



Women's Crisis Services
of Waterloo Region
2018/19 Annual Report

*40 Years
of Hope*



Women's Crisis Services of Waterloo Region

Our Mission

In partnership with our community, Women's Crisis Services of Waterloo Region empowers and supports women and children to move beyond violence and abuse through the provision of safe shelter, education and outreach services.

Our Vision

A community free from violence and abuse in any of its forms.

Our Values

- Respect, Choice & Diversity – Treating people with respect, honouring choice and valuing diversity is at the core of who we are.
- Partnership and empowerment make us stronger and contribute to our efforts to promote the empowerment of women and children experiencing domestic abuse and violence.
- Excellence and Leadership – Our community deserves the best and we strive to be the best in everything we do.
- Integrity and Accountability – Doing the right thing promotes honesty and integrity and fosters accountability.



Board of Directors

Tracey Appleton, *Chair*
Vickie Murray, *Vice-Chair*
Janice Savage, *Treasurer*
Christina Pawliszyn, *Secretary*
Al Green, *Director*
Grahame Farquhar, *Director*
Mike Farwell, *Director*
Jennifer Eby, *Director*
Terry Wilson, *Director*
Angela Wilson, *Director*
Sarah Robertson, *Director*
Roxanne Foreman, *Director*

Leadership Team

Chief Executive Officer
Jennifer Hutton
Senior Director of Operations
Carolyn Albrecht
Residential Manager, Haven House
Merle Fast
Residential Manager, Anselma House
Trish Sabourin
Natascha Hergott
Outreach Manager
Neta Gear
Trish Sabourin
**Communications and
Fund Development Manager**
Alan Sharpe
Jenna Mayne
Human Resources Manager
Joyce Birnstihl

Timeline

40 Years of Hope

1978

Haven House opens as "The Rotary Family Centre" on Water St. in Cambridge.

Anselma House opens on Duke St. in Kitchener.

1989

Anselma House was rebuilt as a 20 bed shelter on Ann St.

1998

The Family Crisis Shelter name changed once again to Women's Crisis Services of Cambridge and North Dumfries (now Haven House).

2002

Haven House Concession Road location was expanded to 30 beds.

2011

The agency's bylaws were updated and the Executive Director title was changed to CEO. Anselma House was rebuilt as a new 45 bed shelter on Heritage Drive in Kitchener.

2018

The agency recognized its 40 year anniversary.

1981

The Rotary Family Centre moved to Argyle St and changed its name to "Family Crisis Shelter".

1991

The Family Crisis Shelter (now Haven House) was rebuilt as a new 11 bed shelter at 562 Concession Rd. in Cambridge.

2001

Women's Crisis Services of Cambridge and North Dumfries changed its name to Haven House. Haven House then merged with Anselma House to form Women's Crisis Services of Waterloo Region. At this time, the Board of Directors merged and one Executive Director was assigned to manage both facilities.

2007

Women's Crisis Services adopted the Dragonfly as its corporate logo along with the tag line "Moving Beyond Violence."

2016

Haven House was rebuilt as a new 45 bed shelter on Acorn Way in Cambridge.



A Vision of Hope

CEO & Board Chair Report

This past year at Women's Crisis Services has been a busy one with many changes. Throughout the year we have focused our efforts on building upon the successes of the past. We acknowledged our 40 year anniversary which was somewhat bittersweet. While we celebrate the strides we have made in helping women and children move beyond violence, we recognize that there still much work to be done.

The theme of this year's annual report is 40 years of hope. This year more than ever it has been necessary to remain hopeful. Despite 8 years of domestic violence rates remaining steady, there was a reported increase this past year. Further, the number of women killed in Canada has increased from every 6 days to every 2.5 days. Even though these statistics are discouraging, there is much to be hopeful for. The dialogue and the awareness of this important issue is also increasing.

We finished up the second year of our three-year strategic plan. The three pillars of our plan are: inspiring action working to free our community from violence against women, effectively serving those who need us the most, and supporting our people who work and volunteer here. This plan has allowed us to be creative and innovative while ensuring our efforts are best directed where they are needed the most.

