



WOMEN'S
RESOURCES

Women's Resources of Kawartha Lakes

Shelter, Support & Referral for Abused Women & their Children



ANNUAL REPORT 2021 - 2022

Women's Resources of Kawartha Lakes

Mission

Working with the community to provide services and support for abused women and their children and to provide opportunities to end violence against women.

Vision

Safety, Empowerment and Equality for all Women

Charitable Number: 12981 8613 RR0001

Board of Directors 2021-2022

Chair: *Jane Chapman*

Vice Chair: *Jennifer Lee*

Treasurer: *Peggy Taylor*

Secretary: *Kris Nelson*

Lynette Itzstein, Tonya Kraan, Andrea Lally, Mary-Kay Lang-Lee, Shirley Norman, Teresa Nottingham, Joanne Waite, Monica Webber

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Programs and Services are possible through the funding from our partners:



Chair's Report 2021-2022

It has been a long and difficult road through the pandemic. We are fortunate to have an Executive Director who continually demonstrates superior leadership and always goes above and beyond for the organization. It is this leadership, a strong management team and a dedicated, hard working staff that have got us through the pandemic. Your resourcefulness and commitment is to be commended.

It is my privilege to be the Board Chair of this organization, and to be able to work with such a talented and caring group of women on the Board. Unfortunately, this year we have lost several board members for various reasons. Sometimes life just gets in the way and we have to make choices. We will have six new members joining the Board this year bringing our total number of board members to 13.



Jane Chapman
Chairperson

Advocacy can be defined as any action that speaks in favour of, recommends, argues for a cause, supports or defends or pleads on behalf of others. I believe that any time the Board has the opportunity to advocate for staff or the women we serve, is time well spent and a vital role of the Board. Advocacy relies on facts and emphasizes joint solutions. Thank you to the staff who have helped us with the facts and suggestions for solutions. This year we have achieved the goal of advocacy being an integral part of the board's responsibilities.

The Advocacy Task Group has been actively working on several endeavours. This committee has board, staff and community members working together. Kris Nelson, Board Secretary produced a detailed flow chart of abuse which shows all the systems that are involved when a woman is abused. We hope to add costs to this chart and make it available for educating the public and politicians. A letter to the Attorney General advocating for more funding for Court Support Services resulted in an increase in funding from \$16,000 annually to \$48,000. Recently letters have been sent advocating for changes in the Legal Aid system and Bill 124, noting the impact it has on staff. A sub-committee of the Advocacy Task Group that includes both staff and board representation, formed to research Pet Services for women fleeing violence and what these services would look like for WR. I am excited about the progress that we have made and look forward to the next steps. Another sub-committee that has formed out of the Advocacy Task Group is the Capital Campaign for our Second Stage Housing at 30 Logie Street, Lindsay, ON.

The Governance Task Group was put on hold briefly due to lack of membership. Some of our new board members have excellent skills in this area and we are anticipating a busy year ahead.

I am thrilled that the Board was in a position this year to approve the implementation of the full salary compensation and pay equity as recommended in our HR study and to implement a pension plan. This was a big step toward achieving wage equity for staff, that traditionally have been under paid. Our staff deserve to be paid fair market value salaries. The Board appreciated the gratitude and thanks which the staff expressed.

Last but not least, a big event this year was the purchase of 30 Logie Street, Lindsay. This building and property will become WR's Second Stage Housing. It is going to be a busy but exciting year ahead as we move forward with the planning and renovations. Thank you to Lori Watson, Executive Director, as well as the Property and Planning Committee made up of both staff and board members, that negotiated the purchase, secured funding, hired consultants, worked on the design, and will continue to oversee the project until we open our doors. This is an enormous project which staff have added to their already busy schedules.

I would like to thank the Board and all of our volunteers for the time you give to Women's Resources to help us work toward ending violence against women. All of you make a difference. The staff and Management Team continue to amaze me with your commitment and work ethic. All of you should be proud of your achievements.

On behalf of the Board, thank you to Jackie Chahley, Executive Assistant and Lori Watson, Executive Director for the support you provide to us.

ED Report



*Lori Watson,
Executive Director*

As I walked down the halls today it was great to see that women are finally coming into the office for appointments after two years of phone or Zoom meetings. There is no substitute for the warmth, strength, compassion and energy that staff share when meeting with a woman face to face. We are still maintaining strict COVID protocols in the shelter in keeping with the Ministry of Health and Province of Ontario guidelines for congregate living environments and have managed to avoid a COVID outbreak.

