



ENDING ABUSE. BUILDING HOPE.

2017-2018

Annual Report



kelowna
women's
SHELTER



**ENDING
ABUSE.**

BUILDING HOPE.

SERVICES

-  Accommodation, food, clothing, toiletries, transportation, and child care
-  Individual and group counselling and support for women and children
-  Twenty-four hour phone line and help with safety planning
-  Information, referrals, advocacy, and accompaniment to appointments
-  Outreach, follow-up support and educational programs for children and youth



If you need help, or know someone who does, call 250 763 1040.

kelownawomensshelter.ca

Leadership Message

Ending abuse. Building hope.

No words better capture what Kelowna Women's Shelter is all about.

For almost four decades, this organization, and its dedicated staff and volunteers, have devoted themselves to supporting women and children fleeing intimate partner violence and abuse, and educating the public about the issue.

Since we opened our doors in 1980, we've provided emergency and transitional housing, food and clothing, counselling support, advocacy, and education to countless women and children in need, from Lake Country to Peachland.

As the communities we serve experience ongoing growth and expansion, so too does the need for our many free programs and services.

Last year was another busy one for the Shelter and its team of dedicated staff. Two hundred and forty-three women and children spent at least one night in the Shelter, and our counsellors conducted more than 1,000 individual and group sessions, and responded to in excess of 750 crisis and counselling calls on our 24-hour phone line.

Thanks to unprecedented support from the federal government and many generous donors in our community, we were able to upgrade the security system and lighting at

the transition house, install a fabulous new play structure for our younger guests to enjoy, complete a variety of other building and property improvements, and secure three years of funding for the Inside/Out Violence Prevention Program for Youth.

Our staff participated in first aid and Naloxone training, and attended professional development workshops and conferences on a variety of topics including trauma counselling, self-care, second-stage housing, and providing shelter for women with pets. We also launched new annual performance planning and employee wellness programs, all part of an organizational strategic goal to cultivate a healthy, professional workplace with a focus on ongoing learning.

They say it takes a village, and that's definitely true in our case. It is only thanks to our incredible employees, and the ongoing, generous support of government and community funders, foundations, service clubs, businesses and private individuals, who consistently donate money and time that we are able to continue serving women and children in need.

On behalf of all of them, and all of us, "Thank you!"



Roberta Fidalgo
President of the Board



Karen Mason
Executive Director



Why We're Here

Kelowna Women's Shelter is a refuge for women and their children who have experienced intimate partner violence and abuse.

We offer a safe place to stay, and essentials such as food, clothing, and toiletries. We also provide confidential counselling, support, preventive education programs, a 24-hour phone line, and operate a social enterprise Thrift Store.

I feel empowered to take control of my life.

—Client

What Guides Us

Mission

End abuse. Build hope.

Vision

A community in which everyone treats each other with dignity, respect, acceptance, and compassion.

Core Values

- **Feminist/Women-Centred** – We are committed to respectful, compassionate, non-judgmental, and empathic interactions with clients, co-workers, volunteers, and others.
- **Professional** – Our team pursues ongoing learning and professional development, respects confidentiality, follows organizational policies, acts with integrity, and advocates for the organization and its clients.
- **Collaborative** – We partner with colleagues and others, share knowledge, maintain a positive attitude, and apply a creative, problem-solving approach to challenges.
- **Results-Driven** – We set clear goals, act decisively, exceed expectations, focus on what matters, get things done, follow through, and recognize and celebrate successes.

Strategic Goals

1. Increase funding diversity and sustainability.
2. Better serve women and families.
3. Cultivate a healthy, professional workplace.

The Shelter offered me a safe place when I needed it.

—Client

What We Do

Housing

The Shelter provides emergency and transitional housing in the transition house, which includes eight comfortable bedrooms, a shared kitchen and living space, and plenty of outdoor space. Residents can access food and other essentials, counselling support, and help with transportation and childcare.

WISH (Women in Supported Housing) on the adjacent property offers second stage housing to up to four women in a shared living environment.



Outreach And Support

Women don't need to stay at the Shelter to benefit from our support services. The Outreach program provides free, confidential counselling for women, at the Shelter or in a safe place in the community. We also offer drop-in support groups on Wednesday evenings and Thursday afternoons (childcare is available).

