

*Thank You*

*Annual Report  
2015-2016*



*Safe Haven Women's  
Shelter Society*



## Board of Directors for 2015-2016



*Safe  
Haven*

*"Striving for a safer  
tomorrow...today"*

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Tina Neudorf

**Executive Director:**

Shauna Bell

Amy Hall



# Community Outreach Report

## Table of Contents

The Community Outreach program has had many exciting changes in the past year. The Outreach worker connects with clients within Taber and the surrounding area through referrals from other professionals, community agencies, and self-referrals. In the fall, the Outreach Worker attended Taber Adult Learning's strategic planning session where we were able to discuss outreach services specifically regarding expanding in other communities where transportation is a barrier. The biggest change in Outreach in the past year was unexpected funding Safe Haven Outreach program received which allowed an expansion into an Outreach Team.

Bobbi Wilson has been the Outreach Worker for the past seven years and we are happy to see Jody Platt transition as the fulltime Intensive Case Manager, and Alicia Hansen as the Child and Youth Intensive Case Manager. Both Jody and Alicia transitioned from residential Crisis Intervention Worker's bringing a wealth of knowledge and understanding, making for a smooth transition. The additional positions have allowed the team to start focusing more on prevention of family violence which means working with the family as a whole, including offering services to men. This addition to the Outreach Team has allowed us to take advantage of this opportunity and reconnect with many professionals and community agencies providing information on family violence and the changes to our Outreach services. The feedback has been very positive and we have had a huge amount of support from community agencies and have seen an increase in referrals. This continued public education and awareness will allow more community members and agencies to understand what Community Outreach provides, and how to access this service.

The Outreach program usually runs a women's support group twice a year, based on needs or interest of clients or participants. These groups usually range in 8-12 weeks. Bobbi ran a women's support group in the fall 2015 but there was not a group in spring 2016 due to the transition in staff and learning new roles as a team. The Outreach Workers are in the midst of figuring out what type of group would best suit the community and what that will look like. Because we are now providing services to men, women and children, the workers are gathering a needs assessment to see what type of group would be most beneficial. The results have included us looking into off site options which may be more accessible and central.

Over the past year Safe Haven's Community Outreach Program has served approximately 112 clients; including outreach clients, Victim Awareness Sessions, children and youth and Adopt-A-Family clients. We chose to include people accessing our Adopt-A-Family program in our client statistics because they are accessing a service. The Outreach Worker changed how we run Adopt-A-Family starting with booking an appointment with the worker and meeting in person which allows the worker to assess the clients other needs and see if the family accessing this program is accessing other supports, or needs referrals to these supports. This year we made a point to connect on a deeper level to truly see how else we can help the family. In 2015 we assisted 44 families compared 35 families in 2014. We believe a change in the oilfield business in the past year has contributed to this increase. We are looking into partnering with the Taber Food Bank and possibly other community agencies for the upcoming season.

Currently the Outreach Team is working on a pilot project which would partner with key community agencies to address Domestic Violence and Abuse in families and focusing on the family as a whole compared to working primarily with victims. While this team is in the early stages of coming together, we are excited about what this can mean for safety in our community.

Respectfully submitted,

Bobbi Wilson  
Community Outreach Worker



### Page

4	— President's Report
5	— Executive Director's Report
6	— Treasurer's Report
6	— Child Support Report
7	— Fundraising Report
8	— Crisis Intervention Report
9	— Crisis Calls Report
10	— Outreach Report
11	— Board of Directors



# President's Report

The last year was both eventful and stressful, both in good ways and negative, for staff and board alike. Our temporary full-time Executive Director did not work out. During this time, the board stepped up to help, as well; we hired Shauna Bell from the Brooks shelter to fill in on a part-time basis. She was an extremely valuable addition to our team, helping us to move ahead and supplying much direction and encouragement for us all.

We dealt with both board turnover and staff turnover. Tina Neudorf joined us in May and Stevie Farough left the board in fall. Many staff members moved to other jobs or other communities, with new staff bringing us fresh input, and the long-term staff providing stability. Our new administrative assistant also became our Fundraising Co-ordinator, and we introduced a Maintenance Supervisor position. We received new funding to increase our Outreach department to three staff members.

The fire panel upgrading continued - a seemingly never-ending process. Our roof was re-shingled this year, and a new security system installed.

