

**The Central Alberta Women's Emergency Shelter Society  
Annual Report  
2018 - 2019**



## MESSAGE FROM CAWES BOARD CHAIR & PRESIDENT JANEL LOCKHAT

On behalf of the board I am honoured to present the annual report for the Central Alberta Women's Emergency Shelter (CAWES), for the fiscal year ending March 31, 2019. With Red Deer still being affected by the downturn in the economy, CAWES saw a challenging year with significant increases in those served both in the shelter as well as through our outreach programs. Resulting in higher costs and an overall budget deficit, which was minimized by staff and management's efforts to hold the line on spending wherever possible.

The shelter has continued to build on the change to trauma informed practice and Open Doors frameworks, which resulted in the organization taking a step back this year to evaluate what it is that CAWES does and whom we serve as well as address capacity challenges. This led us to make some very positive changes to our Vision and Mission to ensure that they really describe what CAWES does and shows the shift from a domestic violence shelter to violence against women shelter, serving a larger and more diverse group.

### *Vision*

Building bridges to a better future for women and children impacted by violence

### *Mission*

Countering violence against women and children in Central Alberta by offering client centered services through:

- Crisis Intervention
- High-security housing
- Community awareness
- Education
- Collaboration

On behalf of the Board, I would like to thank the staff, management and volunteers for all their efforts in a particularly challenging year full of changes at all levels. I hope that all the lessons learned and knowledge gained in the past year will help to continue the work of "building bridges to a better future" for those impacted by violence.

**Sincerely,**

**Janel Lockhat**

## **A MESSAGE FROM THE EXECUTIVE DIRECTOR RAYANN TONER**

This has been year of transition for the Central Alberta Women's Emergency Shelter. Our long term Executive Director Ian Wheeliker transitioned to the Director of Member Services position for the Alberta Council of Women's Shelters (ACWS). After a six month interim position, in October 2018, I accepted the full time position of Executive Director with CAWES.

This past year continued to be a year of growth and change in terms of our implementation of trauma informed practices and our participation in the national Open Doors project. While we continued to serve women and children with best and promising practices, the reality of capacity in terms of resources, staffing and space became apparent. During Development Days in February, Board Members reviewed our mission, vision and values in conjunction with our current trauma informed practices. After a deep dive into best practices around trauma informed and Open Doors, the Board decided to continue implementing this framework while recognizing that resources are limited due to numerous constraints such as staffing, finances, space and funding. Our work in the Evaluation Framework Project with CCGI Kathryn York and Jo Louise Huq has been critical in implementing and learning about change management. CAWES has been working with Ignitech to develop a data collection application (app) that contextualizes the trends of our clients experience within the trauma informed scope of practice.

CAWES is committed to fulfilling our mandate of serving women and children fleeing abuse, women fleeing abuse, women in crisis and other. However, with only 14 bedrooms and approximately 2000 requests from women seeking admission with an equal number of dependents, we are unable to meet the greater need of everyone in the community. If clients are unable to stay in our residential services, they can continue to work with CAWES while they live in the community.

Our outreach work through the Intensive Case Management Team (ICM) continues to provide critical services to women who are unable to leave or chose to stay in their community but still need our support. Our Nurturing Parenting Program under the leadership of Christian Calzar, has flourished. This program was made possible by an Anonymous Donor.

Our partnerships and collaborative relationships are crucial in terms of providing our clients with best services and alternative options. We have seen the expansion of partnering agencies attending CAWES to provide services on site. Thank you to Turning Point, Native Friendship Centre, Vantage Community Services, Government of Alberta Mental Health & Addictions, and the Central Alberta Women's Outreach Society. The coordination of these services onsite have provided women with safe alternatives to leaving shelter to seek resources.

Our greatest collaborative efforts are invested in our Domestic Violence Integrated Response Team (DVIRT). This is a partnership with the Red Deer City RCMP, Central Alberta Women's Outreach Society that is funded by the Government of Alberta Solicitor General Victims of Crime grant. Through the Alberta Council of Women Shelter's Safety from Domestic Violence Committee, Red Deer was chosen a pilot project for creating and implementing an Information Sharing Strategy for our collaborative. With an information sharing strategy and future memorandum of understanding, the collaborative coordinated criminal justice response for our region will be aligned with best practices for high risk domestic violence cases.

CAWES continues to maintain and contribute to member associations such as the provincial Alberta Council of Women's Shelters (ACWS) and national Women Shelters Canada. In May 2018, ACWS members created a two part Hill Day where we met with various Members of Parliament (MP's) to discuss critical issues stemming from violence against women from a gender lens perspective.

