



WOMEN'S
RESOURCES

Women's Resources of Kawartha Lakes

Shelter, Services & Referral for Abused Women & their Children



ANNUAL REPORT 2022 - 2023

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 2022-2023

Chair: *Jane Chapman*

Vice Chair: *Jennifer Lee*

Treasurer: *Peggy Taylor*

Secretary: *Kris Nelson*

Andrea Lally, Denise Williams, Janette Woolley, Janice Kennedy, Johnine Harris, Kimberly Cook, Sam Itani, Shirley Norman, Tonya Kraan

Table of Contents

Chair's Report.	1
ED Report.	2
Finance Committee Report	3
HR Committee Report	3
Advocacy Committee Report.	4
Governance Committee Report	4
Fund Development Report.	5
Programs & Services	6/7
"Open The Door" Capital Campaign	8
Women's Resources Milestones.	9

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



Chair's Report 2022-2023

Once again, I feel privileged to be Board Chair. The expertise, dedication and commitment to our Agency goals from staff and board is outstanding. This year staff and board have worked together on several committees and projects: Capital Campaign, Pet Service and Finance. As well, our Board Secretary, Kris Nelson and Executive Assistant, Jackie Chahley developed a new document management system through Google for the Board to access and trained the board members on this new system. This collaboration demonstrates growth in our organization. I have seen the mutual respect between board and staff and the ability to work together to achieve a common goal, while maintaining clear boundaries between operations and governance.

The Board works continuously on its development as a team and internal communication. Building good working relationships requires trust, respect, self-awareness, inclusion and open communication. Teamwork is essential to embrace change, create and innovate. When people see the successes of working together in this way, group morale and productivity soars. Everyone has to be invested in building and maintaining these relations. Open communication is one of the easiest ways to build strong relationships in the workplace. It ensures that everyone has a chance to share their opinions, ideas, complaints, questions and feedback. For some it may mean stepping outside of your comfort zone and finding your voice. Promoting open communication is up to all of us and all voices matter.

This year has been exciting to see the dream of our Next Step Housing becoming reality. It has been an enormous undertaking. Thank you to our ED and Management Team for your tireless dedication to go above and beyond and for how you have managed the extra workload. I want to thank the staff and volunteers at Vicky's. You are amazing at what you have achieved and the women and their children we service benefit from your work. Congratulations on your 30th anniversary! Thank you to all the staff for the great work you do.

The Board is an amazing group of women with so much to offer and it is a pleasure to work with all of you. Thank you for your contributions. The Board Executive has been together for four years and is a cohesive, supportive group that does whatever is needed to get the job done. I look at it as a "well oiled machine". Thank you for being on this journey with me.

Last but not least thank you to Lori Watson, ED for her leadership, knowledge, dedication and continuous hard work. It is such a joy working with you Lori. I like to think that the positive relationship we have built has contributed to the success of Women's Resources. I look forward to what the next year brings.



Jane Chapman
Chairperson



ED Report



*Lori Watson,
Executive Director*

It has been an adventurous year at WR and I would like to acknowledge and highlight some of the many achievements this past year. We have been busy with the development of Logie Street as our new second stage housing program. Working closely with Tim Welsh Development Consultant, Glenn Wilcox, Architect and Carbon Contracting, we have developed a layout that will be well suited to the needs of women and their children. In November 2022 we launched the public phase of our “Open the Door Campaign” to raise \$500,000 to support the reconstruction of this facility, and at this point we are just over half-way to our goal. These funds are needed to make up the shortfall from funding received for the project and will allow us to “Open the Door” on time in late fall 2023.

Vicky's Values, Thrift Boutique is celebrating its 30th anniversary this year and it is incredible to see how the service has grown over the years. Vicky's Values revenue supports the many services we provide at WR and will be a significant contributor to the operating costs of Logie Street when it opens. Vicky's now has a staff team of four with over 80 volunteers supporting the store. Thanks to the Trillium Foundation we were able to hire a Volunteer Coordinator on a two-year contract to help support our very active and busy volunteer program at Vicky's. Thank you to all the staff at

Vicky's – Kelly Stockdale, Sam Dukovic, Helene Waddell, Keara Pagnello, Melissa Bowins and Sharon Benoit for their creativity, innovation and determination to make Vicky's the best Thrift Boutique in CKL!