This has been a very busy year for WR as we began the relocation of our second stage housing from Fenelon Falls to Lindsay. After looking at many properties, we found an ideal location at 30 Logie Street in Lindsay. We plan to convert the upper floor of the building, which was previously used as a church, into six residential units for abused women and their children. There will be a combination of one and two bedroom units. The lower floor will be designated for

counselling and programming space for the residents. Our offer was accepted on the building, however it was not properly zoned for multi-residential. So, we embarked on the lengthy and challenging re-zoning process. We held an informal community meeting with our neighbours and received much support for the project. There were no community objections raised when the proposal went to Council. How times have changed from when we tried to open the first shelter in Lindsay amidst strong opposition from the community!

Timing is everything and the announcement of funding for Shelter and Transitional Funding from Canada Mortgage and Housing was announced shortly after our purchase. We hired Tim Welch Consultant to assist us with the CMHC application. We engaged the architectural services of Glenn Wilcox who has worked on many projects for WR and contracted with Carbon Contracting for the construction aspect of the project. The total cost of the project is estimated at 2.5 million dollars and we will be working through grants/proposal applications, fundraising events and a Capital Campaign. We hope to begin construction in the late fall of this year with occupancy in the spring or fall of 2023.

We said goodbye to Rebecca Irvine Coordinator of Vicky's Values this year as she relocated down east. Becky gave us 10 years of dedicated service and did a wonderful job managing Vicky's and increasing sales to over \$200,000 a year. But when one door closes, another opens and this gave us an opportunity to incorporate feedback from volunteers, review the staffing structure at Vicky's and to pilot a new 'team model' where staff have their defined roles but all have input into the operation of Vicky's. This model has been working well as reflected by our community support and the significant increase in sales. Due to COVID rapid testing requirements, we are still not at full capacity with our volunteer complement and our recognition activities but hopefully 2022 – 2023 will be the year we can put COVID behind us.

Change is never easy and COVID complications on top of it has made our life at WR unpredictable. I commend the staff for their resilience and their commitment to the organization. I would also like to take this time to thank this Board for their leadership. The compensation increases they awarded this year is reflective of the Board's ongoing support, commitment and belief in our staff and finally, we have achieved Pay Equity!

Looking forward to a busy and exciting year ahead!

Capital Campaign Report



OPEN THE DOOR CAPITAL CAMPAIGN

Second stage housing provides short-term private apartments for women, with or without children, rebuilding their lives after abuse or domestic violence. Women can live there for up to two years, and rent is income-based. While living in second stage housing, women receive supportive counselling, parenting support, and 24-hour telephone support.

If you would like to make a financial donation to our capital campaign to help Open the Door to safety for women fleeing abuse please contact Carolyn Fox, Fund Development Coordinator at cfox@womensresources.ca

“Logie Street...Living Without Fear.”

HR Committee Report

Committee Members: *Shirley Norman, Chair, Andrea Lally, Mary Lang, Teresa Nottingham, Lori Watson, Executive Director*

The work of all committees at Women’s Resources, including the Human Resources Committee, was again impacted by COVID, as everyone coped with staff and client illness. All meetings, as in the previous year, were held virtually.

As this will be the last year for our current strategic plan, we look forward to completing the committee’s goals as outlined in this plan, as well as assisting in creating the new document that will direct everyone forward at Women’s Resources.

As in previous years, the committee created an annual work plan, which we used as guidance for committee actions throughout 2021-22. This plan directed the completion of our equity project, addressing our pay equity responsibility and competitive level salaries. This year, we were also able to offer all permanent employees a pension plan, aiding our efforts to give our employees more stability, and to make Women’s Resources a competitive employer.

The committee continued to examine all policies of Women’s Resources on an ongoing basis, including the new “Disconnect from Work” policy, as well as our COVID-19 policies, Work from Home Policy and Mandatory Mask Policy. As part of the ongoing succession planning and the Gender & Wage Equity Program, all managers took part in management effectiveness and leadership skills development assessments and reviews.

Throughout the year, the committee continued its responsibilities to support the Executive Director in all areas of Human Resources, including the Healthy Workplace and Equity Committee.

None of this work would have been possible without the assistance and guidance of our experienced Executive Director, Lori Watson, and her Executive Assistant, the ever-resourceful Jackie Chahley. The work of both these women continues to lead and sustain all the efforts of Women’s Resources, including the H.R. Committee.



