

Guelph-Wellington Women in Crisis



2010 - 2011 Annual Report

*education • information • advocacy • support •
counselling • shelter • volunteer opportunities*

Executive Director's Report

In my review of the past year I found myself thinking about change and innovation. We refreshed our Vision, Mission and Values this year, in a strategic planning process with Board, managers, staff and volunteers. The skilled leadership of Joan Riggs, of Catalyst Consulting, helped us clarify what was essential: our Vision continues to be women and children living free from violence; our Mission as a community-based feminist organization is to provide services to women and their children on woman abuse and sexual violence. The values we choose to work with include: client-centred, equity, equality, systemic change, partnerships, self-determination, safety, and conflict resolution. We believe change is possible. It was a satisfying process to build together for the future, distil, and update to ensure what we are doing continues to reflect today's changing reality.

Woven through the ongoing work of providing services to women and children in our community, we also made time to implement plans begun last year. Working with consultants we had created a social marketing and fund-raising strategy, and this year we have seen some of that work come to fruition, including an attractive, user-friendly website that we built and launched this year. Our staff and volunteer team worked with Matt French, a local web-site designer, to achieve everything we imagined in our new site. We are delighted with the outcome and hope you will look us up at www.gwwomenincrisis.org

In keeping with the idea of change and updates we finalized a new Direct Services Manual; reached a dream when we hired a part-time Human Resources Manager, Janet McGee; and won a Trillium grant that will allow us to hire a full-time Manager of Resource Development & Communications.

I had the great fortune to be involved, at the provincial level, with the work on development of a Sexual

(Continued on page 2)

Board of Directors' Report

In 1977, eight women volunteers staffed a rape crisis line at the University of Guelph. In 1980, a fledgling organization called Guelph-Wellington Women in Crisis moved to a small bungalow with room for six women and children. Later in the same year, Guelph-Wellington Women In Crisis moved to a two-story house with rooms for 12 women and children to stay at one time.

In the fall of 2010, the renovations on the Guelph-Wellington Women In Crisis building at 38 Elizabeth Street were completed and our residential shelter, Marianne's Place, provided services and safety to hundreds of women and children.

As well, the Rural Women's Support Program provided opportunities for education and advocacy, through workshops, public education presentations, open groups and training. Dedicated professional staff members grew in numbers and skills through the capable leadership of Executive Director Sly Castaldi. Sly and staff members have contributed to changes over the months and years that have resulted in the promotion of Guelph-Wellington Women In Crisis to a first class professional organization, one that provides exemplary service and support to the brave women and children of our community in terms of safety, education, information and advocacy.

In step with these advances are the noticeable increases in volunteer support, in the added sophistication of fundraising activities leading to increased financial opportunities and the obvious increase in community awareness and support. This year, the Mother's Day Run brought greater, enthusiastic participants, and the Annual Dinner & Auction for the first time ever was a "sell-out". Those of us in attendance at the auction were thrilled by the spirit of excitement and enthusiasm that permeated

(Continued on page 2)

(Continued from page 1) Executive Director's Report

Violence Action Plan. The success of the work results from tenacity and persistence of all involved; WIC played a significant leadership role. As a result of the Action Plan the Ministry of the Attorney General has committed to an increase in funding for sexual assault centres across Ontario.

Ministry of Community and Social Services (MCSS) commented as part of a routine risk assessment that "G-W WIC is a reputable organization with a long history of innovative, excellent VAW service delivery in Wellington County". In our past fiscal year MCSS awarded us additional annualized funding for the THSP and RWSP. The United Way also increased funding for SAC and RWSP.

In 2010 I was honoured to receive a Woman of Distinction award in the Public Sector category and this year I was named Honorary Chair of the event. I have been involved with Women of Distinction for many years and always delight in the great number of talented and committed women who are nominated each year in our community.

Change and newness is often accompanied by endings and good-byes. Carolyn Bethley, Administrative Assistant, retired in 2010, and Heather Field, Assistant Executive Director, will be retiring at the end of August. Between them, these two women account for forty-two plus years at WIC; the loss of this collective experience and wisdom will be deeply felt. It is the support of key people that makes my position both do-able and successful; I will miss them both immensely.

As I look back on our success this year, I also want to recognize the immeasurable contributions from WIC volunteers, staff members, and Board of Directors. The respect WIC enjoys in the community- and the awards we garner-are a result of your contributions; my thanks to each of you. Thanks also to our community partners, friends of WIC, donors and supporters who are there for us every day; we would not be able to thrive without your consistent help and encouragement. And above all, I pay tribute to the women at the heart of our mission: we exist is to provide services to women and children in our county who are experiencing woman abuse and sexual violence. The women who come through our doors and call our crisis lines every day have incredible courage and strength. I honour them and the tenacious will for a better life that brings them to us.

Sly Castaldi, Executive Director

(Continued from page 1) Board of Directors' Report

the ballroom of Guelph Place, and brought hundreds of community members, staff, and volunteers together in support of community women and children.

