



2009 - 2010 Annual Report

Executive Director's Report

This year's theme has been celebration: achievements, successes, excellence.

We began our 2009 – 2010 year with the completion of renovations on our building at 38 Elizabeth Street. Our wonderful Open House on November 24th show-cased the new wing of offices and group rooms as well as a Community Room where this year's annual meeting is being held. Over 150 community members and invited guests celebrated this accomplishment with us. We are delighted to have this amazing new space that allows for growth while remaining warm and welcoming.

After eighteen months of intensive work, the Domestic Violence Advisory Council created by the Minister Responsible for Women's Issues in fall 2007, completed its work. I was very proud to have been a part of this critical work assisting in the development of provincial policy on domestic violence. The Transforming Our Communities report came out in July 2009 and is helping to guide policy and program recommendations for domestic violence services across Ontario.

We participated in trainings and focus groups led by consultants to help us with a new social marketing and fund-raising strategy. This strategy will help WIC achieve new levels in resource development and foster more awareness and support within our community.

Working on a strategic plan to update our agency vision and mission began; part of this work is the development of an organizational workplan for the next two years.

Negotiations with our C.U.P.E. Local 4393 for a new Collective Agreement were successful in reaching a contract for the next four years.

With the good work of our Joint Health and Safety Committee we managed, thankfully, to come through the flu pandemic fairly well.

WIC played a leadership role in the revision of the Guelph-Wellington Community Protocol on Sexual Assault and Domestic Violence. We are highly committed to ensuring that all services and systems are responsive to survivors of sexual and domestic violence. Our agency makes a huge contribution through our participation on community committees. We have committed to being at all tables that impact women and children's lives. We know that through partnerships and shared responsibilities we will make our community better for all.

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Board of Directors' Report

Before writing this message, I thought that I would do a little research to provide some context. What I found both confirmed my impressions and suspicions. The City of Guelph's website describes Guelph as: "a safe and caring city with a small town feel and big city services." We are portrayed as "a community for people," with "much to offer," including an "outstanding quality of life."

Statistics Canada data also confirms that this is a great place to live and work. The Community Profile from the 2006 Census Data, for Guelph Census Metropolitan Area (CMA), shows that we have a population of 127,009, just shy of 62,000 males and slightly over 65,000 females, and a median age of 37.8 years. This is also a relatively affluent community. The median income in 2005 - all census families, was \$76,616. More than fifty six percent of private dwellings are single-detached houses, and the average value of owned dwellings in 2006 was \$282,392. The 8.2% growth in population in the five year period, 2001-2006, is testament to the fact that this community has much to offer.

In 2009, the Guelph Community Foundation Vital Signs report provided another positive view of Guelph's assets noting Guelph has the lowest Crime Severity Index in Canada, meaning it is the safest city in the country.

Yet, behind this positive face, we have a secret which many don't like to speak about. But, if we don't speak out, there will be more victims. We have to scream from the rooftops that it's not acceptable to be victimized by a partner. It's not alright to be abused in the home. It's not OK to be sexually assaulted. It is not the victims' fault; the shame belongs to the abusers.

All of us in this wonderful community must voice that violence and abuse are not welcome here. The women of Guelph and Wellington County, and their families, are counting on us. It is time to speak out to end violence against women, whether that violence is domestic, teen relationship abuse, dating violence, or sexual assault.

During this past year the Board of Directors of G-W WIC has spoken out, in words and deeds. Through our fiduciary role, we have supported the agency in the important work of providing a refuge, and support services for victims of violence. We have also been active in our various sub-community groups, advocating and rallying wherever we go. We have supported fundraising initiatives and

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In our commitment to ensuring that our staff and volunteers stay current and informed to better serve women using our services a number of excellent staff trainings were offered during the past year.

