services.

This year we worked closely with BC Housing on a project that will hopefully in the near future yield a new transition house including much needed second stage housing for women and children fleeing violence.

We concentrated on occupational health and safety this year and developed a new safety plan. This work will serve us well both now and in the years to come.

We embraced diversity, equity and inclusion, operationalizing the new Haven policy to ensure our programs and services are welcoming and effective for all of our clients.

Lastly, we have worked on standardization of our forms and intake processes in preparation for our new agency wide client database that will go live next year.

I would like to take a moment to thank the Board of Directors, management team and all staff and volunteers for their commitment to the work that we do and the clients we serve. Your extraordinary dedication is what got us through this difficult year - thank you!

Toni Wheeler, Executive Director

BOARD OF DIRECTORS



Adrienne Marskell
Co-Chair



Sylvia Shedden
Co-Chair



Joanna Recalma
Vice Chair



Alanna Mann
Treasurer



Janice Krall
Secretary



Judith Heather
Director



Golfer Okorie
Director



Natalie Stewart
Director



Louise Tilston
Director



Janis Brooks
Director



Linda Muir
Director



Rachelle Loos
Director

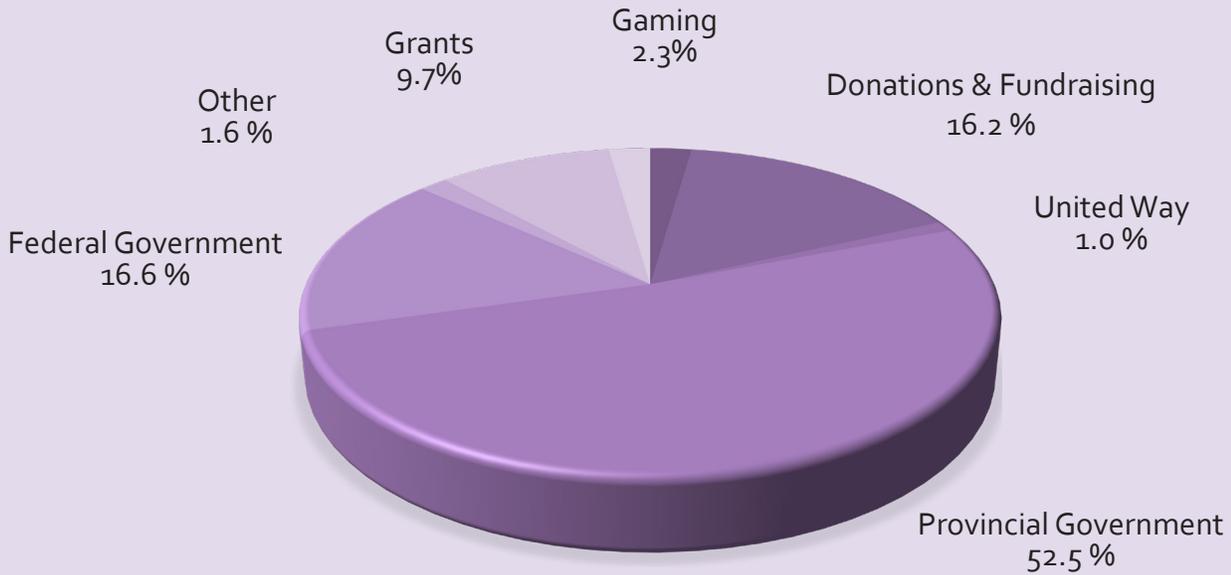
MISSION STATEMENT

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

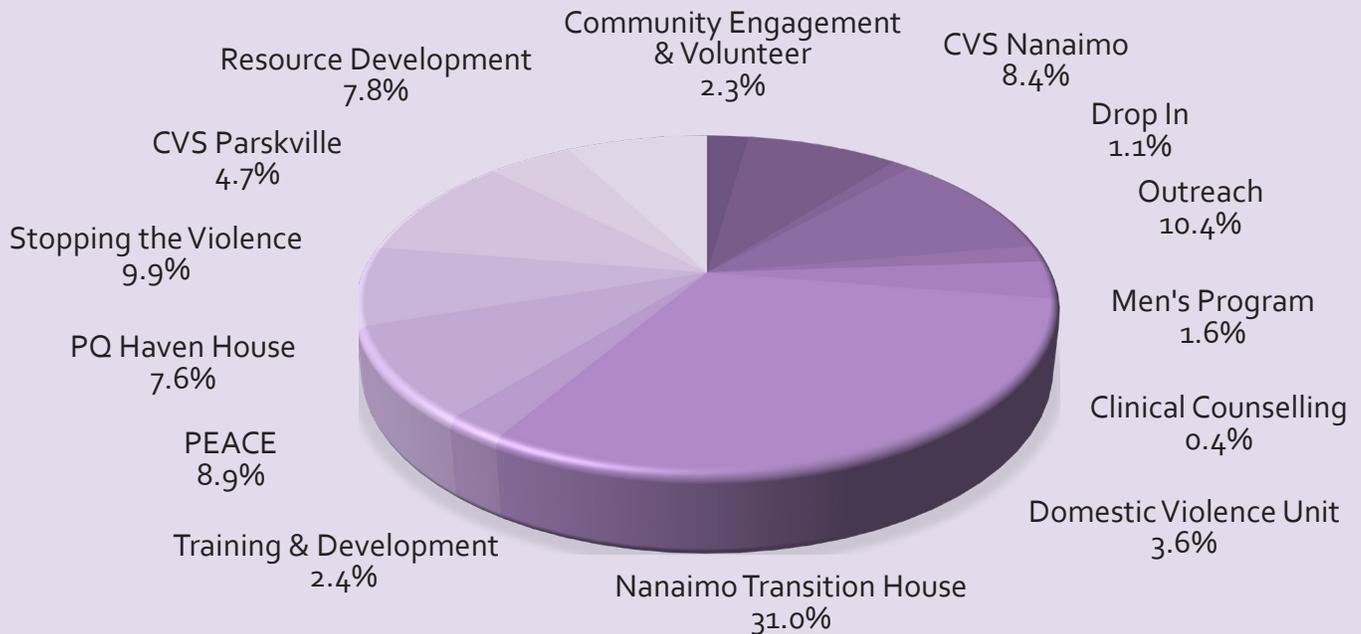
SOURCES OF FUNDING

TOTAL
\$3,437,746



SPENDING BY PROGRAM

TOTAL
\$2,456,898



TRANSITION HOUSE



IMPACT

Number of Women Served

80

Number of Children Served

52

Bed Stays for Adults and Children

1653

Number of Crisis Calls

2981

Covid had many impacts on the Transition House. Crisis calls were longer for safety planning as women chose to stay home due to concerns with communal living. Mothers were challenged with keeping their children busy while childcare, school, and public support groups were cancelled, and physical distancing was mandatory. Enhanced cleaning protocols, and ongoing staff coverage were also some of the challenges the Transition House faced. In spite of this, we experienced many highlights! Sleep Country donated new beds for every room, and new bedding was purchased at cost. Women were supported with online appointments and resources, safety planning, and finding housing in an extremely difficult market. With the help of Public Health Outreach Nursing, residents received their first dose of the Covid vaccination.

