



haven
society

promoting the safety of women, children,
youth and families

ANNUAL REPORT

2019 - 2020



WWW.HAVENSOCIETY.COM

OUR PARTNERS

FUNDING PARTNERSHIPS



CORPORATE PARTNERSHIPS

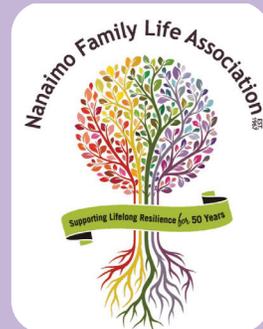


WOODGROVE

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 Qualicum.

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.



TABLE OF CONTENTS

Message from Our Leadership.....	4-5
Board of Directors.....	6
Mission Statement.....	6
Finance.....	7
Transition House.....	8
Parksville Qualicum Haven House.....	9
Stopping The Violence.....	10
PEACE.....	11
Nanaimo Community Victims Services.....	12
Parksville Community Victims Services.....	13
Outreach.....	14
Men Choose Respect.....	15

MESSAGE FROM OUR LEADERSHIP



Message from the Co-Presidents of Haven Society

Over the past year, we have continued to improve upon Haven Society's core strengths including the ongoing review of policies through the Board's Policy Committee. Most importantly, the Board adopted a new Diversity, Inclusion and Equity Policy for the organization; this followed an Agency Day for staff and board members facilitated by Dr. Lisa Gunderson that focussed on Equity and Diversity in the Workplace.

The Membership Committee transitioned to the Membership, Sponsorship and Fundraising Committee in order to better focus on recognizing individual and corporate donors as well as volunteers. We are particularly grateful for the bequests received this year from the estates of Harry and Mary Greenhough and Phyllis Palmer which will support many initiatives at Haven Society.

The Board initiated a Strategic Planning process in March, 2020 but its completion has been delayed until all members are all available to meet in person again. In the meantime, 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, 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



It is my pleasure to provide to you the Executive Director's report for the year ending March 31, 2020.

This year we worked diligently to assess our systems to ensure we followed best practices in terms of our business and clinical processes. We started the year with a thorough review of all the job descriptions within the agency, in consultation with staff, in order to update each document to reflect accurately the roles and responsibilities of each classification. Next, we developed a new Performance Development Assessment Tool for employee professional growth and development.

We worked together to comprehend and modify our financial systems which included understanding the master budget, each of the contracts from our various funders and the expected deliverables, ensuring each program understood its responsibilities.

We strengthened our relationships with many of our community partners, who we value so deeply, and co-sponsored a brain injury symposium that focused on traumatic brain injury and intimate partner violence.

We realigned our program meeting structure to be not only more effective and collaborative, but also supportive and educational.

It has been a busy and rather intense year and I would like to thank the Board of Directors for its support and guidance during this transitional time. In particular, I would like to extend my heartfelt appreciation to both Co-Chairs who are perhaps the hardest working volunteers on the planet. We have realized many successes this year due to the dedication you have demonstrated!

I would also like to humbly acknowledge our members and donors who faithfully support the work we do. You never fail us and it is thanks to you that we are able offer many of our services to our clients. Thank you so very much!

I would also like to thank the managers, staff, and volunteers who come to work each day for the sole purpose of empowering women, children and youth towards a safer and kinder world- you are exceptional.

Toni Wheeler, Executive Director - Finance, Administration and Operations
(Acting ED External Affairs)