In terms of visibility, the Central Alberta Women's Emergency Shelter continues to raise awareness around violence against women and children, locally through our partnerships and collaborations at the High Risk Team, Wellness Integration Network (WIN), ACWS Education & Training/ Data Committee, Domestic Violence Relationship Initiative Committee (DRVIC), Supportive Innovative Housing Options (SIHOCA) and recently, the Central Alberta Addictions Consortium (CAAC).

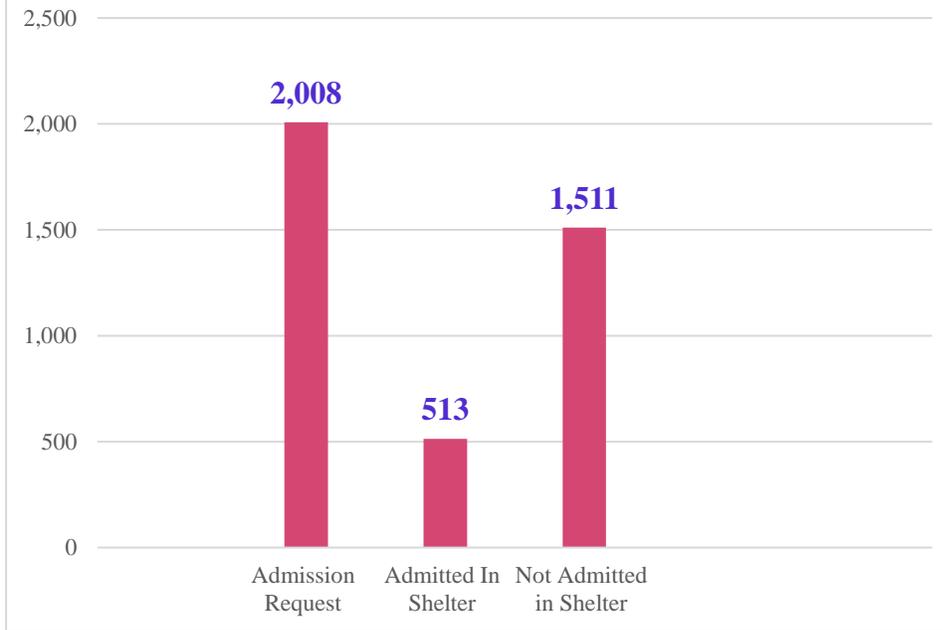
With everything that we have learned, experienced and lived during the past year, our commitment to a new facility remains as strong as ever. We recognize that our current facility cannot meet the current expectations around trauma informed spaces, the number of clients needing to access services and the need for transitional living space that bridges the time spent in emergency shelter and living independently within the community. CAWES will continue to explore innovative and creative ways to make our dreams a reality in the year ahead.

Thank you to our funders, the Government of Alberta - Human Services, Alberta Health Services, Solicitor General Victims of Crime Grant, and Anonymous Donors, for their continued support of our programs and services. A heartfelt and gracious thank you to our community donors, businesses and individuals who support our mission, vision and values and the frontline work that is critical in keeping women and children safe. Without these continued and concentrated efforts, CAWES would not be able to offer safe refuge to the women and children who call and come daily to our doors. Thank you for making a difference and being a bridge to a better life for those impacted by violence.

