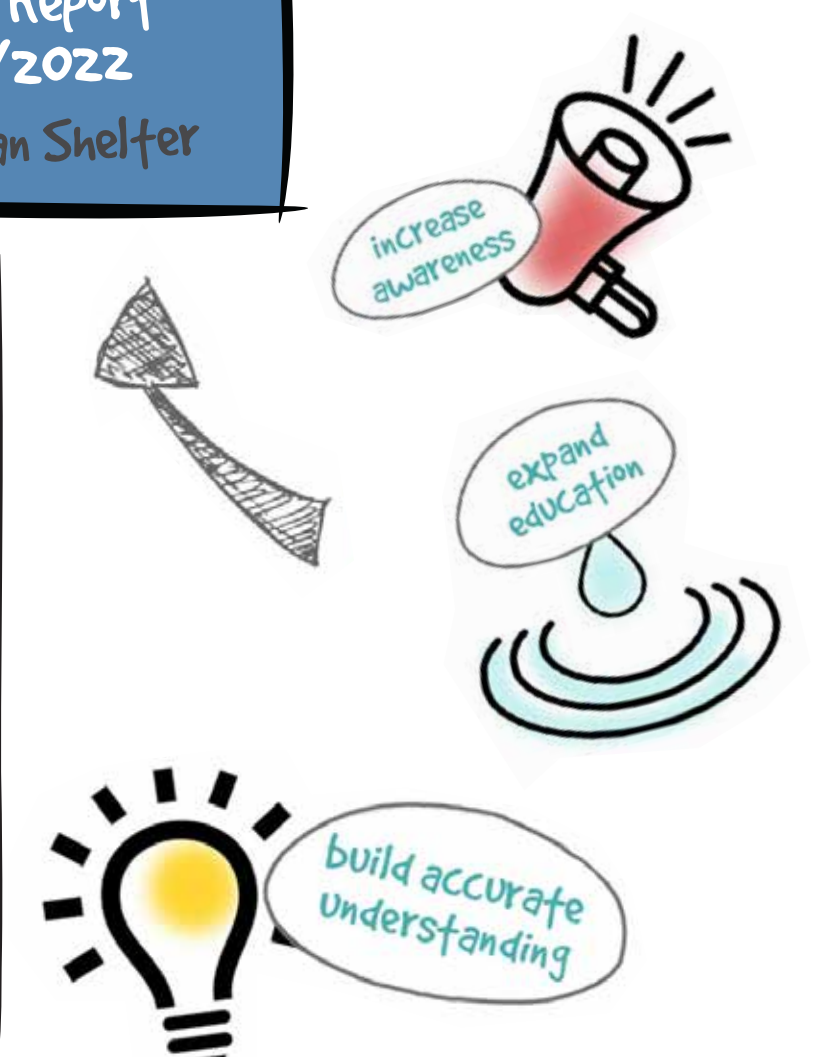
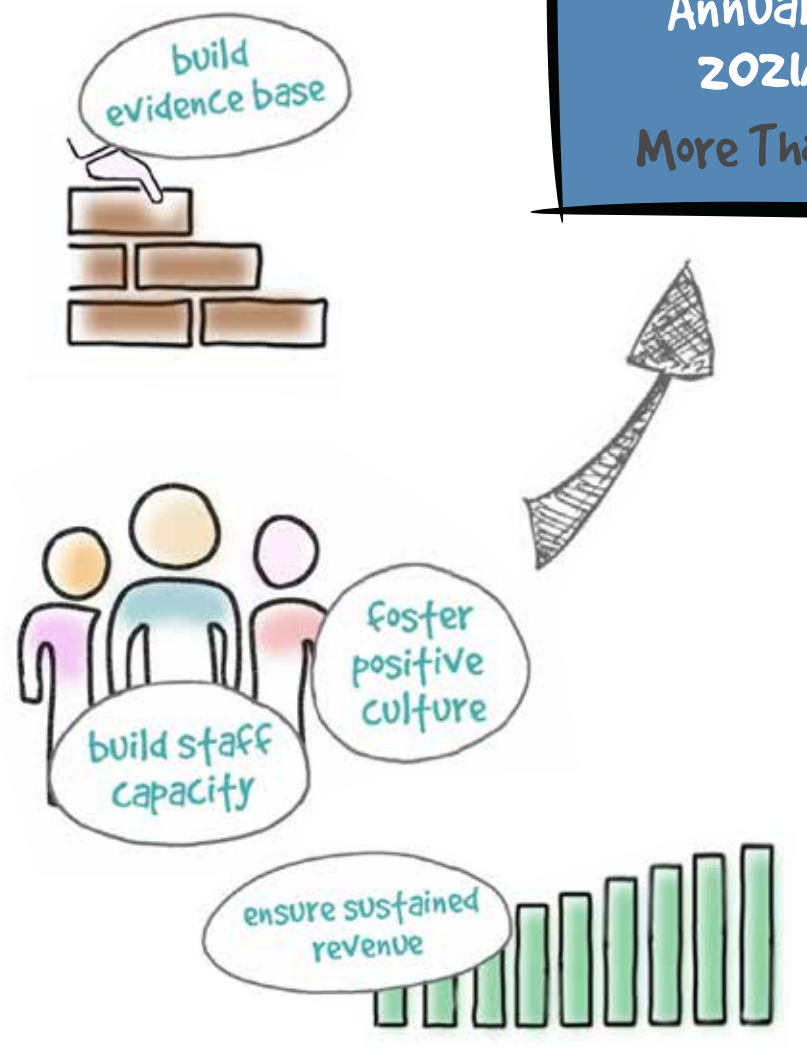