BOARD OF DIRECTORS



Adrienne Marskell
Co-Chair



Sylvia Shedden
Co-Chair



Joanna Recalma
Vice Chair



Alanna Mann
Treasurer



Ashley Metcalf
Director



Kim Cook
Director



Lauren Semple
Director



Judith Heather
Director



Shana Thomas
Director



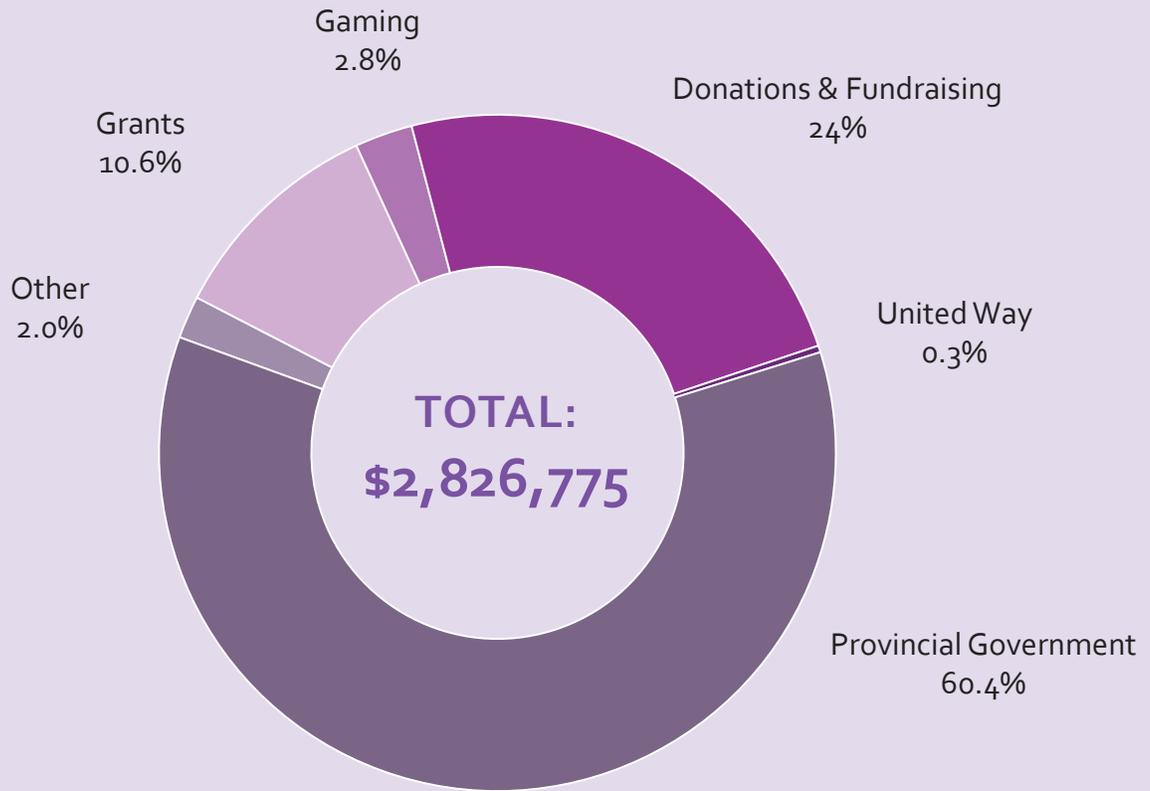
Bonnie Williams
Director

MISSION STATEMENT

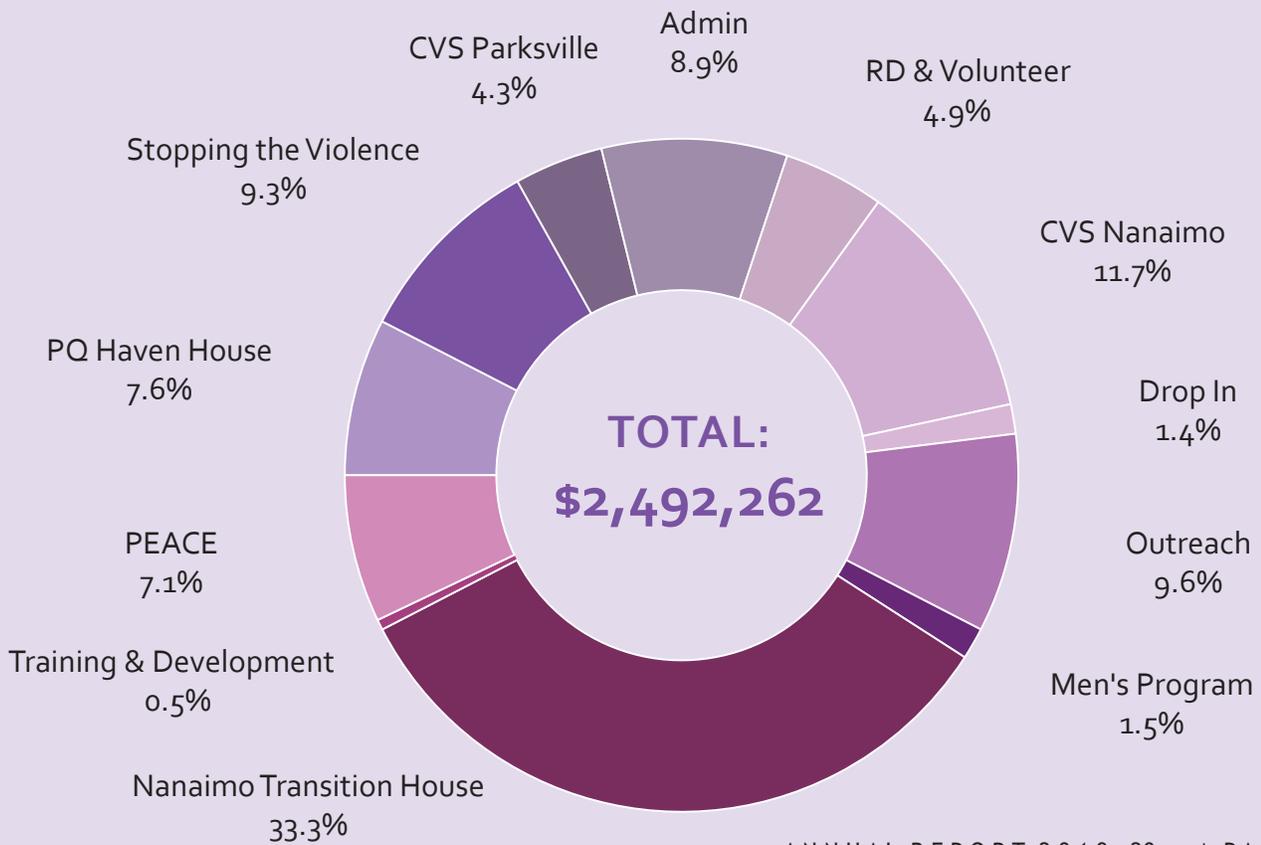
Haven Society's mission is to promote the integrity and safety of women, children, youth and families and the development of a respectful and healthy community. As a leading anti-violence organization operating from feminist principles, Haven Society will achieve this mission by providing a range of services, public education and advocacy.

FINANCE

SOURCES OF FUNDING



FUNDING BY PROGRAM



TRANSITION HOUSE



IMPACT

Number of
Women Served

98

Number of
Children Served

73

Total Number
of Bed Nights

2400

Thanks to a generous anonymous donation this year the Transition House received 30 hours per week of staff wages to support our crisis line which helped our team respond to the increased complexities we are experiencing both on the crisis line and in the shelter. Those complexities include the housing crisis, technology abuse, and increased dietary and behavioural needs. Our crisis line received calls from service providers in the community requesting our expertise about how best to support women and their children who have experienced violence and to creatively come up with ways to access limited housing and resources in the community quickly. We supported Cedar Woman House with the opening its new transition house in Nanaimo for Indigenous women. Women's Support Workers responded to 3284 crisis calls last fiscal year.