"I came into transition house panicky and uncertain and calmed down to a place of being able to make clear decisions. Thank you for all you do!"

-Transition House Resident

PARKSVILLE QUALICUM HAVEN HOUSE



IMPACT

Number of Clients Served

29

Bed Stays for Adults

306

Bed Stays for Children

79

Number of Crisis Calls

61

Through collaboration and passion, Parksville Qualicum Haven House continued to serve the Oceanside community by providing shelter and support to women and children fleeing violence. Covid saw additional barriers for clients and residents as many clients described being concerned about leaving their situation due to the potential health risk of the pandemic. Staff worked tirelessly to ensure a safe space was provided to residents, and collaborated with other community partners to assist residents in securing housing and other critical resources. To provide 24/7 crisis and intake support, our program collaborated once again with Haven Society's Transition House, which supported Oceanside with around the clock support for any woman fleeing violence. Our program gives thanks to all of the generous supporters and donors in the Oceanside community. Over 15 community women were supported through our support groups.

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



STOPPING THE VIOLENCE



IMPACT

| Individual Counselling Sessions | Group Counselling Sessions | Women Referred | Total Individual Clients Served |
|---------------------------------|----------------------------|----------------|---------------------------------|
| 849 | 8 | 227 | 168 |

This year brought change to our program. The program itself was restructured to become its own standalone program known as “Stopping the Violence Counselling” program. We also saw staffing changes and a new layout for service delivery. The program prides itself on continuing to deliver individual and group counselling to meet community and client needs, which is reflected in the increased number of referrals. Due to pandemic restrictions, groups were temporarily suspended and then resumed through an online format, with many of the clients being grateful to have that option available. Individual sessions were not interrupted and continued by phone or Zoom, then in-person sessions resumed as protocols came into place.