The Board of Directors for Guelph-Wellington Women In Crisis, through our fiduciary role, has supported the agency in the very important work of providing a refuge and support services for victims of violence. Sub committee groups have provided many volunteer hours within the areas of fundraising initiatives, preparation of agency financial reports, writing and revisions of agency policy, and, in very tangible ways, supporting management in the areas of human resources and development. All members of this Board have worked diligently to provide responsible leadership and support to the multi-faceted work of this agency.

On behalf of the Board of Directors, may I take this opportunity to thank all of our staff members, volunteers and donors for the outstanding support and dedication that each has given to our organization this year. Special thanks to Sly for her excellent professional knowledge, her respect and empathy for all who walk within our walls, and her strength of commitment and perseverance. All of these factors have resulted in an outstanding year for Guelph-Wellington Women In Crisis and excellent support to the women and children of our community. I would like to thank all of you personally for allowing me the opportunity of working within your organization and I look forward to our continuing association together in the coming year.

**Marg Donaldson
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.

Transitional and Housing Support Program

THSP supported 522 women through individual support and/or group programming. This included 63 accompaniments to court or appointments, 106 housing applications and 542 safety or transition plans. Group programming consisted of our Happy Hopefuls, Sharing our Experiences, Spirits of the Wind, and Safety Now groups. Interpreters of various languages were present in our groups as well as being booked for 103 individual appointments with women. We currently support 19 women who have DVERS alarm systems.

5,933 Direct Service hours were provided to support women and their children

In total 5,933 direct services hours were provided to support women and their children who have been affected by violence. As well, we had several placement students throughout April to March who provided group facilitation, individual support, resource development, workshops and the Bridges program between THSP and

Marianne's Place Shelter. We are truly grateful for the volunteer and student contribution!

Our community partnerships continue to flourish this year. We are pleased to co-facilitate a group called "Strengthening Families" with Family and Children Services. This is a wonderful initiative to help families learn valuable information on communication, addictions, violence, resources and positive parenting while building their community capacity. A Social Event Group was introduced to build friendships and help expand peer support. Many of the women participated in a focus group initiative in partnership with the Guelph-Wellington Action Committee in order to understand the effectiveness of various systems who responded to their experience of violence.

We were successful in securing funds to support programming from Green Shield Canada and the Rotary Club. As well, THSP benefited from some additional funds generously provided by the Ministry of Community and Social Services in order to add a 22 hour support counselor position.

Jennifer Davies, Manager of THSP

Rural Women's Support Program

RWSP staff supported 310 women and 17 children in the 2010-2011 fiscal Year. 46 accompaniments were provided for women to appointments related to violence against women and/or sexual assault. 124 crisis calls were taken at county offices and 3,655 direct service hours were provided to women across Wellington County.

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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.

Community partnership continues to be an important piece of our work and RWSP is always looking for opportunities to partner in our local communities. The Fergus office continues to share

space with Family Counselling & Support Services on Mondays and the Palmerston office continues to share space with Wellington-Dufferin-Guelph Public Health on Tuesdays. Both partnerships have proven to be a success and benefit our mutual clients.

Throughout the county women of all ages were provided with support and education via the various open groups, the senior women's group, workshops, and public education presentations offered by RWSP counselors Kim Kennedy, Kym-Su Matheson, Kim Gignac, Carol Death and Kate Crozier, with support and assistance from WIC public educator Jessica St. Peter.

RWSP supported two student placements this year, BSW student Rebecca Smart and SSW student Katerina Xintavelonis. The RWSP team is grateful for their hard work and enthusiasm. We wish them both the best of luck as they move forward in your chosen careers.

Jacinta Gillen RWSP Manager

Property

The biggest news for property is the fact that the roof does not leak, and some windows now open upstairs at Elizabeth Street, also the elevator works at Marianne's Place!!

We received some capital dollars from Ministry of Community and Social services (MCSS) which enabled us to replace the leaky roof at Elizabeth Street, and finish some final renovations in the East wing. MCSS also funded some much needed items for the shelter and some painting and windows at Elizabeth Street. The Social Housing Renovations

and Retrofit Program (SHRRP), which was part of the stimulus program, funded us for the elevator at Marianne's Place, and for new furniture/fixtures for the accessible bedrooms, audible lights, and stacking washer/dryers

We are very appreciative when we receive these extra capital dollars from our funder.

Marla Reid, Manager of Property & Finance

Fundraising and Finance Report

Through capacity dollars received from MCSS, we were able to hire a part-time fundraiser for a 6 month contract. This plus the revamping of the auction committee proved very successful.

Due to all the support of volunteers, staff and our generous community, our fundraising total for this year was \$196,962.00!! This is our best ever.

Our auction made a profit of \$37,001.00 (another best ever). Thanks to all who donated and/or attended.