Another exciting initiative has been the development of a subsidized legal support program. Kirsten Hansen, Court Support Worker and Bella Alderton, Program Director have developed a collaborative partnership with the law firms of Russell Alexander, Blake Jeffries and Sherry Bailey to provide legal consultation and court support over at reduced rates to women in need. WR will provide the funds to subsidize these legal costs through fundraising and grant proposals. It is unfortunate that our legal aid system does not provide the help that women need but we are very excited that our staff identified a need and were persistent and ‘made it happen’.

Another move forward for our women is a partnership with Scotiabank whereby women who are victims of abuse will be supported by staff at Scotiabank to work toward financial security and independence. This is just another example of innovation from one of our staff, Sarah Carter, Anti-Human Trafficking worker who researched this initiative and advocated for it to come to our local Scotiabank.

It was a very sad year at WR as we lost one of our long-term staff, Dianna Becking, Children's Worker. Dianna came to us in 1999 from Chimo Youth and Family Services. There was never any question how much Dianna loved her job and how much working with the children and moms meant to her. She was instrumental in getting our children to participate in the Dreams Take Flight program where kids from the shelter and Amy's were able to attend Disneyworld. She was a huge advocate for our program and the loss of her energy, enthusiasm, tears and laughter will be felt for many years. We extend a warm welcome to Meaghan Parker and Kathleen Hales who are our new Child and Youth Counsellors.

There is no doubt that the work we do here at WR changes women's lives in so many ways . Our success in helping women is the result of the dedication and commitment of all our staff who always go over and above to be there and advocate for what is needed. Thank you all for everything you do!



Finance Committee Report

Committee Members: *Peggy Taylor, Treasurer, Tonya Kraan, Johnine Harris, Diana Ingram, Finance Director, Lori Watson, Executive Director*

This has been a busy year for the Finance Committee. In addition to reviewing and monitoring the monthly operating expenses of the organization, the finance committee assisted in the development of our capital fundraising campaign “Open the Door” for our second stage housing project on Logie Street. The Board extends a sincere thanks to Strexer Harrop Consulting Group for their assistance and pro-bono development of the Campaign’s promotional materials.

The Logie Street project budget was 4.2 million dollars. WR purchased the property and building for 1.3 million and Canada Mortgage and Housing committed to a contribution of over 1.4 million. The Board established a capital campaign to raise \$500,000 and the remaining funding needed for the project will be in the form of a business loan. Members of the finance committee did double duty this year as they also participated on the Capital Campaign committee and were active in seeking out donations and contributions to the campaign. Additional grant funding was received from the Trillium Foundation and Shelter Canada. The Finance committee reviewed the financial reports and expenditures for the Logie Street construction on a regular basis to make sure the project was tracking in line with the budget.

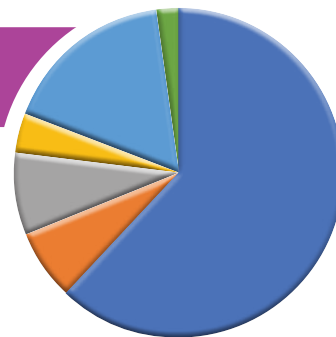
A sincere thank you to Diana Ingram, Finance Director who monitored the organizations operational budget, investments and the Logie Street project. Diana worked closely with the WR project management team and our consultants to monitor

costs and complete the reports for CMHC so that the funds were received on a monthly basis.

The Finance committee also identified the need to tender for an audit firm for the upcoming year as per our policy requirements. We thank Trina Connell and the staff at BDO for their professional expertise and guidance over the last several years. They have been a pleasure to work with.