Women's Crisis Services
OF WATERLOO REGION

MOVING BEYOND VIOLENCE

Annual Report 2021/2022

More Than Shelter



SHE IS YOUR NEIGHBOUR

"Describing your life being on the line is not something that should be this conversation of 'well we all go through it' and that definitely is a big narrative that happened after I shared my story."

Serena Lalani
Writer & Content Creator

www.sheisyourneighbour.com



brought to you by:
Women's Crisis Services
OF WATERLOO REGION



SHE IS YOUR NEIGHBOUR

"So why wouldn't I do that? Why wouldn't you step in to help? I think it makes the world better in general."

Stewart Reynolds
Brilliant

www.sheisyourneighbour.com



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OF WATERLOO REGION



SHE IS YOUR NEIGHBOUR

"It's easier, perhaps, to see a relationship where someone has a bruise and to think that something's not right. But the other stuff can be harder to put your finger on."

Kimberlee Walker
Actor, Theatre of the Beat

www.sheisyourneighbour.com



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Women's Crisis Services
OF WATERLOO REGION



SHE IS YOUR NEIGHBOUR

"The answer is yes. I have experienced violence in my life and I know far too many people that have experienced violence in their lives. Far too many."

Raven Lacerte
Co-Founder, Moose Hide Campaign

www.sheisyourneighbour.com



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SHE IS YOUR NEIGHBOUR

"There is a strong link between substance use and domestic violence. Sometimes the substance use begins before the violence in the home erupts, and sometimes it's a coping mechanism for victims."

Michael Parkinson
Waterloo Region Crime Prevention Council

www.sheisyourneighbour.com



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OF WATERLOO REGION



SHE IS YOUR NEIGHBOUR

"We really have no idea how many people experience this kind of violence because it is underreported, because it is under this cloak of silence."

Elizabeth Renzetti
Globe and Mail Columnist

www.sheisyourneighbour.com



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Women's Crisis Services
OF WATERLOO REGION



A message from our CEO and Board Chair

Another fiscal year has come to a close, and what a year it has been! We continue to see new and ever-changing challenges of the COVID-19 pandemic while also seeing an increased need for our support of women and families who have experienced domestic violence.

As we reflect on this past year, we are grateful for the staff that support our daily efforts. While this year brought forth more challenges and obstacles, they handled it with strength and agility. All staff continue to demonstrate tenacity while providing compassionate support to those we serve.

Thanks to generous government funding and community support, we have been fortunate to expand our service offerings and our staff resources, despite the many challenges of the past year and the increased need. As we often say, we are much more than shelter. Throughout the past year, we have added addictions support, research and evaluation coordination, a quality assurance role and a new human resources position. We expanded our child and youth program, food and nutrition program, and music therapy program as well as have grown and specialized our outreach services. We have been working on our organization's Equity, Diversity and Inclusion efforts and worked with community partners in the development of a new gender-based violence model for our community.

While we remain optimistic about moving into the recovery phase of the pandemic, we will not soon forget the challenges it brought forth. Families have been coming to shelter with more complex and challenging needs, which means they require more support than ever before. Combined with the affordable housing crisis, a new challenge has been created as we are seeing families staying with us for longer periods of time. We have seen fewer emergency shelter beds turnover and become available for others who need them.

In response to that, and through the generosity of donors and community support, we purchased a new transitional housing building - Aspen Place. The name was chosen with intention, as aspen trees represent growth and new life. This triplex, located in Kitchener, will provide housing for women and children who are transitioning out of our emergency shelters and on to a greater level of independence. Aspen Place features three large family units. It is located close to schools, public transit and other essential amenities, making it a great fit. Families can stay at Aspen Place for up to one year while in the process of securing permanent housing. There will be onsite staff support and programming available.