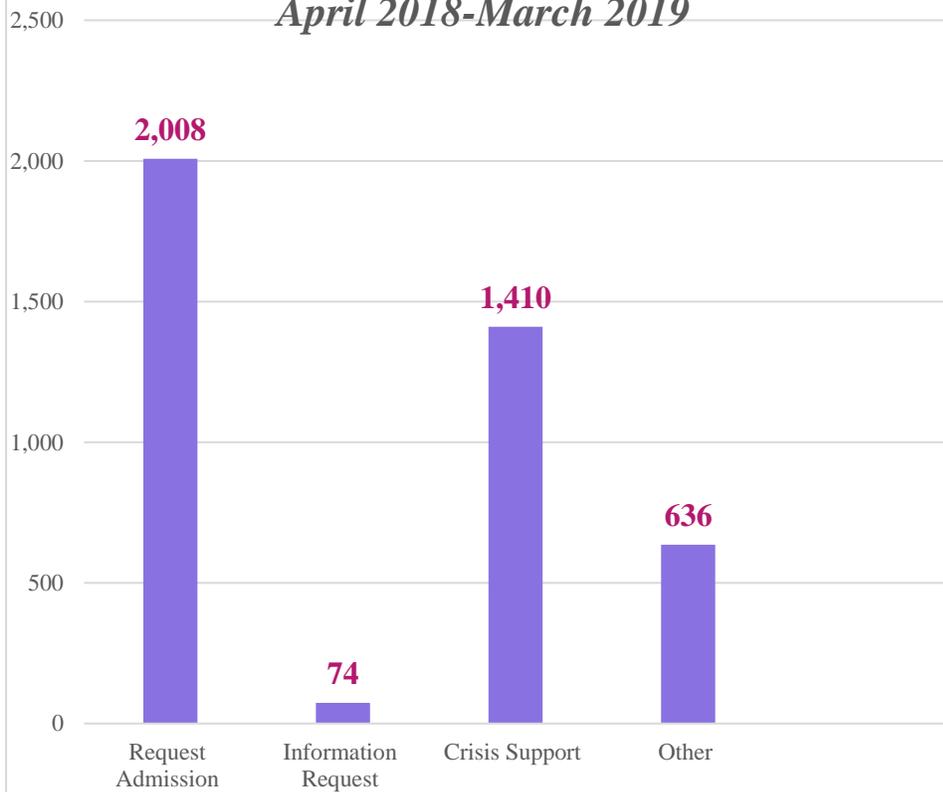
**Respectfully submitted,**

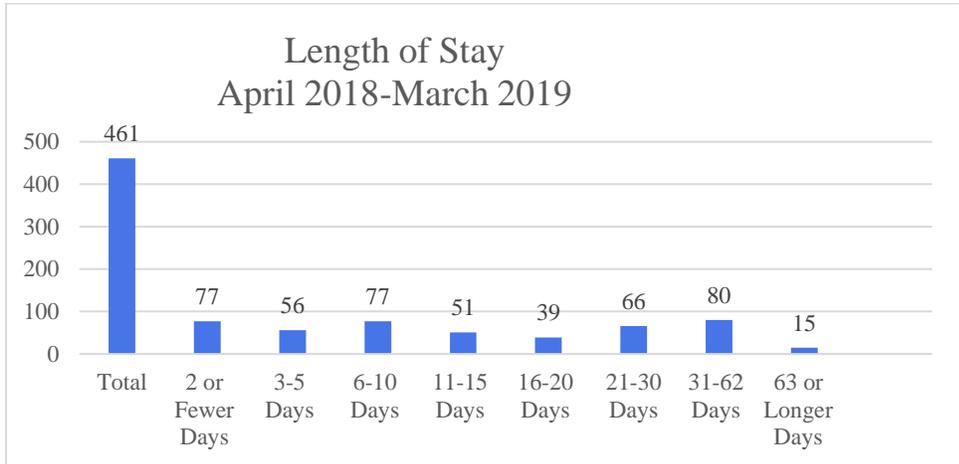
**Rayann Toner**

### *Admissions April 2018-March 2019*



### *Crisis Calls April 2018-March 2019*





### Contextualizing CAWES Data

The Central Alberta Women’s Emergency Shelter (CAWES) continues to have an abundance of requests for residential stay which we are unable to accommodate at times. Our hope is that through collaboration, coordination of services locally and within our shelter networks, CAWES can provide information, referrals and supports within the community for those unable to access services. The Intensive Case Management Team (ICM’s) are integral part of community support for our urban and rural clients who are unable to stay in our residential program.

Typically, residential clients can stay up to 28 days at CAWES, with the possibility of extension. Extensions are granted by the Crisis Team and Operations Manager in cases where there are safety concerns, supports from emergency shelter are still required or families do not have transitional housing available. Extensions are granted on a case by case basis and are depended upon case management plans between clients and staff.

Please note: Admission calls and crisis calls are not unique numbers. Although a client may call a few times, the requests for service still outnumber the available bed spaces at the shelter.

## MESSAGE FROM MARKETING & EVENTS COORDINATOR ROXANNE KIRTON

Overall, it's been another successful year for the Shelter, although it was met with some challenges; both the economy and Red Deer being host to the Canada Winter Games played a major role in our funding levels this past year.

This became very apparent during the planning of our Annual Dinner & Auction in March. Although a popular event, attendance was down as was the total dollars raised; revenue dropped close to 50% from the previous year. A review of this event has led CAWES to consider other revenue streams going forward and will likely replace the dinner with something new and fresh!