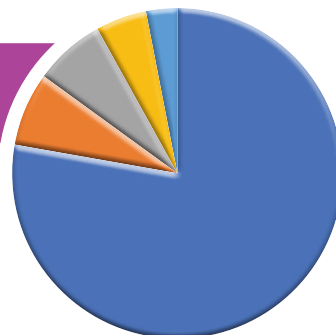
SOURCES OF REVENUE 2023

- Provincial – 62%
- Federal – 7%
- Donations – 8%
- Fundraising – 4%
- Vicky’s Values – 17%
- All other – 2%



EXPENDITURES 2023

- Salary & Benefits – 78%
- Building Occupancy – 7%
- Central Admin – 7%
- Supplies & Equipment – 5%
- Fundraising – 3%



HR Committee Report



Janette Woolley, Chair

Committee Members: *Janette Woolley, Chair, Andrea Lally, Janice Kennedy, Kimberly Cook, Lori Watson, Executive Director*

This year’s HR committee continued to review and work from the HR work plan that was created at the beginning of the 2020-2021 fiscal year, coinciding with the Organizations Strategic Plan. We updated this workplan in November 2022. The committee meets virtually once a month. This allows the members greater flexibility in managing their time.

The previous HR Committee did a fantastic job in completing several of the tasks, so this year we began working on bringing all the agency HR policies up to date. This was the first year we were not required to develop policies on an ad hoc basis to respond to legislative requirements due to the pandemic, so we had the ability to focus on working on the primary policies to ensure they reflect the current workplace realities. The organization currently does not need policies reflecting the safety requirements of a pandemic, but Women’s Resources was extremely capable of developing what the organization needed quickly, which provided assurance that should the need ever arise in the future,

the organization will continue to rise to the occasion.

The committee will continue updating, refreshing and creating new policies going forward. We came up with a successful way of dividing the work amongst the committee members so the work could continue effectively. This method may serve as a template going forward to ensure that the organization has a way of updating policies as required. The updated policies will provide a foundation for the day-to-day work being done by the staff and volunteers of Women’s Resources.

As noted in previous reports, the committee will continue to be a resource for the exceptional work being done by our excellent Executive Director, Lori Watson, and her fabulous and resourceful Executive Assistant and HR Manager, Jackie Chahley.

We look forward to the new year with enthusiasm. It is a great joy to support an organization like Women’s Resources in its mission of supporting women and children suffering abuse and eliminating domestic violence.

Advocacy Report

Committee Members:

Jane Chapman Chair, Kris Nelson, Denise Williams, Lori Watson, Executive Director

The Advocacy Committee is comprised of four Board members and the Executive Director (ED). Our goal is to raise awareness to promote opportunities for ending violence against women within a local, provincial, national and global framework. The group provides support to the ED for proposals and requests for government funding and promotes changes to maintain/enhance services for abused women and children.

The Committee has continued to coordinate Board development at each Board meeting. We have delivered presentations, had guest speakers and discussions on relevant Articles and media releases.

Advocacy is a crucial role of the Board. Board members advocate at community events and speaking engagements as well as in their social and professional relationships. With last year being a Municipal election, we sent letters to each Mayoral candidate to raise issues/concerns we have in promoting opportunities to end violence against women in our communities. We also posed some very difficult questions to them to highlight their understanding, views and, if any, biases of domestic violence. We did receive interesting replies and it was a good learning experience for the Committee.

We organized and participated in the International Day for the Elimination of Violence Against Women with the raising of the Wrapped in Courage Flag at City Hall. It was amazing to see the number of people attending and a special thank you to the new Mayor, Councillors and Police Chief for coming out and supporting this event.

We have engaged in expressing our concerns about the Legal Aid System to the Minister of the Attorney General, local MPP, Law Society and Ontario Legal Aid. We did receive a response from Legal Aid and this will remain an ongoing challenge for the Committee.

There are two sub committees that developed out of Advocacy: Capital Campaign and Pet Service.

I appreciate the joint efforts and contributions toward these sub committees from staff, board members and community members. I want to thank the Advocacy Committee for all that you do and for the passion/commitment you bring to each meeting.