We truly appreciate the support of the community, our donors, the staff and volunteers of Women's Crisis Services and all others who played a role in making this year such a success.



Jennifer Hutton
CEO



Terry Wilson
Board Chair



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.



First in-person all staff meeting in June 2022

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

Terry Wilson, **Chair**

Jane Adams, **Vice – Chair**

Angela Wilson, **Treasurer**

Stuart McAlister, **Secretary**

Vickie Murray, **Director**

Roxanne Foreman, **Director**

Christina Pawliszyn, **Director**

Sarah Robertson, **Director**

Brenda Halloran, **Director**

Sharan Widsten, **Director**

Sarah Tieleman, **Director**

Leadership Team

Chief Executive Officer

Jennifer Hutton

Senior Director of Operations

Carolyn Albrecht

Director of Quality Assurance

Fran Olmstead

Human Resources Manager, Operations

Joyce Birnstihl

Human Resources Manager,
Strategy and Culture

Pam Hillis

Communications and Fund Development Manager

Jenna Mayne

Communications and Fund Development Supervisor

Carly Holmstead

Residential Manager, Anselma House

Natascha Hergott

Residential Manager, Haven House

Sarah Rhebergen

Outreach Manager

Trish Sabourin

Outreach Supervisor

Lisa Nice

Equity, Diversity and Inclusion
Manager (Interim)

Leigh Savage

Residential Supervisor

Christina Silva



our Impact



We provided safe shelter to 412 people.

Anselma House



112 women



77 children

Haven House



100 women



71 children



We provided outreach services to 2,074 people.



We spoke with 4,117 people who called our support lines or reached out via online chat.



3,626 phone calls



491 online chats

WCSWR supports women, transgender and gender-diverse individuals.

Women's Crisis Services Growth

Over the 2021-2022 year we added ten new positions to the agency including a Child and Family Therapist, a Director of Quality Assurance, a Community Engagement Coordinator and another part time Food and Nutrition Coordinator.





in the SHELTER...

Impact of COVID-19

Due to the COVID-19 pandemic, domestic violence has increased and escalated. With this, clients are coming into our shelters more traumatized and in need of more support services. This has caused us to increase supports in shelter and have more focus on support for addictions, child and youth programming and mental health support.

Addictions Support

This year we created many positions to help women where they are at and provide many services to support women in whichever way works best for them. This included adding an addictions specialist to our team to create wellness plans, safety plans, and set goals related to their substance use and/or mental health. This role has been so valuable to the clients that we support.



One of the best times of the year is when the Food and Nutrition team can start the annual gardens! This is the garden in the Anselma House courtyard.

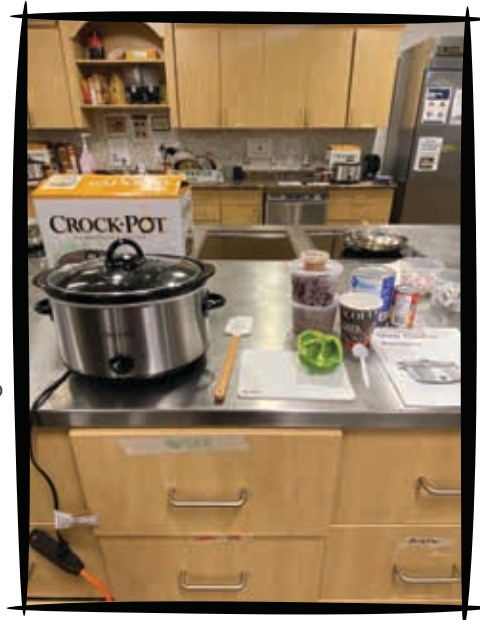
Child and Youth Team

We have also added to our Child and Youth team, adding one full time staff person to the team and a Child and Family therapist that works on mental health support for the children who live in shelter. Having this extra support has given the children who live in our shelters the option to access more groups, collaborate with our music therapist and get more one-on-one support.

Food and Nutrition

With the help of the Community Food Assistance Network Capacity of the Food Bank of Waterloo Region, our Food and Nutrition team offered a number of cooking groups to residents at both Anselma and Haven House. Residents could sign up for different cooking classes and learn how to cook easy and affordable meals for themselves and their children.

One group offered was a crockpot cooking class where clients not only got to take home their new kitchen appliance, but were able to learn a fun new stew recipe in the process. The groups were a huge hit among residents and children, and you always knew when it was a group day by the delicious smell in the kitchen!



Residents were able to learn how to cook and received crockpots and other kitchen tools thanks to the Community Food Assistance Network Capacity Grant.



more than SHELTER...