Earlier in the year, the Annual Royal LePage Charity Golf Tournament faced some of the same challenges during the planning stages, however organizers managed to pull off another very successful SOLD OUT event; all thanks to the hard working group of Realtors who work tirelessly on this long-running respected tournament. During its seven (7) years, the Royal LePage Charity Golf tournament has raised close to \$400,000 in support of the Royal LePage Shelter Foundation, of which CAWES has been the main recipient in our area. We are incredibly thankful for their ongoing support!

2018 saw the return of the very successful Chicks for Charity Champagne Breakfast, following a year in hiatus. CAWES was honored to be chosen as one of three charities to receive funds from this very popular all-ladies event, held in Ponoka in June.

We could not do what we do without the support of the many companies and individuals who provide not just the monetary contributions, but also the much needed Gift-in-Kind, and physical assistance throughout the year. We would be remiss if we did not acknowledge our long-standing partnership with Bower Place Shopping Centre. For a number of years now, we have had the privilege of being their "Charity of Choice". This relationship has awarded us with many fundraising opportunities throughout the year, including the Annual Bower Place Pancake Breakfast, Red & White Night, Santa's Brunch, and operation of our Charity Gift Wrap Centre during Christmas.

Our volunteers were busy this past year with various events, including BBQ's, Golf Tournaments, Breakfasts, Gift Wrapping, and our Annual Dinner & Auction. Without the help of our 150+ volunteers, we could not achieve the financial success needed to provide our many programs & services to our clients. Some such events included the Annual Sutter Fund Charity Golf Classic, Giant Tiger's Customer Appreciation BBQ, Canadian Tire's Ladies Night, Ribfest, and more.

In 2019, CAWES is embarking on what will likely be the largest fundraising initiative it has ever been a part of; the first Annual SHELTER RIBFEST will take place September 13-15. We are excited to be one of the first groups to host an event at the all new **Gary W. Harris Celebration Plaza in Downtown Red Deer**. This venue was created and used for the first time during

the Canada Winter Games that were recently held here in Red Deer. Our plan is to create a fun, outdoor festival-type event that will include rib stations, miscellaneous food vendors, children's entertainment, beer garden, general seating area, stage for live bands and entertainers, sponsorship opportunities, and more!

The Central Alberta Women's Emergency Shelter (CAWES) is positioning this to become its major annual fundraiser.

**Respectfully submitted,**

**Roxanne Kirton**

## **A MESSAGE FROM CAWES OPERATIONS TEAM CRISIS INTERVENTION – TRAUMA & PREVENTION SPECIALIST – EVALUATION FRAMEWORK**

A synopsis to highlight from our Trauma Informed framework implementation:

The journey towards TI has been far from linear. As we reflect upon the past two years, there have been many lessons learned.

- Understanding political and social context is imperative.
- Implementing a framework which requires a shift in organizational culture is difficult and time and resource intensive
- Communication to community partners is essential as misinformation contributes to further stigma and discrimination.
- The principles of Trauma-informed need to be applied to employees as well as clientele.
- Trauma-informed does not trump safety and the expectation that the environment remain “safe for all.”
- The residential program is not and may not ever be a fit for some women.
- Multidisciplinary approach, community collaboration is the only way to sustain this approach.
- Trauma-informed and low barrier to entry approach to practice requires a skill set beyond basic crisis intervention.
- Capacity management is to allow the organization to develop the competencies requires to continue this path as we become a VAW shelter
- Training, training, more training, and the time to develop the skills necessary through education, mentorship, collaboration and teamwork to translate theory to practice.
- Back to basics – developing a standardized approach to training – curriculum – based on evidence based best practices.
- Professionalize our services, standardize our practice to ensure a consistent response to all women and children fleeing violence.
- A feminist and trauma informed, harm reduction approach to service delivery requires a firm grounding in knowledge of anti-oppressive practice which must be grounded firmly in ethics and ethical decision making practices.

**Respectfully submitted by:**

**Tosha Duncan**

**A MESSAGE FROM OPERATIONS  
CHILDREN'S DEPARTMENT - INTENSIVE CASE  
MANAGEMENT – NURTURING PARENTING PROGRAM  
FACILITATOR**

**Child Support Program**

We have initiated the restructuring of the Child Support Program. Our goal is to support the children throughout their stay at the shelter, support the person as a parent and start the process of creating/enhance a relationship between parent and child/ren. The Child Support Workers have just finished the ACWS Children's Curriculum training and will start to implement that training in the new fiscal year.