Governance Committee



*Shirley Norman,
Chair*

Committee Members: Shirley Norman, Chair,

Jennifer Lee, Sam Itani, Lori Watson, Executive Director

The main objectives of the Governance Committee are oversight and review, to support compliance of the policies and practices of the organization, according to the organization's current strategic plan. This year, the Board of Women's Resources determined that the Governance Task Force should be rendered a permanent committee of the Board.

As with every year, the committee reviewed its terms of reference and its annual work plan to ensure that the committee was in alignment with the policies and operations of the other Board committees. The committee met with the Executive Committee to fine tune the terms of reference with a focus on the oversight responsibilities of the Governance committee.

This year, the committee had the major task of reviewing the organization's current bylaws, first reviewed by our consultant, to ensure compliance with any recent changes required by the Ontario Not-for Profit Corporations Act (ONCA). Once our edited bylaws were reviewed by our lawyer, they went to the Board for ratification, and then are presented at our AGM.

Fund Development Report

Another busy year at Women's Resources with a few changes. We were finally able to plan our annual fundraising events without the fear of being shut down due to the pandemic – a liberating experience!

Our Capital Campaign was launched in the spring of 2022 to help pay for our new Logie Street Second Stage Housing renovation project – a \$500,000 commitment for the Board of Directors. A Capital Campaign Committee comprised of Board, staff and community members, is working together to achieve the results needed. By the end of the fiscal year, March 31st, 2023, \$113,000 was raised through fundraising. Admittedly this did have some impact on our general fundraising, however it is also where the greatest need is. The work should be completed later this year and we look forward to being able to open this “next step” home for women and their children fleeing abuse.

Our fundraising forecast for the year was \$590,000. This is over and above the Capital Campaign commitment and certainly a challenging prospect, but one we hoped to meet. We counted on our tried and true fundraisers as well as many exciting new changes to Vicky's Values, our gently used clothing and housewares store.

We were very fortunate to engage Jann Arden as our 11th Annual Marquee Event performer on February 5, 2023 at the FLATO Academy Theatre. With a limited budget each year, it does get more difficult to attract top name Canadian performers. Jann, always a champion of good causes, put on an incredible show with a lively Q & A afterwards for our VIP's. We raised approximately \$24,000 with thanks to our generous sponsors and supporters.

Our Annual CASH PLUS RAFFLE!, always in-demand, raised over \$21,000. First Prize was \$5,000, Second Prize \$1,000 and Third Prize \$500 in Gas Gift Cards (a popular choice given the price hike at the pumps!).

Our Direct Mail Campaigns sent out in May and November raised over \$54,000 with thanks to our loyal donors. We were also the recipient of \$16,000 from bequests. Unsolicited donations, including memorials and the Christmas fund totaled \$37,000 and we must again thank our generous community for this, as well as for funds raised through Third Party Events (\$16,000), Grants & Foundations (\$19,000), and Break Open Tickets sold at The Open Grocery on Queen Street (\$8,100).

Vicky's Values really had a huge impact on our fundraising income, allowing us to exceed our projected budget. Sales and recycling brought in more than \$450,000 – an incredible feat considering the price of items sold there is so reasonable. Vicky's staff and volunteers did an amazing job of revitalizing the store in so many ways – take a minute to visit, you'll be impressed! Thank you to our generous community who continue to give donations of quality items that keep our racks and shelves well-stocked and kudos to our Vicky's staff and volunteers – a dream team, always ready to embrace new ideas!

THANK YOU to those who made our fundraising efforts so successful – our dedicated volunteers including our Board of Directors and Maggie, my Fundraising Assistant, I can't do this without her (she is also our social media guru!). We are indebted to our incredible community – without your support, many programs and services would suffer greatly. We are very grateful that so many people not only believe in the work we do but support it too.



Fund Development Director



Programs & Services

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 2023: 52 Children: 19

Average Occupancy 63.21%

Note: We were not at full capacity during the year due to COVID hence our numbers are lower than previous years at full capacity.