Over the past year, the outreach team has seen a number of changes and some exciting projects come about. This year, we saw referrals to the outreach program more than double. Although we have a long way to go in ending domestic violence, the increase in referrals means we have increased public awareness. We have done this through increased public education opportunities, new programming and expanding out assignments, which means we can reach more people in different communities.

Community Partnerships

We continue to work within the Family Violence Project and maintain an intentional partnership with the Waterloo Region Police Service. This year, we began a new branch of this partnership working specifically with the early intervention team.



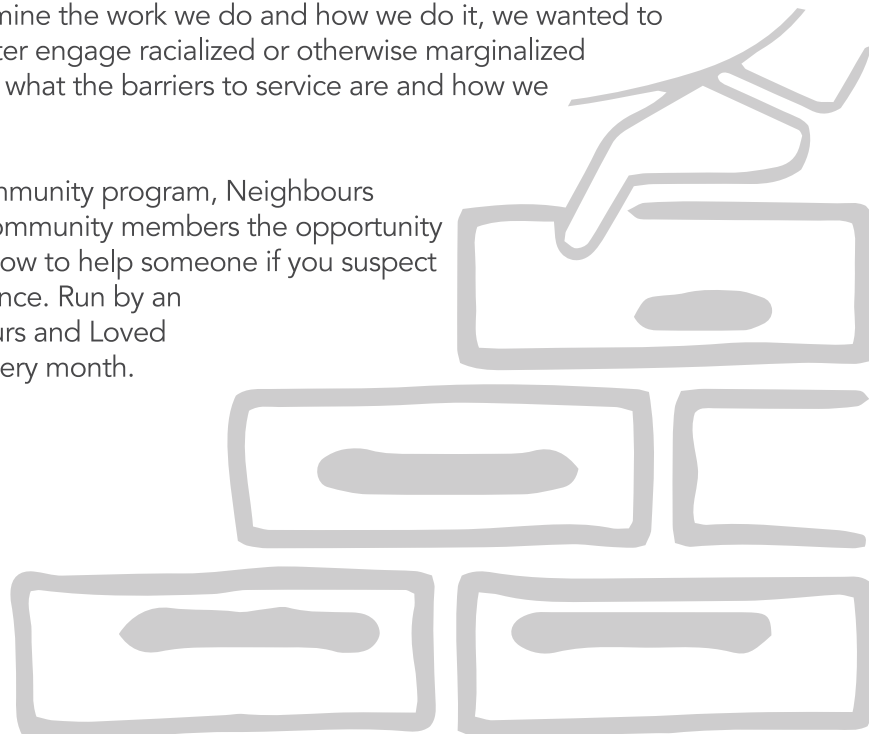
Youth Education

In the Youth Education Program, we have facilitated the "I Am" and "Inspire" programs to school-aged children. This year we have co-facilitated one program per session with co-facilitators from Family and Children's Services. We continue to expand the reach of this program by engaging new host sites, new partners and continually updating the material so it is fresh and relevant. We have seen an increase within the youth education programs by more than 100 participants this year!

New Projects

A new assignment within the outreach team has been added to help engage marginalized communities. As we continue to examine the work we do and how we do it, we wanted to create an assignment that would better engage racialized or otherwise marginalized populations in an effort to determine what the barriers to service are and how we can break through them.

This year we also added the new community program, Neighbours and Loved Ones. This group gives community members the opportunity to gain tools and knowledge about how to help someone if you suspect they are experiencing domestic violence. Run by an experienced social worker, Neighbours and Loved Ones runs on the third Tuesday of every month.





Equity, Diversity and Inclusion at Women's Crisis Services

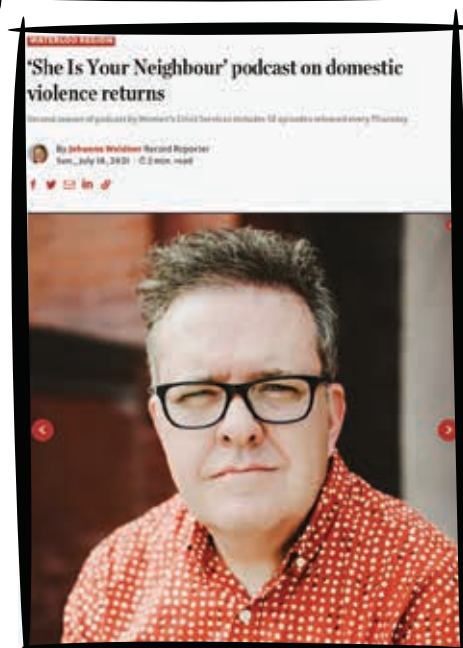
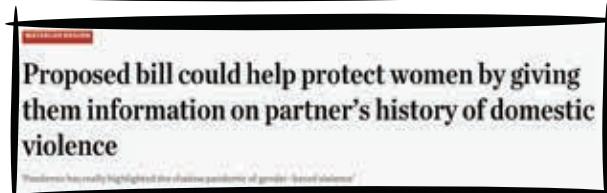
We recognize the system that we work in was not created equitably, and there are painful legacies that we must change so that all individuals can access the support and safety they need. This year, many efforts have been made both internally and externally to look at, and examine our work from an Equity, Diversity and Inclusion (EDI) lens.