In May 2018, we were able to open up the previously closed shelter beds. Towards the end of 2018, we were able to fully pay off the bank loaned mortgage on Haven House, which removed a significant financial burden for the organization. The generous support of our community really made this possible. We continue to reduce a low interest loan kindly contributed through the Kitchener Waterloo Community Foundation which was provided to help refinance a portion of the Haven House mortgage.

Thanks to all of our staff and volunteers for their passion and dedication in helping women and children move beyond violence. Both the Board of Directors and staff have been incredibly supportive and patient throughout the year with the change in leadership. A special thank you to our trusty Program Supervisor with the Ministry of Children, Community and Social Services, Ilda Gizas. Your support and belief in Women's Crisis Services is so greatly appreciated.



Our Impact



We provided safe shelter to 509 people.

Anselma House



141 women

Haven House



147 women



93 children



128 children

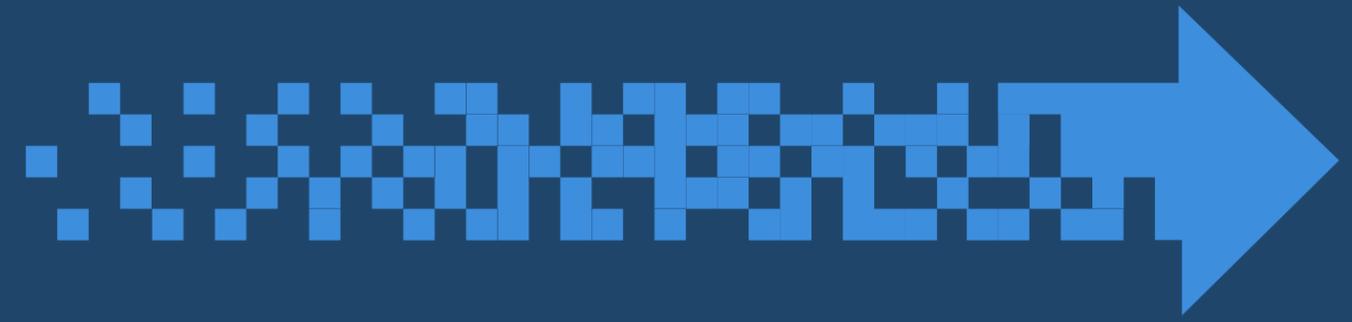


We provided outreach services to 894 people.



We received 2,822 calls to our support lines.

CONTINUING TO BUILD UPON THE SERVICES WE PROVIDE



Focusing on Infants and Toddlers

In our Child and Youth program, we have started a new initiative. During the past year, funding was allocated through the Resilience Project for an additional Child and Youth position with a focus on early childhood education (ECE) to help bridge the service gap for mothers in shelter with infants and toddlers. Laura Hutfloetz was hired in October 2018 and has an ECE background which brings this expertise to the Child and Youth team. Since October, Laura has focused on developing and implementing groups for moms and young children in shelter. This has included sensory groups and a cooking group in partnership with the Food and Nutrition Coordinator at Anselma House.

These groups are intended to help teach and encourage moms to play and engage with their children and also focuses on child development based on age and stage. Laura has also created “Cozy Corners” for each shelter, which are intended to be a space for children when they need time and space for calming and emotional regulation. Having this additional position in the Child and Youth program has shown great benefits for the women and children in shelter.



Expanding Our Reach

In the Outreach program, this year was marked with the beginning of a new partnership opportunity with an existing partner. Commencing in October 2018, Family and Children’s Services (F&CS), an important partner agency to Women’s Crisis Services, has begun to house one of our Outreach Workers at their sites in both Kitchener and Cambridge as part of a one-year pilot.

We have seen incredibly positive results from having F&CS workers in our shelters. It has led to increased trust, better relationships with clients and with staff, and overall better supports in place for the women and children we serve. Similarly, we aim to increase supports to families with F&CS involvement who have experienced domestic violence by having our Outreach worker, Lisa Nice, available to attend home visits with protection workers, act as a domestic violence consultant for F&CS workers, and integrate into the teams at both F&CS locations.

In the first six months of this pilot, we have seen outreach referrals increase by approximately 52%! The opportunity to attend home visits has also allowed us to provide information and resources to men.