*Shirley Norman
Chair*

Finance Committee Report

Committee Members:

Peggy Taylor, Treasurer, Tonya Kraan, Mary Lang, Diana Ingram, Lori Watson

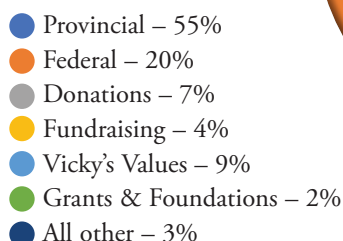
The Committee met on a monthly basis to review the operating statements. The committee also monitored the expenditures related to the Canada Emergency Wage Subsidy (CEWS) carryover of \$463,000 from 2020-2021. Approval was given to move the five-year compensation plan to the current year, and to implement an employee pension plan, which was also part of our Strategic Plan. The financial effect of this decision amounted to \$267,000 of the \$463,000. The remainder of the CEWS carryover was spent on retro fitting the Anti Human Trafficking area within the shelter, upgrades to improve our client database system, and replacement of our outdated server.

The Board retained the services of My CFO this year to help streamline and assist with our financial procedures and processes. The following outcomes were achieved:

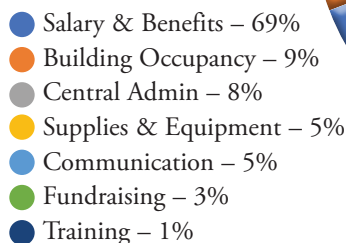
- Chart of Accounts was realigned to reflect a more logical order
- The Accounts Payable/Receivable process was mapped to show gaps, duplications and areas of financial risk
- Approval processes were implemented to be consistent with financial policies
- AP/AR processes were reconfigured and an electronic approval and payment system was developed
- A Visa form was created for Managers to reduce time spent on balancing Visa's
- Paper flow was reduced as invoices are now attached electronically to QuickBooks
- Financial reports were restructured to make them easier to follow and reviewed by the Finance Committee
- Payroll processes were reviewed and reorganized to increase efficiency
- Payroll summary template was revised to decrease potential for error by adding additional checks and balances.

The Finance committee also recommended to the Board that they establish a dedicated Human Resource Reserve fund at yearend consisting of two years payroll to provide ongoing funding of the compensation and pension increases awarded to staff.

SOURCES OF REVENUE 2022



EXPENDITURES 2022



The focus of the upcoming year will be to ensure that the Capital Campaign for Logie Street achieves its objectives and to monitor the ongoing expenditures for Logie Street to ensure compliance with the projected budget.

A sincere thank you to Diana Ingram, Finance Director and Denise McCue, Accounts Payable/Receivable & Payroll Coordinator for their continued dedication and commitment over the past year.

Fund Development Report

2021 began with yet another COVID wave and government restrictions. Our public fundraising events had been on hold since March 2020 so we were optimistic when things improved later in the year with the vaccine rollout and the provincial reopening plan underway during the summer and fall. Facing the challenging goal of raising \$500,000 to help maintain programs and services, we cautiously carried on and here's the results:

Our Marquee Event featuring Dean Brody took place on March 26, 2022 after rescheduling 4 times throughout the previous two pandemic years. For many, it was worth the wait. We discovered that our community LOVES Country Music so the concert was wildly successful netting \$22,200. THANK YOU to our generous sponsors and supporters for your patience and understanding.

Our Annual CASH PLUS RAFFLE! was also very successful with \$25,000 raised, our best year ever. First Prize was \$5,000, Second Prize \$1,500 and Third Prize was a \$1,000 Gift Card from Kawartha Home Hardware Group of Stores (our grateful thanks!). Contactless ticket purchase was still the preferred method.

Our Direct Mail Campaign sent out in May and November raised \$56,000 with thanks for many repeat donors. We were the recipients of \$78,000 from bequests, a testament to Women's Resources excellent reputation to be included in legacy giving. Our Board ran a Golf Tournament that took place in September 2021 raising over \$11,000 with the help of an enthusiastic committee. Unsolicited donations exceeded \$60,000 and we must again thank our generous community for this as well as for funds raised through Third Party Events, Grants and Foundations.