We established an internal EDI working group where we examine many processes, such as the celebration of holidays, our gender inclusion policy and our land acknowledgment. We are also working with EDI Consultants and two Indigenous Elders who, with the EDI Manager, are working with all staff and the Board of Directors to engage and talk about how we can create an equitable organization.

Through a newly developed outreach position, we are now starting to engage with members in our community in a way that is focused on relationship building and developing trust. By taking the time to invest in authentic and supportive relationships with our community, we are working to understand and change how we can support individuals and families from marginalized communities in a more equitable and just way.

In the Media

We are so grateful to be featured in so many different ways in our community and to help raise awareness for domestic violence. With cases of domestic violence increasing and escalating, it's more important than ever to keep the conversation going about how we can help women and children in our community.



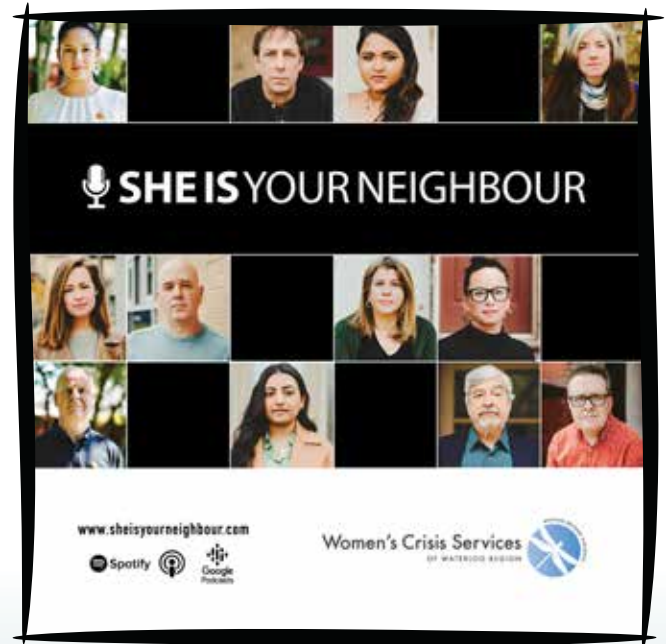
Check out some of the articles we have been featured in over the last year.

SHE IS YOUR NEIGHBOUR

**Please see the inside covers of this report to meet our podcast guests and to learn more about their episodes!*

Because of the fantastic response to season one, Women's Crisis Services launched the second season of the She Is Your Neighbour podcast in 2021! In this podcast, we take a deep dive into domestic violence and explore the realities and complexities from an intersectional approach. Through thought-provoking discussions, we address hard topics from experts and advocates of domestic violence, exploring domestic violence in the media, traumatic brain injury, domestic homicide and family experiences of violence.

We were so grateful to speak to local guests, and guests from across the country. With local features such as Stewart Reynolds, also known as Brittlestar online, and the Moose Hide campaign, an Indigenous organization out of British Columbia that engages men in the conversation surrounding domestic violence.



The podcast was heard by our community and was featured on local radio stations, Radio Waterloo and Midtown Radio, with both stations including the She Is Your Neighbour podcast as a weekly feature. The podcast was also featured in many newspapers and radio stations in the community, and with the help of the community we reached almost 7000 listens of She Is Your Neighbour!

This year, we expanded the project and came out with the first She Is Your Neighbour merchandise! With local Cambridge business, Pretty By Her, we created a curated collection of locally made, high quality products that help women and children move beyond violence.

Twitter engagement increased **138%**
Facebook engagement increased **113%**
Instagram engagement increased **956%**



Signature Events

Hats off to Mom!

This year, we hosted our fourth annual Mother's Day fundraiser 'Hats Off to Mom!'. This event was virtual for the second year in a row, and even though it was not the same as us all being together, the event was a great success! We encouraged our community to celebrate their moms while helping the moms and children we support.

The event had curated brunch packages supplied by Tapestry Hall in Cambridge, live music by Juneyt, our annual auction and live trivia. Thanks to the generosity of the community, our auction was the most successful in the agency's history! We also sold blue masks and along with the theme of Hats Off to Mom asked our participants to share their experiences with their networks using the slogan, "Hats Off, Masks On!"