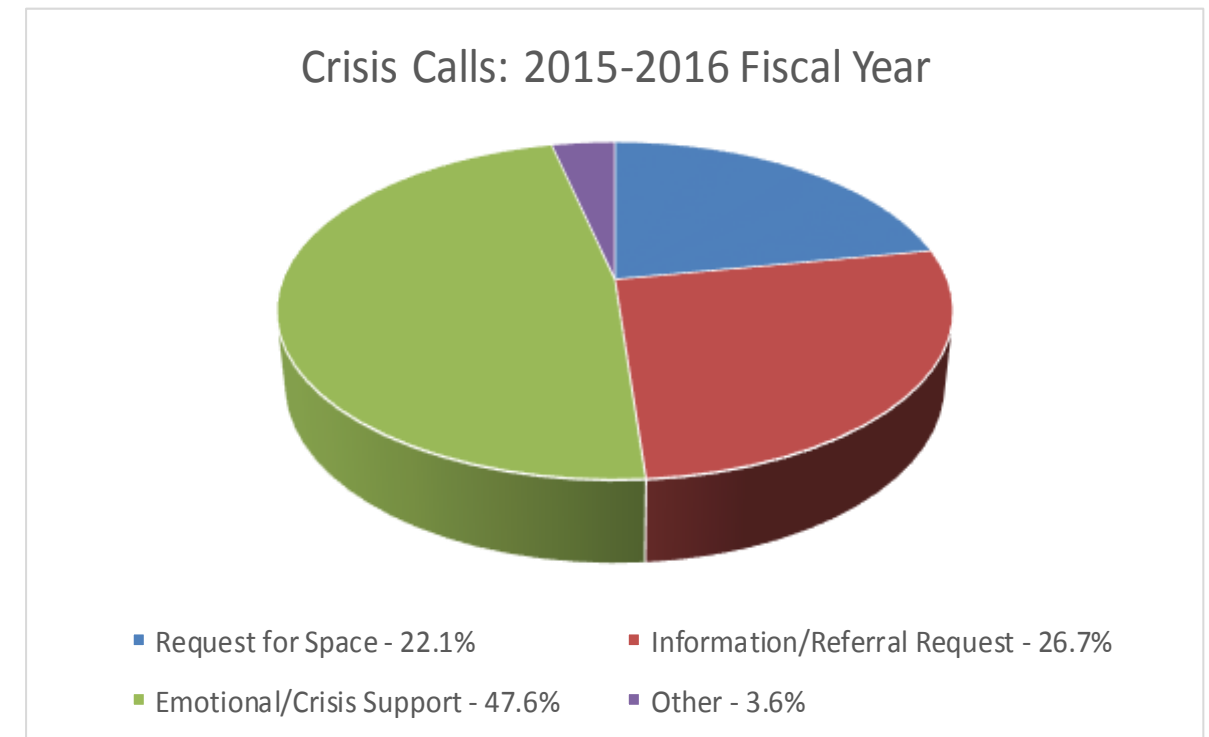
Our fourth Halloween Howler continued to be a successful event, with the Chevelles performing again. Our other fundraisers, while not bringing in the same amount of funds, continue to increase the awareness of the shelter and our mission. A bus was donated and as it did not suit our needs, we were subsequently able to sell it and use the funds generated for other projects.

It was a difficult year for everyone, and we look forward to a more peaceful future! I would like to thank the board members for their support on our team, and for all their hard work.

Respectfully Submitted,

Lorraine Dykstra  
Safe Haven Women's Shelter Society Board President

# Crisis Calls Report



# Crisis Intervention Report

Residential services in the 2015-2016 year was very busy. We have had some very positive changes with the new staff coming into the program.

We have been able to assist 209 women and 122 children in need of residential services. Over the 2015-2016 year we have turned away 84 women and children for a variety of reasons including the shelter being at maximum capacity. We continue to have the 24/7 crisis line which was very busy at 1525 people assisted by our staff. Of those over 1500 calls, there were 337 residential admission requests, 407 information requests, 726 crisis support calls, and 55 calls related to other areas of service.

The Crisis Intervention Workers were very fortunate to be able attend several different information and training session during the 2015-2016 year. With the new staff that have joined our organization this has been extremely valuable to their understanding of family violence and areas that are part of their responsibilities in assisting with the client care needs during their stay in the residential program. The following is a list of the highlights of this past year of professional development opportunities:

- Trauma informed Care training
- Mental Health First Aid
- Suicide Awareness
- Embracing Diversity
- Vicarious Trauma Training
- Danger Assessment Training
- Stalking
- CPR/First Aid

The staff have been trained by professionals in their specialized fields and their willingness to share with our organization has strengthened our staff skills. Every training course staff are able to attend provides them will knowledge and awareness is invaluable to the residential program client's.