"Third party" events made up 17% of our total

fundraising dollars, and we would like to thank the many individuals, organizations, and businesses who continue to support our cause through their efforts. These include Royal LePage, Tides Canada, Zonta, U of G, Precept Insurance in Guelph, Shopper's Drug Mart, Tim Horton's and Dixon Lumber in the county, to name just a few.

Looking ahead please come out and support the 3rd annual Sunlight Music Festival sponsored by Precept Insurance on Aug 13th, 2011 at Riverside Park, in Guelph.

Marla Reid, Manager of Property & Finance

2010/11 Revenues

Ministry of Community & Social Services	\$2,161,057
Ministry of Attorney-General	334,864
Wellington County Social Services	70,035
Special Projects	131,133
United Way	47,557
Donations/Fundraising	157,845
Interest (Capital)	857

2010/11 Expenditures

Marianne's Place, Crisis Line & Volunteer Program	\$1,216,143
Transitional & Housing Support Program	243,078
Rural Women's Support Program	347,613
Sexual Assault Centre & Public Education	360,541
Special Projects	254,609
Administration	235,080
Capital	193,136

TOTAL REVENUE

\$2,903,348

TOTAL EXPENDITURES

\$2,850,200

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

Volunteer Program & Crisis Line

In 2010 volunteers gave over 12,000 hours to Women in Crisis. We have several volunteers who will be receiving 5, 10 and 15 year certificates.

We had a change of volunteer managers and Barb Smith was able to spend the fall getting to know our volunteers and running a training course.

We currently have 77 active volunteers working in the crisis line program, shelter children's program, RWSP, accompaniment, child care, as board members, and in fundraising, special events, and public education.

The crisis line received 3,600 calls last year. We had two students with us who updated resource information and assisted with other administrative tasks.

Volunteers at Women in Crisis contribute to the agency in so many ways and we are very grateful! The agency could not do what it does without our wonderful volunteers. A very sincere thank you to all WIC volunteers!

Barb Smith, Volunteer & Crisis Line Manager

Marianne's Place

Marianne's Place provided shelter services to 238 people, 129 women and 109 children, between April 1, 2010 and March 31, 2011.

In 2010 / 2011 129 women and 109 children utilized the shelter

On average we maintained an occupancy rate of 84%. As in previous years there is an increased ratio of children to women using shelter services. This year the number of children receiving services is almost equal to the number of women. Another trend that occurred this past year was that the shelter was at high alert status several times for a total of almost 10

months. This was necessary as some of the women using our services presented with higher risk and safety concerns warranting additional safety measures to be implemented at the shelter.

Finally the shelter has focused our property improvements on accessibility this past year. We were able to increase the number of accessible furnishing, devices and notification systems to assist us in filling some of the gaps we had in providing full accessibility to women and children using our services.

Christine Wilson Residential Manager

Sexual Assault Centre

The Sexual Assault Centre is celebrating 34 years of speaking out against sexual violence: locally, provincially and globally!!

- ◆ Guelph hosted one of the first provincial Sexual Violence Action Plan consultations across Ontario. Minister of Child & Youth Services and Women's Issues heard service providers and professionals share their experiences and recommendations. In a second consultation the provincial government heard from fourteen women who have experienced sexual violence as they shared and spoke of their interactions with service delivery
- ◆ Sexual Violence Action Plan was released with a 4 year commitment for Sexual Assault Centres.
- ◆ 2 counsellors and 7 placement students provided individual and group counselling. 130 women received individual counselling and 74 women attended groups and workshops.
- ◆ Condom Pocket Project Summer 2010 increased awareness for at-risk youth.
- ◆ The agency bid farewell to Zhaleh Afshar and welcomed Jessica St. Peter in August 2010.

- ◆ Sexual Assault Awareness Month, May 2011: the public educator worked with students from Bishop MacDonnell and John F. Ross high schools to produce public service announcements. The video aired at the Galaxy Cinema for the month of May, Radio announcements played on Magic 106.1 and CFRU 93.3 FM.
- ◆ Great community participation for the Sept 2010 Take Back the Night March and Rally.
- ◆ The 21st Anniversary of December 6th Vigil remembered the tragic loss of life for 14 women during the Montreal Massacre of Ecole Polytechnique. The tribute honoured the women and children in Ontario who were murdered in the last year.
- ◆ 92 Public Education Activities in 2010/11

Heather Field, Manager of Sexual Assault Centre



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**Guelph-Wellington Women in Crisis
Program Managers: 2010-2011**

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 Smith, Volunteer Coordinator

Janet Magee, Human Resource Manager *hired March 2011

**Rosemary Taylor, Manager of Resource Development &
Communications** *hired June 2011

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
feedback@gwwomenincrisis.org**

Thank you.

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



(left):SlyCastaldi, Jeanne Françoise Mouè, Maria VanBommel, (centre) Laurel Broten - Minister Responsible for Women's Issues, Chris Bentley -Ministry of the Attorney General, Jacqueline Benn-John, Kim Allen (right) at the announcement that the provincial government will support the Sexual Violence Action Plan