We are so grateful for our community, including our monetary sponsors and those who donated auction items, event participants, as well as those who supported the virtual auction and helped spread the word about special event to celebrate moms in the community. A special thank you to Home Hardware Stores Ltd. for their generosity and support.

Voices Empower

Every year, Women's Crisis Services hosts an event to raise awareness and funds during Woman Abuse Prevention Month. In November 2021, we invited community members to join us at Voices Empower: Walk to Break the Silence.

This self-directed six km walk took place at the end of November, giving community members time to learn and reflect throughout the month while raising funds. We asked participants to walk six km and think about the one woman who is killed every six days by an intimate partner. This event was a huge success and we were able to raise awareness for the increasing rates of femicide in Canada.

This was one of the most successful signature events that we have held and we are so grateful for the community coming together to raise awareness about domestic violence.



The winners of the Voices Empower: Walk to Break the Silence most purple prize, the Depth Divas!



Kitchener Fire supporting Voices Empower by buying purple hats.



Voices Empower team Buddies Buddies walking their dog, Buddy!



Wolfe Realty ran their annual fundraising event which included a live, online cooking class with Chef D and a silent auction!



Counterpoint Brewing and Brave Noise Beer collaborated this year to raise funds and awareness for women and children experiencing domestic violence in Waterloo Region.



Café Du Monde created a personal pizza with proceeds coming to Women's Crisis Services. These delicious pizzas can be found in local stores such as Vincenzos and Four All Ice Cream.

Third Party Fundraisers

Thank you to all of the individuals and groups who ran fundraisers this year in support of Women's Crisis Services of Waterloo Region. We saw many hybrid events, and we are so grateful to all of the generous community members who supported women and children moving beyond violence by running fundraisers this year.



The first annual Creative Landscapes golf tournament was run in September of this year.



Each Year, Shoppers Drug Mart stores hold their "Growing Women's Health" campaign in support of Women's Crisis Services.

Treasurer's Report



Angela Wilson
Board Treasurer

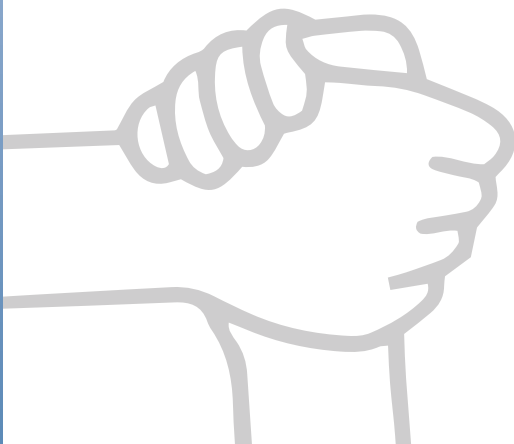
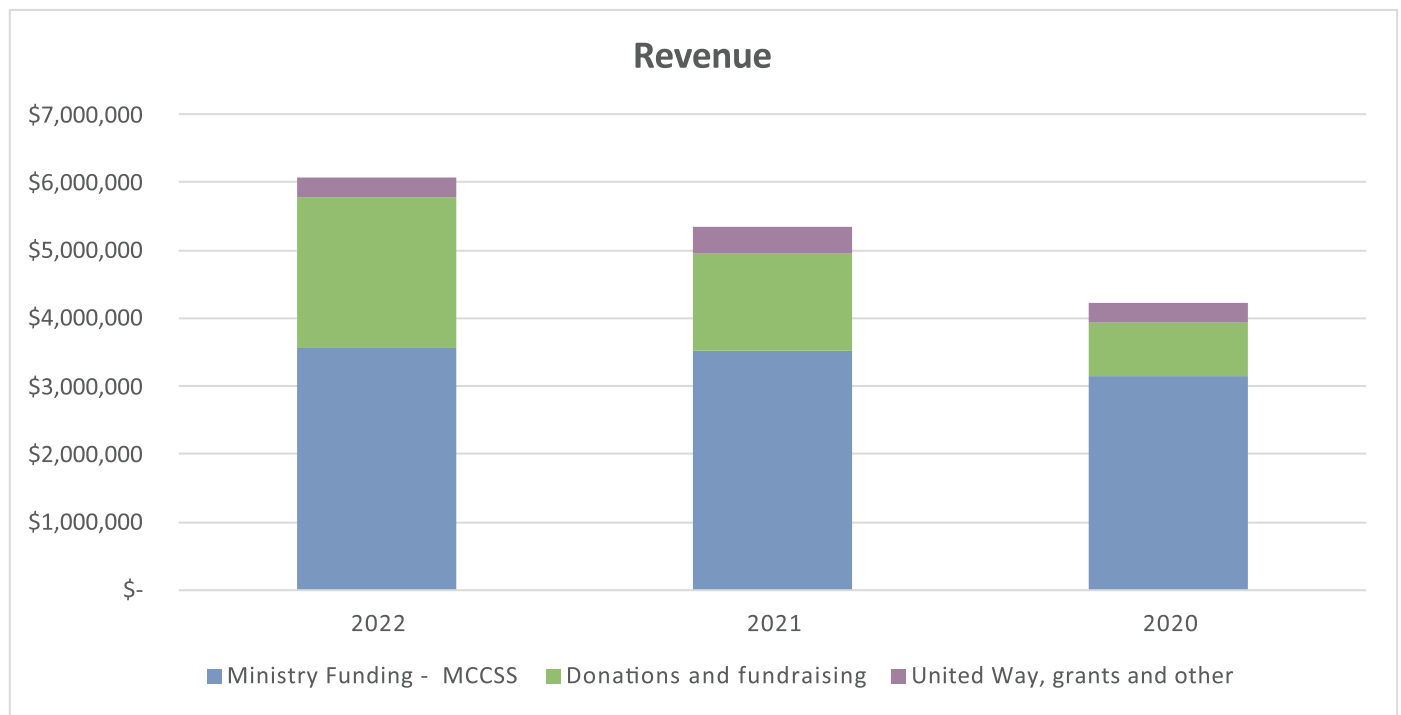
Women's Crisis Services of Waterloo Region (WCSWR) ended their fiscal year in a strong financial position. The 2021/2022 fiscal saw more challenges from COVID-19 and once again our WCSWR team navigated these waters brilliantly.