Nurse Practitioners at Each Shelter

A new initiative at each of our shelters is the addition of nurse practitioners who serve women and children on site once a week. This provides medical attention for the residents, which is another way to offer supports at a time when women and children are vulnerable. This is in partnership with Lang’s Farm in Cambridge and the Downtown Kitchener Health Centre.

While new initiatives are always exciting, we give credit and appreciation to our direct support staff, along with our managers, who serve our residents and clients day after day, who constantly strive to meet their needs, to serve, challenge and support the women and children who come to us for support with moving beyond violence.

CELEBRATING OUR SUCCESSES AS A TEAM



Milena Urbanajc & Bethany Sanders participating in the WCSWR Amazing Race.



Tina Mercer & Ruth Gilmour at the staff holiday dinner.



Jennifer Hutton, Jenna Mayne, Luisa Gallego, and Younju Seo wearing their best hats for "Crazy Hat Day."



Women's Crisis Services staff attending a Toronto Blue Jays game.

Thank YOU

Our funders and donors are integral to our success and sustainability.

Thank you to the Ministry of Children, Community and Social Services for their essential support and for being our main funding source.

A big thank you to the United Way Waterloo Region for their continued financial support of our residential and outreach programs.

Thank you to the City of Cambridge for your financial support of our Haven House residential program.

Thank you to our many community partners. A special thank you to Family & Children's Services; our collaborative efforts have continued to grow. We appreciate being a partner member of the Resilience Project generously funded by the Lyle S. Hallman Foundation.

We are very appreciative for the following operating grants that we received from:

- Cambridge & North Dumfries Community Foundation
- Canadian Women's Foundation
- Cotton Family Charitable Foundation
- Eileen and Dennis Wilkinson Family Fund
- Elementary Teachers' Federation of Ontario
- Elmira Maple Syrup Festival
- Mac Voisin Foundation
- Ontario Realtors Care Foundation
- Royal LePage Shelter Foundation
- Shoppers Drug Mart Life Foundation
- Strategic Charitable Giving Foundation
- The Corporation of the City of Cambridge
- The Kitchener and Waterloo Community Foundation
- The Manfred and Penny Conrad Family Foundation
- Youth and Philanthropy Initiative Canada
- Zonta Club of Kitchener Waterloo





GRATEFUL FOR OUR COMMUNITY

We are so grateful to our amazing community who have continued to provide us with support.

We received donations from a variety of people and groups, including individuals, churches, service clubs, schools, businesses, and more. We can't thank you enough for your generosity!

Corporate Sponsors

Several corporate partners helped make our fundraising events a success by sponsoring "Hats Off to Mom!" and "WAAM-A-PALOOZA Celebrating 40!" Proceeds from these fundraisers went directly to supporting the women and children we serve.



"Hats Off to Mom!"



"WAAM-A-PALOOZA Celebrating 40!"

Holiday Donations

During the holidays, many donors gave the gift of hope to the women and children we serve by making monetary donations and by purchasing Holiday Gift Packages. Through the purchase of these packages, donors sponsored music therapy sessions for moms and children, family craft and movie nights at both shelters, and more.

Third Party Events

Many individuals and groups held third party events to raise funds for Women's Crisis Services. There were lots of fun and creative events including tea parties, brunches, barbeques, and more!



Alpha Omega Sorority hosted their annual "Breakfast at Tiffany's" event.



Wolle Realty organized its second "Wolle Realty on the Rails" fundraiser.



Lisamaree Cormier put on a high tea party in support of Women's Crisis Services.



Shoppers Drug Mart stores throughout the Region raised funds through their "Growing Women's Health" campaign.

BOARD TREASURER'S REPORT

Numbers are objective. As accountants, we rely on them to give us a measure of health of an organization and to help us guide decision making.

If there's not enough cash on hand to pay for the building, you take out a mortgage. If there aren't enough resources to safely serve those in need, you close a few beds. If you are concerned about meeting your obligations, you raise funds to fill in the gaps between what you have and what you need.

What numbers don't tell us is the angst that goes into their interpretation and in taking the sometimes controversial and unpopular decisions they guide us to. They don't tell us about the sleepless nights spent wondering if a capital project was the right thing to embark on. They don't tell us about the anxiety associated with slow ticket sales and mounting utility costs.