Women sheltered since 1992: 2906 Children 2312

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 2023: 1352

Crisis Support Calls since 1992: 40,936

SECOND STAGE HOUSING

In November 2021, WR purchased a building on Logie Street in Lindsay for the Second Stage Housing program. This program assists women and children who are ready to rebuild their lives after abuse or domestic violence and offers affordable temporary housing up to two years in the interim. Renovations to this building and property commenced late Fall in 2022. Renovations continue with an estimated completion date of October 2023. There will be 6 units in total.

No statistics to report in 2023 due to closure

Community Services

COUNSELLING & COMMUNITY SUPPORT



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 2023: 356

Women served since 1993: 17,587

COUNSELLING FOR YOUTH

The counselling program for teens exposed to abuse has expanded its scope to include children 10 & 11 yrs. Individual sessions explore issues that are unique to youth to develop positive self esteem and healthy relationships during these challenging years. For the younger children, resources and strategies are provided to the caregiver(s) for follow up at home and/or school.

Teens served in 2023: 27

Teens served since 2007: 484

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 professional guest speakers, role modeling and play, children learn about safety and healthy ways of resolving conflict. Caregivers are provided with valuable resources to continue discussions and provide strategies at home.

Women served in 2023: 11 Children: 28

Women served since 2000: 591 Children: 955

ANTI-HUMAN TRAFFICKING PROGRAM

Education, shelter 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 financial guidance 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 2023: 14

Caregivers served in 2023: 23

Youth served in 2023: 367

Elementary School Presentations: 12

Women served since 2020: 23

Caregiver Presentations: 2

Youth served since 2020: 391

Programs & Services

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

Women's Resources began providing Family Court Support 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 2023: 166

Women Served since 2019: 785

Male Served in 2023: 1

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 2023: 37

Women served since 2017: 354

VOLUNTEERS

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

Volunteers in 2023: 113

Volunteer hours in 2023: 12,683.30

Total volunteer hours since 1992: 280,139.30

VICKY'S VALUES GENTLY USED CLOTHING STORE

The little store that grew...30 years and stronger than ever!

Vicky's Values Thrift Boutique is Women's Resources' gently used clothing, house & home and accessories store. Through generous donations from the community, along with consistent growth through an energetic and dynamic staff and volunteer team, Vicky's Values has become the best thrift experience in the City of Kawartha Lakes and beyond. We have a great sense of pride in supporting our clients and community members by offering high quality pre-owned items at affordable prices. Our patrons comment on Vicky's being more than just a place to shop, but rather a "shopping experience" – they are on a first name basis with staff and volunteers – they are family. We have visitors from Barrie and Toronto and others make it a point to stop in annually when vacationing in Ontario from other provinces. Our loyal and thoughtful donors will oftentimes gather donations from their friends and families because they believe in our cause and want to support Women's Resources. We are grateful.

While Vicky's considerable revenue supplements programs and services in a big way, it is also a program. Women who are receiving services are eligible for gift certificates to choose items they need free of charge. We carefully select the new/nearly new housewares items that are donated for women starting over after leaving an abusive home.