WCSWR's largest funder is the Ministry of Children, Community and Social Services as you can see in the chart provided. Funding remained consistent this year with some enhancements of specific program dollars.

Once again, this year, the generosity of the community through donations and participation in our fundraising campaigns was amazing. As we remained in the COVID-19 environment we were cautiously optimistic about our fundraising goals.

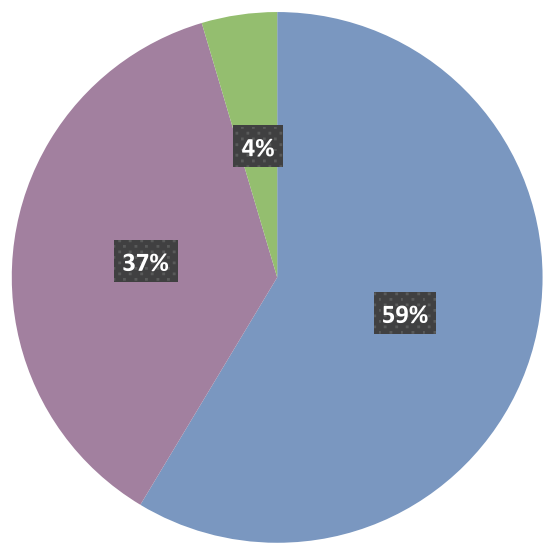
The WCSWR team did an amazing job again this year which led to unprecedented support from our community allowing the WCSWR team to move forward on several initiatives they have been anticipating putting into action.

The annual report shares some of the highlights and summary information taken from the audited financial statements for the year ending March 31, 2022. Complete copies of the financial statements are available upon request.



Revenue and Expenses

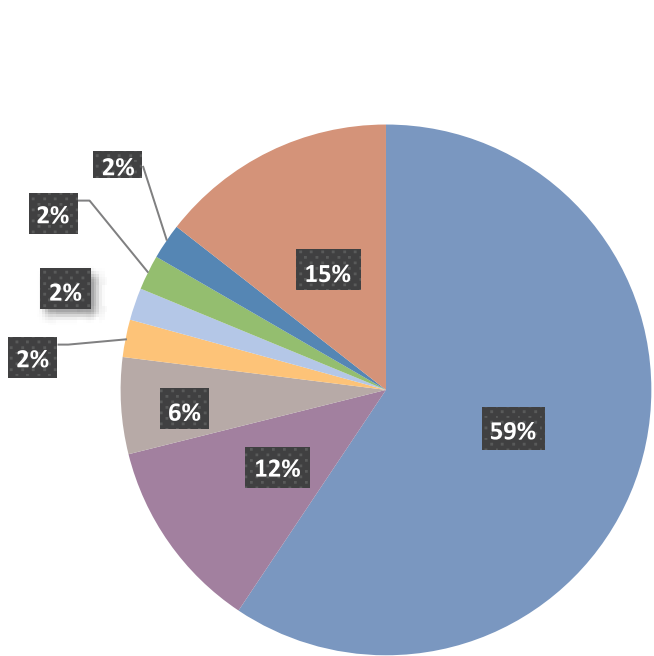
Revenue



- MCCSS
- Donations and Fundraising
- United Way, Grants and Other

	2021/2022
MCCSS	\$ 3,557,703
Donations and fundraising	2,232,641
United Way, grants and other	278,525
	<u>\$ 6,068,869</u>