“I really love how interactive the group is. The sense of belonging and community that is fostered from a group setting is really comforting to me.”- STV Client

PEACE



IMPACT

Individual Counselling
Sessions

716

Group Counselling
Sessions

75

Families Referred

89

Students Receiving
VIP Presentations

60

The PEACE program provides a safe place for children and youth to begin to process their experience with domestic violence and family abuse. The program aims to lift the silence and shame that some children may experience and reaffirm these 3 core messages:

1. (the violence) is not your fault
2. Don't get in the middle (of fighting). go somewhere safe
3. You are not alone (safe adults and social supports)

We understand how important it is to reach children who may not be able to seek out support themselves. The Violence is Preventable program is a way to bridge the PEACE program with our local school district. Due to Covid restrictions, our program created video material which was shared with students through their online learning portal. In addition, our program transformed our presentation to be delivered online via webinar, which was offered to multiple grade 6 and 7 students, via Zoom.

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

NANAIMO COMMUNITY VICTIMS SERVICES



IMPACT

**Total Individual
Clients Served**

409

**Total Incoming
Calls**

732

**Total Clients Served by
the Drop In Program**

956

CVS Nanaimo has worked this year to continuously provide the best level of support and service to our clients despite some obstacles presented during the pandemic. We were able to enhance our service delivery flexibility by offering clients their choice of phone, email, ZOOM and in person support. Thanks to the support of the Law Foundation of British Columbia, we developed and offered an 8 part comprehensive learning series via ZOOM Webinar called Navigating the Legal System. CVS Nanaimo continues to work collaboratively with the Nanaimo Domestic Violence Unit to proactively monitor and safety plan for cases in Nanaimo that have been identified as the highest risk domestic violence cases. This year we saw close to a 40% increase in these high-risk domestic violence cases compared to the year before.

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

139

PARKSVILLE COMMUNITY VICTIMS SERVICES



IMPACT

Total Individual
Clients Served

171

Total Support
Calls

487

Total One on One
Appointments

133

During this annual reporting period, and through this portion of the pandemic, the Parksville CVS Coordinator worked steadily from the office providing program services during regular office hours. To help mitigate barriers created by the pandemic, CVS began offering services online, by phone and in-person once protocols were in place. Oceanside Community Resources had continuous contact with our program and provided ongoing referrals throughout the year. Our program increased its support to individual clients not only dealing with the power-based crimes within our mandate, but also required supporting those clients with the effects and impact of the pandemic. As a result of this, case complexity required an increase in the time spent with each client.

“You gave me the strength to follow through! - You’re the only one who helped me...” - CVS Client

OUTREACH



IMPACT

Unique Individual
Clients Served

328

One on One
appointments

1439

Rent Support
Payments

359

Referrals for
Service

258

The Outreach Program remained very busy this past year due to Covid. All clients were offered continual 1:1, in-person support with increased safety protocols in place. The continuation of in-person support was imperative to providing stable and safe supports for clients. Ultimately, Covid created additional barriers for clients. Clients expressed increased difficulty in finding community connections and resources during the pandemic and expressed challenges with isolation and mental health. Staff utilized 1:1 in-person sessions to provide connection, goal planning opportunities and resource navigating to ensure clients remained supported in maintaining and obtaining safe housing in our community.

“Connecting with other women who turned out to be just like me! We are in the same position and are feeling the same things. I’m not alone, I’m not crazy and I will make it through this!” - Outreach Client

MEN CHOOSE RESPECT



IMPACT

| Individual Session Hours | Group Sessions Attended | Men Participating in Groups | Successfully Completed the Program |
|--------------------------|-------------------------|-----------------------------|------------------------------------|
| 120 | 538 | 64 | 61 |

The pandemic created challenges and a shift in service, while also creating significant pressures on families. The program provided essential services during shutdown periods, responding to an increase in individual services by phone and video counselling. The group curriculum was designed for, and successfully delivered online. Smaller in person group sessions were provided, with Covid protocols in place. Despite these challenges, the program has provided an important service supporting the safety of families in the region.

"I have learned a lot from this course...my wife and kids noticed my improvements and noticed the person I am changing into is a way better version than I was before this course... I am happy to have taken it and I am very proud of myself and my family is proud of me." - *Men Choose Respect Participant*

HOW YOU CAN HELP

- Donate gifts in kind: New goods, art supplies, bus tickets and gift cards
- 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 updates on our latest news and events



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

WWW.HAVENSOCIETY.COM



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