Safe Haven staff have had the opportunity to connect and strengthen our relationships with surrounding shelters. Medicine Hat shelter staff came to Safe Haven and Brooks' staff have also come to Safe Haven.

We are continuing down the educational road into the new fiscal year with a course on First Responder of Sexual Assault training. Other areas of interest for the next year include art therapy and conflict resolution. We are looking forward to learning more about challenges for the LGBT community and how Safe Haven be inclusive and supportive to that community.

Residential client's still face challenges in Taber with shortage of low income housing and lack of transportation to surrounding areas, although the community support that we receive is undeniably a credit to the people and organizations in Taber.

Respectfully Submitted,

Lynne  
CIW Team Leader



# Executive Director's Report

The 2015/2016 year was full of change at Safe Haven. New staff members, new funding, a potential new building project, and new life breathed into our programming. I bowed out of my role as Executive Director to commence a one year Maternity Leave. Our Community Outreach Program saw substantial growth as we brought on two new staff members. The program is ever-growing and is working with the family as a whole to reduce instances of domestic violence and abuse, as well as to connect clients with the various service providers in our community. In 2014, Safe Haven was involved in a research project called *The Rural and Northern Community Response to Intimate Partner Violence*. Funded by the Social Sciences and Humanities Research Council through the University of Alberta Faculty of Nursing. It helped bring to light the different challenges surrounding Intimate Partner Violence in rural and Northern communities. In December 2015, we saw the results of this project come to fruition, and we were pleased to find that many of the recommendations were topics we were exploring or tackling. For example, we were successful in reaching out to other communities in our service area (Warner, Milk River, Enchant, Bow Island, Vauxhall, Grassy Lake, and Barnwell) who are often neglected due to budget constraints, staffing shortages and lack of information.

The acting Executive Director, Shauna Bell, was gracious in sharing a framework that is working in the Brooks community. The Domestic Violence Intervention Team (DVIT) helps connect people involved in domestic violence and abuse cases with the shelter's Outreach team. During the 15/16 year, Shauna helped Safe Haven realize the benefit of this program, and take steps to set a framework that works for Taber. We are looking forward to potentially unrolling this program in our community in the near future. The goal is to provide better, more cohesive services to families experiencing domestic violence and/or abuse by using a trauma informed approach that recognizes the family as a whole and how to move forward in the safest and most healthy way.

It is an honour to be the Executive Director at Safe Haven and I am so happy to be back in the ED position. Watching the continual evolution of our programming, the strength and resiliency of the people we help, the support of the community and the dedication and enthusiasm of our staff and Board is truly a privilege.