Expenses



- Salaries and benefits
- Amortization
- Repairs and maintenance
- Utilities
- Office expenses
- Fundraising
- Program expenses
- Other

	2021/2022
Salaries and benefits	\$ 3,353,834
Amortization	662,311
Repairs and maintenance	331,898
Utilities	129,078
Office expenses	110,897
Fundraising	120,402
Program expenses	122,819
Other	817,119
	<u>\$ 5,648,358</u>

Thank you

Our donors, supporters and funders are essential to the sustainability of our organization. Thanks to the support of our funders, donors, and community partners, we empower women and children to move beyond violence. Thank you to the Ministry of Children, Community and Social Services for their essential support and for being our main funding source.

We are also grateful to our local funders. Thank you to the United Way Waterloo Region Communities for their 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.

We are proud to be a partner member of the Resilience Project, generously funded by the Lyle S. Hallman Foundation. Thank you to the Mamie Beilstein Charitable Foundation for providing a significant donation to support us this year.

We are grateful for program funds received from:

- Mamie Beilstein Charitable Foundation
- Charities Aid Foundation of Canada
- Cotton Family Charitable Foundation
- Elementary Teachers' Federation of Ontario
- Guelph Community Foundation
- Klassen Family Foundation
- Raymond James Canada Foundation
- The Food Bank of Waterloo Region
- Walden Family Foundation
- Cambridge & North Dumfries Community Foundation
- Community Food Assistance Network Capacity Fund
- The Fairmount Foundation
- Strategic Charitable Giving Foundation
- Elmira Maple Syrup Festival
- Kitchener and Waterloo Community Foundation
- Lyle S. Hallman Charitable Foundation
- Royal LePage Shelter Foundation
- Toasty Toes Waterloo Region Fund



SHE IS YOUR NEIGHBOUR

"I'm driven by the voices of victims and survivors. I've been at this for so long and I continue because I feel I have a duty to those who have lost lives or those who have lost family members."

Dr. Peter Jaffe
Founding Member, Domestic Violence
Death Review Committee

www.sheisyourneighbour.com



brought to you by:
Women's Crisis Services
OF WATERLOO REGION



SHE IS YOUR NEIGHBOUR

"There are some really unhealthy narratives that are happening in the background, so we sometimes don't even believe ourselves or think this is actually really bad and this needs to change."

Jenny Jay
Entrepreneur & Ethical Storyteller

www.sheisyourneighbour.com



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SHE IS YOUR NEIGHBOUR

"Domestic violence hides in the shadows, and we need to shine a light onto that and create some social connection."

David Stevenson
CEO, Moose Hide Campaign

www.sheisyourneighbour.com



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SHE IS YOUR NEIGHBOUR

"Right now, 42 percent of women in prison are Indigenous and they only account for 4 percent of the general population in Canada. So it's a significant problem. It's another form of colonial violence."

Jessica Hutchison
Incarceration and Abuse Researcher

www.sheisyourneighbour.com



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SHE IS YOUR NEIGHBOUR

"Approximately 1 in 4 Canadian women are likely to have sustained a traumatic brain injury as a result of intimate partner violence."

Lin Haag
Traumatic Brain Injury Researcher

www.sheisyourneighbour.com



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SHE IS YOUR NEIGHBOUR

"What you see isn't exactly what's going on. And some people do a really good job shielding the outside world from what is going on."

Ryan Wicklum
Business Development Director

www.sheisyourneighbour.com



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Women's Crisis Services
OF WATERLOO REGION



work
upstream

lead at
system level



increase
awareness



foster
positive
culture

build staff
capacity



expand
supports



expand
education



increase integration



SUPPORT

24/7 Support
via phone and online chat

519.742.5894
519.653.2422

 www.wcswr.org

LOCATIONS

ANSELMA HOUSE *(head office)*

700 Heritage Drive,
Kitchener, ON N2A 3N9
Office Phone: 519.741.9184

HAVEN HOUSE

10 Acorn Way,
Cambridge, ON N1R 8M5
Office Phone: 519.653.2289

SOCIAL MEDIA

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@WomensCrisisSWR



@ShelsYourNeighbour

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