**"I learned that I have rights and entitlements because I am an individual and human and not someone's property!!! I have choice in my life."
- Transition House Resident**

PARKSVILLE QUALICUM HAVEN HOUSE



IMPACT

Number of
Women Served

24

Number of
Children Served

20

Total Number
of Bed Nights

761

Thanks to our partnerships with BC Housing, Society of Organized Services, and generous donations from our community, Parksville Qualicum Haven House continues to offer services to women and children, who are fleeing violence, in the Oceanside Area.

PQHH is a safe environment that provides crisis support, referral services, individual and group support. We also have one second stage suite that was occupied by a woman for most of the year.

We also handled 125 crisis calls for the fiscal year.

Over 15 community women were supported through our support groups.

* Grateful for the donations made specifically to PQHH totaling \$38,637

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
1029	41	185	324

This year our program offered a record number of individual counselling sessions, while also expanding our groups and reducing the wait list for women in our community. With the help of a Master's level intern, extra casual hours and our dedicated volunteer, we were able to register women for our Strategies for Empowerment group within a few weeks of them reaching out to our program. We adapted this group so that we could offer it 10 months of the year, while also running our Moving Beyond Trauma group in the spring and adding a new monthly drop-in group called Staying Connected. This meant that women could get connected to our program much more quickly and stay connected through a monthly group, rather than through extended one-on-one sessions.