Children's Programs

PEACE (Prevention, Education, Advocacy, Counselling and Empowerment) is a psycho-educational program available to children who have witnessed family conflict and change.

The Inside/Out Violence Prevention Program for Youth is a multi-week, school-based program that educates children and youth about healthy relationships, self-esteem, and how to deal with emotions. Facilitated by practicum students from the University of British Columbia masters in social work program and the Okanagan College human service work program, and overseen by a program coordinator, Inside/Out aims to stop the cycle of violence before it begins.

24-Hour Support

The Shelter operates a 24-hour phone line to provide support and information, seven-days-a-week.



Thrift Store

The Kelowna Women's Shelter Thrift Store is a social enterprise which raises funds for the Shelter, and supports Shelter clients, and others in need in the community, through a voucher program which allows them to shop for free.

How You Help



I am no longer broken! I am equal to all and worthy.

—Client

From our many dedicated volunteers who help with events, Thrift Store donation processing, child care, administrative tasks, social media promotion, yard work and housecleaning, to the individuals, service clubs, corporations, government agencies and other groups that show support with much-needed financial contributions, there are so many ways the community helps Kelowna Women's Shelter.



My self-esteem was returned to me. I can accomplish anything now. Thank you!

—Client



Remembering Anne Spelliscy

Of the many who support Kelowna Women's Shelter every year, Anne Spelliscy was a true inspiration.

For 10 years prior to her death in November 2017, Anne, who lived with ALS, orchestrated a remarkable giving campaign called Live Love Laugh from her bed.

Along with the support of family, friends, caregivers and local businesses, she put together thousands of HUGE toiletry bags for Shelter residents and clients over the years.

Her commitment to the women and children served by KWS inspired us every day and created a lasting legacy of love and hope. In fact, her family recently launched the Anne Spelliscy Legacy Fund through the Central Okanagan Foundation in order to continue raising money for the Shelter in her memory.

Donations At Work 2017-2018



215
Volunteers



5,851
Bed Stays



552
Participants in
Child and
Youth Programs



1,000
Individual / Group
Counselling Sessions





11,000

Donated Hours



243

**Women and
Children Housed**



17,553

Meals Provided



770

**Crisis and
Counselling Calls**



\$11,480

**Thrift Store Merchandise
Given Away**

The counsellors were very helpful, and it was a warm, friendly environment.

—Client

Latest News



Collaborative Research

A groundbreaking collaborative research project between Kelowna Women's Shelter and University of British Columbia – Okanagan is exploring the connection between intimate partner violence and traumatic brain injury (TBI) in an effort to find ways to better support women who've been abused.



OKANAGAN

TBI can create a range of challenges in addition to those already experienced by survivors of intimate partner violence. Confusion, headache, dizziness, memory loss, balance issues, problems accomplishing tasks, and attention issues are

just some of the implications which can make moving out of trauma and into a life free of abuse even more difficult.

Research results to date indicate most survivors have experienced at least one traumatic brain injury at the hands of their partner, yet organizations that work with women are generally not trained to spot the signs or symptoms of concussion, and do not take it into account when providing service or training staff.

It's hoped this research project will help address gaps in knowledge and awareness, and spark the development of valuable educational and assessment tools to support survivors of violence and those who work with them.



Sheltering Pets

Pet owners will be the first to tell you their furry friends are important members of the family.

When it comes to intimate partner violence and abuse, pets can play a key role in a woman's safety, particularly if her partner has hurt, or threatened to hurt, the family pet. Research shows 56% of women who left an abusive relationship delayed their departure because they were worried about the safety of a pet. Forty-seven per cent said they would have left the relationship sooner if they'd been able to take their pet to a shelter with them, and more than 30% considered returning to their abuser because he had her pets.

That's why Kelowna Women's Shelter launched a pilot project in early 2018 to provide shelter to pets.

We also continue to work collaboratively with the Kelowna branch of the BC SPCA who will provide temporary compassionate care to pets of women staying at the Shelter when they have no other option.