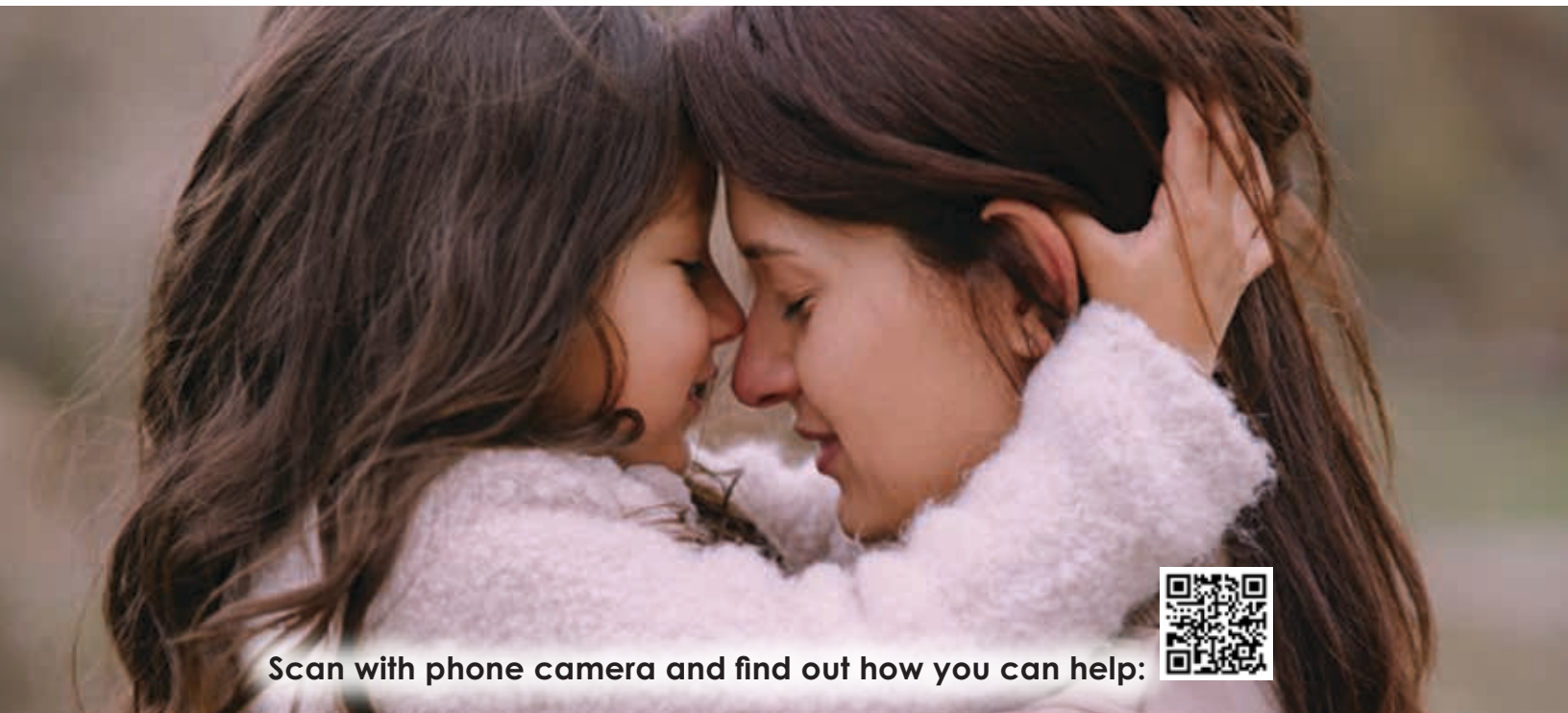
Recently, we hosted our 30th anniversary celebration with a Christmas in July event that was a record-breaking success. Sales for the day exceeded all previous daily sales in the 30-year history of Vicky's. We welcomed our regular shoppers and new patrons – it was a great day. We look forward to making Christmas in July an annual event and expand the celebration to incorporate a customer appreciation day.

Vicky's Values, 50 Mary Street West, Lindsay.
The best thrift store ever!



OPEN THE DOOR

CAPITAL CAMPAIGN



Scan with phone camera and find out how you can help:



Please, contribute to our **Second Stage Housing Capital Campaign** and you will be helping to '**Open The Door**' to a new stage of life and a home that is free of violence for abused women and their children.



For many women and their children, this home will be the first time they have felt safe in years.



For more information see our website:
www.womensresources.ca
Find us on Social Media



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. |
| 2022 | Purchase of 30 Logie Street in Lindsay for relocation of Second Stage Housing. |
| 2023 | 30th Anniversary of Vicky's Values.
Open the Door Capital Campaign launched to support the Logie Street Second Stage Housing Project. |

Working Together Supporting Women
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