Vicky's Values, our gently used clothing and housewares retail store bounced back from the years of COVID closures and restrictions to raise \$275,000. Exceptional and abundant donations of quality items from the community allow us to keep our racks and shelves well stocked. Our store is run by dedicated volunteers and an incredible Staff Team. Kelly, a part of this dynamic Team on a recent Lindsay Advocate Podcast interview said, "this is the best job I've ever had. It's so much more than a service to the women and our community, it is a life." Can't get much better than that!

We have also undertaken an exciting new project in our 2022/23 fiscal year - a Capital Campaign to help finance the renovation of the building we purchased in 2021 on Logie Street in Lindsay for our new Second Stage Housing Program. We hope to be open and operating by the fall of 2023. Stay tuned for more about this venture as our vision comes to life with the help of our community supporters.

In closing, I must thank all those who made our fundraising efforts so successful. First, our dedicated volunteers including our Board who are always available to step forward and help when needed. A huge THANK YOU to Maggie, my Fundraising Assistant who is invaluable, performing the daily tasks that complete our fundraising world. And of course, to our generous community – without their support, many programs and services would suffer greatly. THANK YOU TO ALL!

Carolyn Fox
Fund Development Director



Above: Dean Brody, WR Marquee Event, March 26, 2022.



Above: Tonya Kraan, Board Member, selling CASH PLUS RAFFLE! tickets at the Lindsay Mall.

Safety & Resilience

Women's Resources provides safety planning for women. All services are free and confidential.

Residential Services

VICTORIA'S WOMEN'S SHELTER

Victoria's 20 bed shelter provides emergency short-term shelter and support. The crisis support line operates 24 hours a day.

Women sheltered in 2022: 45 Children: 15

Average Occupancy 50.1%
(Reduced due to COVID-19)

Women sheltered since 1992: 2854 Children 2293

Victoria's provides a safe confidential shelter and a supportive environment that allows women to make informed choices about their future. The facility, programs and services give support and care for children, helping to heal the damage caused by experiencing or witnessing violence and abuse.

Crisis Support Calls in 2022: 1482

Crisis Support Calls since 1992: 39,584



AMY'S NEXT STEP HOUSING

In the Spring of 2021, the building known as Amy's Second Stage Housing in Fenelon Falls was sold. In November 2021, WR purchased a building on Logie Street in Lindsay that will be used for 2nd Stage Housing. Renovations to this building and property will be starting late Fall of 2022 with an estimated completion date of Fall 2023. Relocating this service to Lindsay, will enable residents to have greater access to the services they need.

Women served in 2022: 3 Children: 6

Women served since 1993: 419 Children: 474

Occupancy Rate: N/A
(Reduced due to COVID-19)

Community Services

COUNSELLING & COMMUNITY SERVICES

Women's Resources provides individual counselling to women in the community who have been abused or are in an abusive relationship, including sexual abuse. Individual sessions focus on how experiences of abuse affect their daily life and well-being. In addition, support groups are offered on a regular basis. Women are also assisted with finding community resources, such as housing, to help them transition to a new life.

Women served in 2022: 335

Women served since 1993: 17,231

COUNSELLING FOR TEENS

Counselling for teen girls and boys, ages 12 – 16 who have been exposed to abuse is available. Individual sessions explore issues that are unique to youth to develop positive self esteem and healthy relationships during these challenging years.

Teens served in 2022: 24

Teens served since 2007: 457

CHILD WITNESS

Children who see violence in their homes need help to heal the damage. Studies show that witnessing violence leads to significant psychological, physical, social and emotional trauma, as well as learning difficulties. Children could be at risk of continuing the cycle of violence. In a safe and structured group environment, children are able to express their feelings about violence in their lives. Through role modeling and play, children learn healthy ways of resolving conflict. Their mothers attend a separate group to gain information and support on how best to help their children.

Women served in 2022: 11 Children: 22

Women served since 2000: 580 Children: 927

ANTI-HUMAN TRAFFICKING PROGRAM

In 2020 the Ministry of Children, Community and Social Services provided funding for a five year program for victims of human sexual trafficking. Education and outreach services are delivered to adults and youth who are at risk of victimization or becoming perpetrators. With one to one support, survivors are supported for a three month period with housing life skills and job training to break free from the "revolving" door cycle of trafficking. In addition, the program provides education and support to youth who are at risk of becoming victims.

Women served in 2022: 9

Youth Served: 24

Women served since 2020: 9

Youth Served: 24

Safety & Resilience

Women's Resources provides safety planning for women. All services are free and confidential.