Television PSA

Kelowna Women's Shelter marked Prevention of Violence Against Women Week 2018 by challenging men to take a greater leadership role in ending intimate partner violence and abuse.

The Shelter produced a television PSA which depicted boys and young men in a variety of scenarios with the girls and young women in their lives, and ended with the message boys who are taught to respect girls will become men who respect women.

The 30-second PSA featured all local acting talent and was produced by the team at Global TV Kelowna. Kelowna Women's Shelter distributed it free of charge to other women's shelters and transition houses across BC and Canada in order to help them spread the anti-violence message to the communities in which they operate.

Being able to bring your pet is outstanding. Five stars! It made me able to have a more positive outlook, which really helps.

—Client

Central Okanagan Emergency Shelter Society Statement of Financial Position

As at March 31, 2018

	2018	2017
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Assets		
Current		
Cash	833,676	524,821
Accounts receivable	7,093	5,476
Prepaid expenses and deposits	2,757	1,934
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	843,526	532,231
Capital assets (Note 3)	969,202	897,762
Restricted cash (Note 4)	1,659,200	1,208,000
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	3,471,928	2,637,993
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Liabilities		
Current		
Accounts payable and accruals	104,306	97,173
Deferred shelter enhancement contributions - current (Note 5)	32,338	23,095
Deferred contributions (Note 6)	229,236	226,195
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	365,880	346,463
Deferred shelter enhancement contributions (Note 5)	649,999	589,356
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	1,015,879	935,819
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Contingencies and commitments (Note 8), (Note 11)		
Net Assets		
Invested in capital assets	389,086	285,310
Unrestricted	407,763	208,864
Internally restricted strategic investment reserve	1,459,200	1,008,000
Internally restricted operating reserve	200,000	200,000
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	2,456,049	1,702,174
	<hr/>	<hr/>
	3,471,928	2,637,993
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Central Okanagan Emergency Shelter Society Statement of Operations

For the year ended March 31, 2018

	2018	2017
Revenue		
BC Housing / Transition House	582,609	567,378
Bequests	451,200	51,620
Donations	314,258	193,853
Thrift Store	270,810	236,865
Fundraising	122,088	153,096
Gaming revenue	85,775	75,350
Ministry of Justice / Children Who Witness Abuse	79,660	77,258
Shelter enhancement contributions recognized	32,338	24,483
United Way	21,754	21,242
Shapiro Funds	20,000	20,000
Interest	19,634	5,394
Rental income	8,859	5,721
Tree of Hope	1,833	677
HRDC Summer Student Program	-	4,736
	2,010,818	1,437,673
Expenses		
Salaries and benefits	924,779	958,200
Advertising	59,367	58,871
Office	46,794	34,276
Amortization	45,222	34,740
Repairs and maintenance	37,786	41,433
Rent	35,733	33,685
Professional fees	21,527	19,588
Utilities	17,413	16,107
Food	14,573	20,614
Insurance	11,080	15,769
Interest and bank charges	10,629	9,805
Telephone	6,705	7,321
Program expenses	6,573	8,158
Staff travel	5,674	4,935
Professional development	4,797	3,717
Trauma therapy	4,182	1,128
Meals and entertainment	2,134	1,300
Program and staff development	1,975	1,985
	1,256,943	1,271,632
Excess of revenue over expenses	753,875	166,041

Who We Are

Current Board of Directors

Brenda Ridgely-Ketchell, Director

Chair – office administration department,
Okanagan College

Diane Power-Jeans, Director

Counsellor

Jeffery Peterson, Secretary

Lawyer

John Pereira, Director

Assistant store manager – London Drugs

Margaret-Ann Gfeller, Director

Regulated Canadian immigration consultant

Roberta Fidalgo, President

Human resources executive

Shannon Lloyd, Treasurer

Accountant

Sylvia Weir, Director

Corporate director – business integration,
Interior Health



I am absolutely revived! I feel like an eagle! Soaring.

–Client

Kelowna Women's Shelter is funded in part by:



B Family Foundation

Proud member of:



24-hour phone line 250 763 1040
Telephone 778 478 7774
Fax 250 763 3695

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Kelowna, BC V1Y 9H2

kelownawomensshelter.ca