Respectfully Submitted,

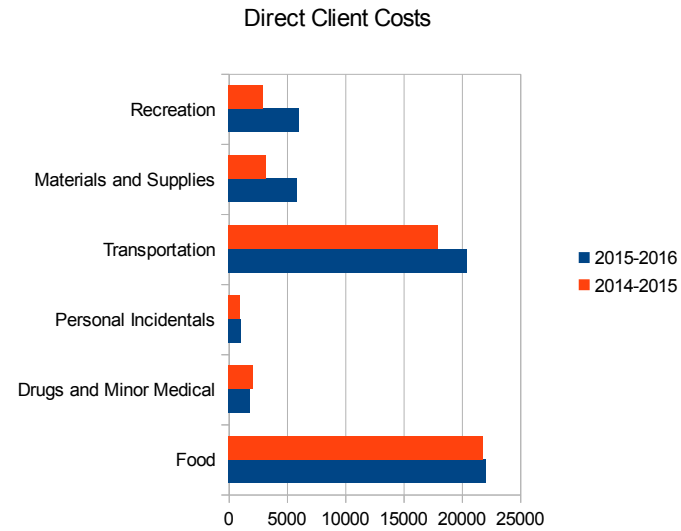
Amy Hall  
Executive Director



# Treasurer's Report

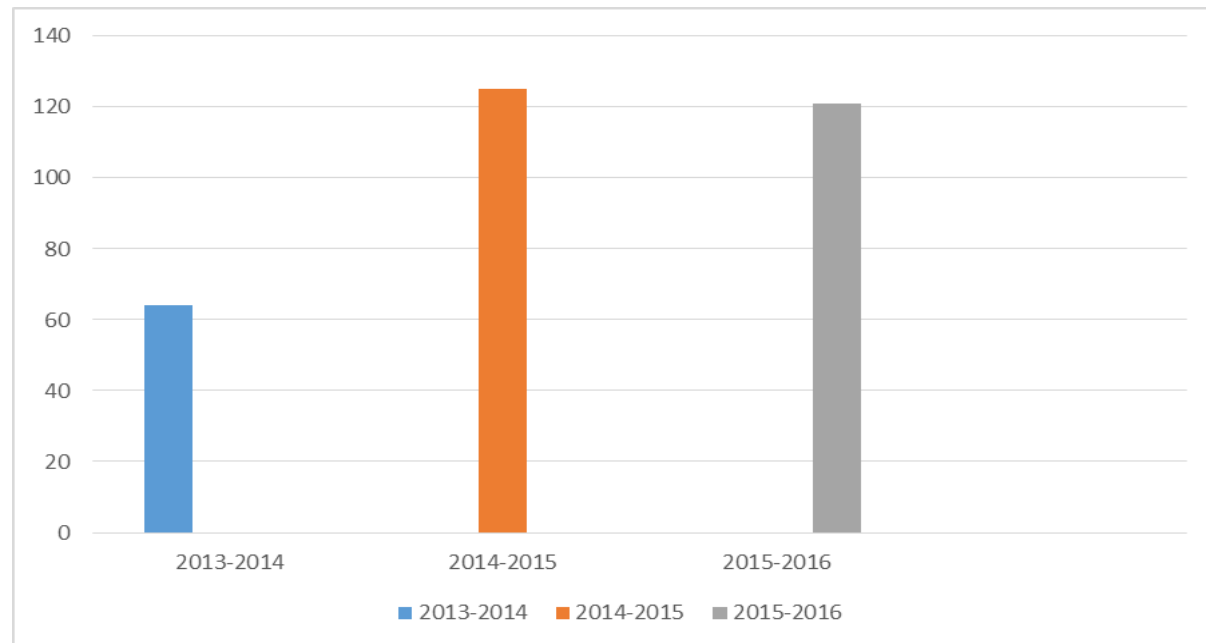
2015-2016 saw a small rise in overall direct client costs. The largest increases were in client transportation, materials and supplies and recreation. As in the 2014-2015 fiscal year, the largest expenditures were food and client transportation.

Jill Sanden  
Treasurer  
Safe Haven Women's Shelter Society



# Child Support Report

## Residential Children Served at Safe Haven



Respectfully submitted,  
Shari Casson—Child Support Worker



# Fundraising Report

Wow! What a big year for fundraising! We are so fortunate to receive our main operating funds from Alberta Human Services including our increase to cover the Intensive Case Manager's expansion program. We also received a Shelter Enhancement grant from the provincial government to upgrade our security system.

Last summer, we generously accepted a bus from the Lethbridge Sunrise and Taber Rotary Clubs. Unfortunately, it didn't meet our needs so we sold it for \$4500.00 in January 2016. Other big donations included \$10,000.00 from the Cranford Hall Society as they dispersed funds from the sale of the Hall.

Last fall, I wrote many health and beauty corporations for "Empowering a Beautiful Change" campaign and we received many personal hygiene products. A few of the highlights was a pallet of Avon Canada products, Chatters gift baskets, Galderma face wash & moisturizer and many local organizations who generously donated products to this campaign.

Canada Women's Foundation partnered with Winner's/Homesense in a campaign to end violence against women last summer. They donated the proceeds to Shelter's across Canada resulting in \$1900.00 donated to Safe Haven.

Summer Day Camp continues to be a huge success thanks in part to our generous sponsors of Service Canada, Taber Charity Auction, Catholic Charities and The Lethbridge Sunrise & Taber Rotary Clubs.

On Saturday October 24<sup>th</sup>, the Civic Centre came to life for the 4<sup>th</sup> Annual Halloween Howler. We successfully raised over \$10,000 thanks to our generous sponsors including Scotiabank.

Safe Haven had been nominated in the 2015 Phillips Brewing Company Benefit Brew. We competed in an online voting competition with nine other honourable Alberta charities. On November 16<sup>th</sup>, the Edmonton and area Land Trust were declared the winner but as a runner-up, we received \$500 from Phillips. We truly appreciated being nominated and taking part in the benefit brew.

Thanks to everyone who made Safe Haven's 10<sup>th</sup> Annual Adopt-a-Family a possibility. In the end, with the help of community members & businesses we were able to sponsor 45 Families. The acts of kindness and giving from the community helped provide a joyful Christmas for many families in need.

We are looking forward to our upcoming spring fundraisers of Paint Night partnering with the Taber Arts Society and June Dresses, a month-long peer-to-peer fundraising campaign for women that raises funds and awareness for local, women-focused initiatives.

Respectfully Submitted,

Michele Straga  
Administrative Assistant/Fund Development Coordinator