The numbers also don't tell us about the satisfaction that comes from watching those fundraising events sell out, the relief of re-opening all available beds and knowing that more women and children in need are able to access more resources than they could before.

And there are no words that clearly express the gratitude that comes with watching a community come together to discharge a mortgage secured by 45 desperately needed shelter beds.

This year over \$845,000 was paid towards the building of Haven House, leaving it completely unencumbered by liens and more than half of the funds borrowed from our Partners at the Kitchener Waterloo Community Foundation repaid.

Although the agency receives 77% of its funding from the Ministry of Children, Community and Social Services which funds 58 shelter beds as well as other programming, the generosity of the community has allowed the agency to reopen all 90 beds in both shelters.

The fact that on average the agency has run at full if not close to full capacity throughout the year tells us that those beds are sadly necessary.

All of this to say that as we embark on the 2019/2020 fiscal year, we are well positioned to be able to serve the people who need the agency the most from a sound financial footing.

A summary of the 2018/2019 Statement of Operations for the Operating Fund is included for your reference.



Revenue

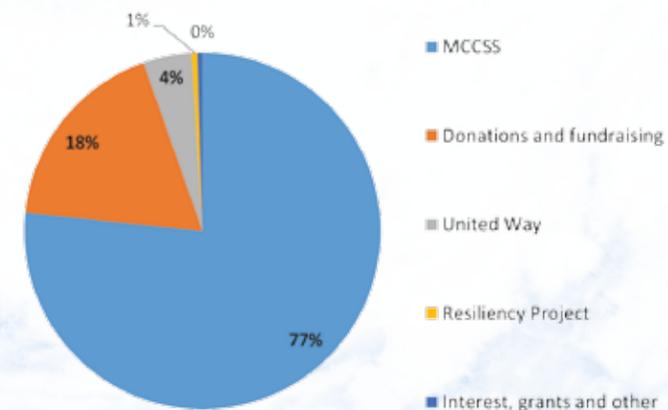
Ministry Funding MCCSS	\$ 3,173,069
Donations and fundraising (operating)	\$ 118,607
United Way	\$ 181,658
Resiliency project	\$ 22,589
Grants	\$ 3,741
Interest & Other	\$ 12,042
Total Revenue	\$ 3,511,706

Expenses

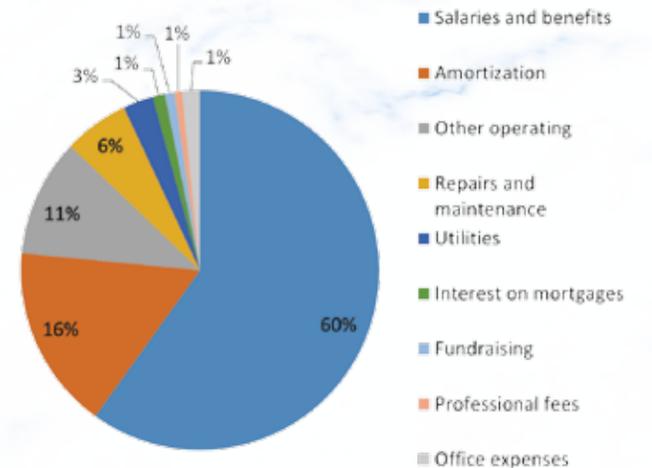
Salaries and benefits	\$ 2,525,206
Amortization (non-cash)	\$ 698,280
Repairs and maintenance	\$ 248,041
Utilities	\$ 114,456
Interest on mortgages	\$ 46,418
Fundraising	\$ 36,735
Office and Administration	\$ 67,970
Program Expenses	\$ 91,295
Other expenses	\$ 384,630
Total expenses	\$ 4,213,031



2018/2019 Revenue



2018/2019 Expenses





Women's Crisis Services of Waterloo Region



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www.wcswr.org

ANSELMA HOUSE

700 Heritage Drive, Kitchener, ON N2A 3N9
24 HOUR SUPPORT LINE 519-742-5894
TELEPHONE 519-741-9184
FAX 519-741-1478

HAVEN HOUSE

10 Acorn Way, Cambridge, ON N1R 8M5
24 HOUR SUPPORT LINE 519-653-2422
TELEPHONE 519-653-2289
FAX 519-653-0902