**Intensive Case Management Team (ICM)**

It has been a busy year for the Intensive Case Management Team of CAWES. The outreach statistics of clients accessing services outside of a residential setting continue to rise and the team continues to meet the need. This team is responsible for rural Central Alberta and has a designated ICM for this purpose. All the Intensive Case Management Team members have training on Domestic Violence, WHMIS, and Trauma Informed Practices, ASIST, First Aid and CPR, and OAITH courses for harm reduction and risk assessment.

The ICM's have been creating a group called "Building Resiliency through Creativity" that will be piloted in the next fiscal year. Members believe that offering a safe, welcoming place for women to gather, to come together and connect with each other will help to alleviate isolation and loneliness, empower, strengthen and nurture, building resiliency and hope for our women.

**Respectfully submitted by:**

**Heather Pitt**

## **Nurturing Parenting Program**

The Nurturing Parenting Program is developed to prevent child maltreatment and neglectful parenting, and the prevention of future concerns resulting from the trauma they experience in childhood. Involvement of all members is essential to change the system. Parents and children in the Nurturing Parenting Programs participate together in group- or 1 on 1 interventions. Empathy is the single most desirable quality in nurturing parenting. Empathy is the ability to be aware of the needs of others and to value those needs. When empathy is high among family members, abuse is low—the two are essentially incompatible. The Nurturing Parenting Programs seek to develop empathy in all family members. Parenting exists on a continuum. To some degree, all families experience healthy and unhealthy interactions.

Building positive, healthy interactions between family members is an important key to reducing family violence. Learning is both cognitive and affective; to be effective, education or intervention must engage the learner on both the cognitive (knowledge) level and the affective (feeling) level. A major goal of the Nurturing Parenting Programs is to help both parents and children increase their self-esteem and develop positive self-concepts. No one truly prefers abusive interactions; given a choice, all families would rather engage in happy, healthy interactions than abusive, problematic ones such as belittling, hitting, and shaming.

### **Program Objectives:**

- ❖ Stop the intergenerational cycle of child abuse in families by building nurturing parenting skills.
- ❖ Reduce the rate of recidivism in families receiving social services.
- ❖ Reduce the rate of juvenile delinquency among high-risk youth.
- ❖ Reduce the rate of alcohol abuse in high-risk families.
- ❖ Lower the rate of multiple pregnancies among teenage girls.

The Program has been doing amazing work the fiscal year of April 1, 2018-March 31, 2019. NPP has had 62 parents join the program and 5 of these parents have been men. Thirty four (34) parents have successfully completed the 10 week program.

**Respectfully submitted by:**

**Christian Calzar**

**Nurturing Parenting Facilitator**

**A MESSAGE FROM THE DOMESTIC VIOLENCE  
INTERGRATED RESPONSE TEAM – IRVING KURZ**

**Domestic Violence Intervention & Response Team (DVIRT)**

The Domestic Violence Intervention & Response Team is an example of a true collaborative effort between the Central Alberta Women's Emergency Shelter and Women's Outreach for the betterment of intimate partner violence victims. The transformation from two co-located but independent teams doing related work, to a single team co-managed and co-funded by two executive directors with a shared vision, has been truly remarkable.

DVIRT staff have the ability to determine the programs and services from both agencies that are the best fit for their clients, and refer accordingly. DVIRT staff and management have been regular attendees at Shelter and Outreach staff meetings, events, and fundraisers. Professional education presentations such as the full-day workshop delivered to United Food & Commercial Workers Local 401 in January are evaluated as being so much more impactful when co-facilitated by a Shelter Intensive Case Manager and a DVIRT member. Sharing or pooling of resources at public education events like the Blackfalds' Victims and Survivors of Crime Week exposition earlier this month, allow both agencies to avoid duplication and to benefit. All DVIRT staff have, or are undergoing, RCMP security screening, allowing them to work within the RCMP detachments, providing an additional layer of credibility to the program.

It is truly a joy to observe team members from different agencies work together as equal partners to ameliorate the lives of our clients and their children, without concern for which agency gets the credit. This is the way of the future!

**Respectfully submitted by:**

**Irving Kurz**

**DVIRT Manager/Collaborative Coordinator**

**CAWES AUDITED FINANCIAL STATEMENTS – PIVOTAL LLP**

**(Attached)**

CAWES ANNUAL REPORT 2018 – 2019: Submitted at AGM (June 21, 2019).