Hello and goodbyes are always part of yearly reflections; the past year we said farewell to Adriana Magoulas, former manager of our Transitional Support and Housing Program, as she was appointed a Justice of the Peace. We were thrilled for her new opportunities and pleased to welcome Jennifer Davies as the new program manager and member of our management team. We also bid farewell to Barb Wilson, Volunteer Program and Crisis Line Manager as she leaves WIC to pursue a Masters of Social Work degree. We will miss the compassion and passion she brings to her work here and wish her all the best.

Capping off our year was the Victim Services Award of Distinction presented by Attorney-General Chris Bentley; amazing and gratifying to have the work of G-W Women in Crisis recognized on a provincial level. It has been quite a year!

Congratulations to everyone for all the incredible work we have done and continue to do. Thank you to all our staff members and to our volunteers for the outstanding support you gave us this year; thank you to the Board of Directors for their support and commitment to WIC and thanks to the community for their support and faith in us.

Sly Castaldi

"We are what we repeatedly do. Excellence, then, is not an act, but a habit." Aristotle

WE NEED YOUR HELP!

In order to become more environmentally responsible and reduce our costs at the same time, we would like to provide you with the option of receiving our Newsletters and Annual Report by email.

Please send your email address to Lillian at adminrec@gwwomenincrisis.org

Thank you.

G-W Women in Crisis does not sell or trade names from our mailing lists

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awareness events including: the Annual Dinner and Auction, Take Back the Night, the Mothers' Day Run, and others. We haven't done this alone.

On behalf of the Board of Directors, I would like to thank the incredibly dedicated staff, volunteers, and friends of G-W WIC for their tireless efforts. Without you, this community would be less than it is. I would also like to extend a special thank you to Liz Sandals MPP, an indefatigable supporter and advocate. Finally, thanks to Sly Castaldi, who lives, breathes and thinks the agency – for Sly, the role of Executive Director is not a job it is a way of life. She deserves the accolades bestowed on the agency and herself this year.

As I complete my term of office, and step down as chair, I would like to leave a message. We still have work to do. There is a choice – we don't have to accept violence against women and children – we must always speak out. Guelph and Wellington County offers an outstanding quality of life, and can be a safe and caring community for all.

Anne Charles,
Board Chair

REMINDER

If you have already sent your donation, we thank you most kindly. If not, we look forward to and thank you for your anticipated support.



Marianne's Place

Marianne's Place provided shelter services to 185 women and 99 children, totaling 284 people, between April 1, 2009 and March 31, 2010. As has been the trend for the past few years a third of the shelter service users are children. We are seeing more children enter the shelter who are the primary targets of violence and are in need of ongoing trauma support. Unfortunately there are few trauma support services for children in the community.

This past year staff had opportunity to attend a number of trainings to build their trauma support skills specifically for people with developmental disabilities; addictions and mental health concerns and with children who have experienced sexual abuse.

The shelter has also been working on implementing some preventative measures to better address different situations that arise regularly:

- ◆ In response to last year's safety assessment and addi-

tional safety concerns of this past year the shelter has increased the number of cameras it is using. Since their installation these cameras have already demonstrated their benefit.

- ◆ Additionally, as is common in a residential environment, we see a variety of illnesses that spread among residents, staff and volunteers which impacts service needs and provision. There are a number of hygiene measures we take on a regular basis, however with the anticipation of H1N1 a number of our sanitation measures were stepped up and now are easily reinitiated when there are other illness outbreaks.

185 women and 99 children sheltered in 2009-10

Rural Women's Support Program

RWSP staff supported 244 women and 25 children in the 2009-2010 Fiscal Year. 50 accompaniments were provided for women to appointments related to Violence against Women and/or Sexual Assault. 3168 Direct Service hours were provided to women across Wellington County.

3,168 Direct Service hours were provided to women across Wellington County

The RWSP staff continued to support women with awareness of the extra barriers to services for rural women; therefore accompaniments and advocacy for services continued to be an integral part the direct services RWSP provided.

Partnership is important to ensure our clients have the best services possible in the County and therefore RWSP is always looking for opportunities to partner in our local communities.