EDUCATION & RESOURCE LIBRARY

By raising community awareness we can make a significant contribution to reducing incidents of woman abuse. Women's Resources provides educational and informational support to the community through the media, public speaking engagements, agency website and the resource library.

The resource library is open to the public (Mon – Fri 9 – 4 pm) and resources may be signed out free for a period of two weeks.

FAMILY COURT SUPPORT

Through funding through the Ministry of the Attorney General, Women's Resources began providing family court support to women in 2018. Our Family Court Support worker provides women with one to one support in helping them to navigate the complex family court system. In addition our FCS worker can assist women with obtaining legal support.

Women Served in 2022: 108

Women Served since 2019: 619

BRIDGES OF KAWARTHA LAKES

Women (16+) who have experienced abuse or violence have access to multiple service providers at one location. Services include: applying for social assistance and housing; safe shelter; counselling; information on family court; making a police report; parenting support, safety planning, medical consulting, and more.

Women served in 2022: 15

Women served since 2017: 317

VICKY'S VALUES GENTLY USED CLOTHING STORE

Vicky's Values is Women's Resources' gently used clothing and house and home store. The generous donations from the community and all store proceeds help in supporting our services. Women who are receiving services are provided gift certificates to purchase the clothing and housewares they may need.

Due to COVID 19 over the last year, we have not been able to have our volunteers in the store or warehouse on a regular basis, and have had to close the store to the public on numerous occasions. The staff took this opportunity to revamp the layout of the store and products, and made significant positive enhancements. The dedication, hard work and efforts from both staff and volunteers are greatly appreciated. Vicky's Values would not be a success without these women.



VOLUNTEERS

Volunteers are the cornerstone of Women's Resources. We rely on their dedication and commitment to support the services we provide.

Volunteers in 2022: 88

Volunteer hours in 2022: 10,361

Total volunteer hours since 1992: 267,456

Fundraising Events

Women's Resources

CASH PLUS RAFFLE!

1st Prize – \$5,000

2nd Prize – \$1,000

3rd Prize – \$500 in Gas Cards

Tickets on sale October 17
\$10 each or 3 for \$20

Draw February 17, 2023

Only 4,500
tickets
printed

She Sparkles



She Shines

EXTRAORDINARY WOMEN
OF KAWARTHA LAKES

Stay tuned for new date!

Recognizing women who have made an extraordinary contribution to the improvement of the quality of life in our community. See previous award recipients on our website www.womensresources.ca under Events.



Our Marquee events have helped to increase Women's Resources profile in the community and raised more than \$177,000 to support our programs and services.

THANK YOU to all of our sponsors and supporters!

Women's Resources **Milestones**

- | | |
|------|---|
| 1983 | Women's Resources began when local women recognized the need for community awareness and education around the issue of woman abuse. |
| 1989 | Incorporates as a non-profit charitable agency. |
| 1990 | Successful in receiving funding for an 18-bed shelter. |
| 1991 | Resource Centre opens. |
| 1992 | Victoria's 18-bed shelter and 24 hour crisis line for abused women and their children opens, the first in our community. |
| 1993 | Amy's Next Step Housing, Community Outreach and Vicky's Values Gently Used Clothing Store opens. |
| 2000 | Child Witness Program and Community Support Program begins. |
| 2004 | Successfully complete the Capital Campaign and relocation of the shelter to a spacious, accessible and child friendly facility. |
| 2005 | Vicky's Values Gently Used Clothing Store relocates to 50 Mary St. W. in Lindsay. |
| 2007 | Women's Resources instrumental in the start up of the Kawartha Lakes and Haliburton Domestic Violence Co-ordinating Committee to provide an integrated service response for abused women. |
| 2014 | Women's Resources celebrates 25 years of supporting the community. |
| 2015 | Vicky's Values expands warehouse space & begins accepting textile donations for recycling. |
| 2016 | Lead agency on the development of Bridges of Kawartha Lakes and active member of the police-led Situation Table. |
| 2019 | Women's Resources celebrates 30 years of providing services and support to the community. |
| 2020 | Women's Resources adapted and overcame the challenges of COVID-19 to keep the women we serve, the staff, and the volunteers safe while continuing to provide our essential services. |
| 2021 | Amy's Apartment in Fenelon Falls sold and search for new building in Lindsay for Second Stage Housing. |
| 2022 | Purchase of 30 Logie Street in Lindsay for relocation of Second Stage Housing. |

Working Together Supporting Women
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