"Overall, I'm at a point where I'm feeling much more stable, so I have the luxury to think about a positive future. I'm moving from surviving to thriving!"
- STV Client

PEACE



IMPACT

Individual Counselling Sessions	Group Counselling Sessions	Families Referred to the Program	Students that Received VIP Presentations in School
716	75	89	1146

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

We aim to lift the silence and shame that some children experience and let them know the 3 core messages every child needs to hear:

1. (the violence) It's not your fault
2. Don't get in the middle (of fighting), go somewhere safe
3. Who are your safe adults and social supports

Creating safety and building relationships is at the heart of what we offer. We work with children, youth and their families to normalize responses to violence and learn new, healthier and safer ways to be in relationships with themselves and others. We use activities, games, videos and storytelling to help children and youth understand important life skills such as setting boundaries, rights and responsibilities in relationships, emotional expression and personalized coping strategies.

"I've haven't talked about what happened in my family to anyone before I came here. I don't feel so alone anymore" - PEACE Client, aged 12 boy

NANAIMO COMMUNITY VICTIMS SERVICES



IMPACT

**Total Individual
Clients Served**

388

**Total Incoming
Calls**

944

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

345

CVS Nanaimo works collaboratively with Police Based Victim Services, the Forensic Nurse Examiners program, the RCMP, Ministry of Children and Family Development (MCFD), Probation and Parole and other community partners to support individuals impacted by intimate partner violence, sexual violence, child sexual abuse, stalking and harassment. This year we have seen an increase in youth and young adults seeking support particularly after experiencing sexual or domestic violence.

CVS Nanaimo continues to proactively monitor and safety plan for cases in Nanaimo that have been identified as the highest risk with the cooperation of the Domestic Violence Unit.

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

101

PARKSVILLE COMMUNITY VICTIMS SERVICES



IMPACT

Total Individual
Clients Served

145

In-Person Sessions

250

Phone Calls For
Service

435

Community Victim Services in Parksville serves survivors of sexual abuse, relationship abuse-violence and sexual assault. Besides our primary role providing services to victims of power-based crimes, we also were proactive and successful in obtaining an Interagency Case Assessment Teams (ICAT) grant during this reporting period. An ICAT is a partnership of local agencies including police, child welfare, health, social services, victim support services and other sectors. ICATs respond to referrals of suspected highest risk of domestic violence, with the goal of increasing safety. We were able to support and assist our community partners with hosting a 1 day ICAT training forum with 33 attendees from Parksville and surrounding communities with 9 different agencies/groups represented at the training. We were also able to support regular ICAT meetings and assist with a local half day forum with guest speakers from Crown Counsel, Police and MCFD.

"You're the only one who helped me... You gave me the strength to follow through!" - CVS Client

OUTREACH



IMPACT

Total Individual
Clients Served

449

Group Attendance

358

Homeless Prevention
Supplements

337

The Outreach Program received 103 more referrals than the previous year. Our services of housing stabilization, support groups, and harm reduction practices have made a difference in the lives of women and their children who have been impacted by their experience of violence. During this past year we were successful in our application to the First West Foundation-Island Savings Community Endowment. This application provided funding for the development and facilitation of the Enhanced Life Skills Program. It was a valuable addition to the Outreach programming and was well attended by the clients we serve.

“This has been one of the best groups I’ve ever participated in. I’m so honoured to have been a part of it. I know it will help so many women in a positive way. The women were so supportive and empowering. I have made some wonderful friends and connections I would not have made anywhere else.”

- Outreach Client

MEN CHOOSE RESPECT



IMPACT

Number of Men
Registered for MCR

95

Attendance Rate

95%

Successfully
Completed the Group

64

Partnering with men to build safety and respect within their families. The Men Choose Respect program provided eight group cycles of ten weeks. MCR provides services to men who want to change their use of abuse in their partner relationships and in their family.

New groups start every month.
Now offering a new online groups format.

"I would recommend this group to other men. Being with men with common experiences and re-learning how to be safe, respectful, and caring in my relationships was important. I learned I can be vulnerable and strong all at once."

- 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
- Sign up on our mailing list: Receive our newsletter
- 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

FOLLOW HAVEN SOCIETY ON SOCIAL MEDIA