- ◆ In Central Wellington for the past two years we share

our space in the Fergus office with Family Counselling & Support Services who offer their services one day a week

- ◆ The Palmerston office continues to share space with Wellington Public Health on Tuesdays which has proven to be a successful partnership benefitting our mutual clients.
 - ◆ In Mount Forest WIC teamed up with Trellis, Community Living and VON to offer community members the opportunity to come out and talk about the needs of their community. This was a very successful event providing us with lots of information about community needs.
- Throughout the county women of all ages were provided with support and education via the Senior Women's group, various open groups, workshops and public education presentations and trainings offered by the dedicated RWSP counsellors with support and assistance from our WIC public educator.

A big thank you to our RWSP students this year who provided RWSP with a great deal of support and energy.

Property

The premises at 38 Elizabeth are now home to the Sexual Assault Centre, Transition & Housing Support, and the administration; finally all under one roof. We held an open house in the fall to show off our newly renovated space. It's been well worth all the work.

WIC received some capacity building dollars from the Ministry of Community and Social Services this past year which helped to furnish our new Community room, and Group rooms. We also were able to upgrade our

accessibility and security at Elizabeth St., and at Marianne's Place. Additionally the money paid for some fire monitoring equipment and Health and Safety up-grades at Marianne's Place. We are very appreciative when we receive these extra one-time capital funds from MCSS.

Two of our RWSP offices in the county are accessible to people with disabilities, and we continue our search for other accessible sites.

Fundraising and Finance Report

Thanks to the support of our volunteers, staff, and the generous community support, we raised \$121,101.00 in our past fiscal year.

Our auction raised a profit of \$26,372.00; our best ever! Our direct mail campaigns raised 13% of our total fundraising dollars, and Zehrs tapes continue to grow each year. We would like to thank the many individuals, clubs and organizations who organize "third party" events on our behalf. Their invaluable efforts raised 18% of our fundraising total. Special thanks to Precept Insurance Group who organized the Sunlight Music Festival with all proceeds coming to us. Additionally, we want to acknowledge generous, ongoing support and contributions from University of Guelph students

through the Vagina Monologues, John F. Ross students through their Frosty Event, Organic Meadow, Guelph Women in Networking, and Tim Hortons Aberfoyle to name just a few.

Please come out and support the 2nd annual Sunlight Music Festival on Aug. 14, 2010 at Riverside Park. (see ad on back page)

2009/10 Revenues

Ministry of Community & Social Services	\$1,955,463
Ministry of Attorney-General	334,864
Wellington County Social Services	67,425
Special Projects	134,205
United Way	44,921
Donations/Fundraising	110,192
Interest (Capital)	2,805
Gain on Property Sale	2,211

TOTAL REVENUE **\$2,652,086**

2009/10 Expenditures

Marianne's Place, Crisis Line & Volunteer Program	\$1,211,359
Transitional & Housing Support Program	262,955
Rural Women's Support Program	317,907
Sexual Assault Centre & Public Education	349,127
Special Projects	162,213
Administration	202,176
Capital	192,792

TOTAL EXPENDITURES **\$2,698,529**

A complete set of audited statements is available upon request by calling 836-1110, ext 224

Volunteer Program & Crisis Line

- In 2009, 12,991 volunteer hours were contributed to G-W WIC. This is an increase of 4590 hours from 2008 when 8401 volunteer hours were contributed.
- There were 102 volunteers involved with Guelph-Wellington Women in Crisis as of December 2009. The Crisis Line received 8096 crisis calls in 2009. This was up from 4650 calls on the crisis line in 2008; an increase of 3446 calls that were received.

We have volunteers working in the crisis line program, shelter children's program, RWSP, accompaniment volunteers, child care volunteers, board volunteers, fundrais-

ing volunteers, special events volunteers, administration, maintenance volunteers, public education volunteers, and placement students in many of our programs.

A very big sincere thank you goes out to all of G-W WIC volunteers. The contributions of our volunteers through time, energy, skill and caring to Guelph-Wellington Women in Crisis are truly appreciated. The generosity and support of our volunteers makes a very big difference. Without our volunteers G-W WIC could not accomplish what it does. Thank you!

Transitional and Housing Support Program

Our program provided support to 429 women either through individual or group programming. Women were able to create safety and transition plans, receive assistance with applications such as housing, Victim Compensation, Ontario Works or unemployment. Legal assistance was provided by offering women referrals to lawyers and support in understanding different legal interventions like bail restrictions, peace bonds and restraining orders. Accompaniments were provided by staff, students or volunteers to court, lawyer appointments, medical appointments, Family and Children Services case conferences and housing assessments amongst others. We currently have 8 women in Guelph who are supported with a home alarm through the DVERS program (Domestic Violence Emergency Response System).

THSP continues to enjoy its positive working relationship with Immigrant Services, KW Multicultural Centre,

Trellis, Guelph-Wellington Police Service, OPP, The Foodbank, St. Vincent de Paul and Victim Services as well as countless others who are dedicated to being part of the solution to end violence against women. The staff have settled into their new surroundings at Elizabeth St. and are enjoying the benefits of the bright, private and spacious building. Most importantly, the women we support have continued to comment on how much they are enjoying the new space!

We said goodbye to Adriana Magoulas who developed and managed THSP since the beginning. Her passion, dedication, experience and humour will be greatly missed. Jennifer Davies accepted the THSP Manager position in December 2009. Jennifer brings with her a background in social work, conflict resolution, mediation and fundraising.

Sexual Assault Centre

SAC celebrates 33 years of speaking out against sexual violence: locally, provincially and globally. This year:

- ◆ Two counsellors and 14 placement students from seven educational programs supported 219 women to receive counselling services
- ◆ There were 67 group and workshop sessions on a wide range of topics offered at 38 Elizabeth Street and at community locations.
- ◆ Great community participation in the Take Back the Night Rally and March and the vigil held in the Galleria at Guelph City Hall marking the twentieth anniversary of the December 6th massacre.
- ◆ Our Public Educator completed 101 educational presentations to a diversity of audiences. There was excellent media coverage over the past year.
- ◆ A Day to Celebrate Women in March brought together several community partners to provide refreshments, Indian Dance and workshops for com-

munity women to enjoy

- ◆ We contributed to provincial work through the Ontario Coalition of Rape Crisis Centres and continued to name sexual violence issues locally.
- ◆ Ministry of Attorney General honoured Guelph-Wellington Women in Crisis through their Victim Services Award of Distinction.
- ◆ We say goodbye to Zhaleh Afshar, WIC's public educator for the past three and a half years. Her creativity and community outreach raised our profile both locally and provincially and her work will leave a lasting impression on Guelph and Wellington county. We wish her well in her pursuit of a Masters Degree.
- ◆ A warm welcome to Estella Rosa Irias Giron as the new Senior Counsellor in SAC.

We continue to work for change and ending sexual violence against women and children.



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**Guelph-Wellington Women in Crisis
Program Managers: 2009 - 10**

Sly Castaldi, Executive Director

**Heather Field, Assistant Executive Director & Manager
Sexual Assault Centre**

Marla Reid, Finance and Properties

Christine Wilson, Residential Program Manager

**Jennifer Davies, Transitional Support &
Housing Program**

Jacinta Gillen, Rural Women's Support Program

Barbara Wilson, Volunteer Coordinator



WIC receives the Victim Services Award of Distinction during a presentation at the provincial legislature. (left to right) Attorney-General Chris Bentley, Anthea Millikin (WIC Board Member), Sly Castaldi (WIC Executive Director), Jennifer McLeod (Wellington Dufferin Public Health Services, our nominator for the award), Liz Sandals (MPP Guelph Wellington)