

PEI Family Violence Prevention Services Inc

32nd Annual Report - 2012/2013



Kent MacPhee and family make a donation in memory of his sister Brenda to honour the work she did in the area of family violence

Thursday, June 20, 2013 @ 6:00 p.m.
The Haviland Club (2 Haviland Street, Charlottetown, PE)

Kent MacPhee and family make a donation in memory of his sister Brenda to honour the work she did in the area of family violence



Joining Kent in the presentation of cheques are from back left to right: Audrey MacPhee, (Brenda's mother), Madeline Madden, (Brenda's grand daughter from Illinois), & Sophie Brenda Ann MacPhee (Kent's daughter)

Front row left to right: Steven Stahr (Brenda's son from Texas), Danya O'Malley from Anderson House, Kent MacPhee and Taunya Madden (Brenda's daughter from Illinois).

Brenda (MacPhee) Stahr grew up in Cornwall, PEI and married a young man she met at Charlottetown Rural High School, Jim Stahr Jr. Upon her graduation from high school, she married Jim and he enlisted in the US Marines and lived in a few different areas in the USA.

It was during their time in Carbondale, Illinois that Brenda took substantial interest in family violence. She was instrumental in the start up of a teen age pregnancy crisis shelter there and spent countless hours in its formation and volunteering to assist running the shelter.

Although Brenda had moved to the USA, like many Islanders, Prince Edward Island is where her heart remained. She was an ovarian cancer victim and passed away in 1990 at the age of 34. To honour her memory and her devotion to family violence, her brother Kent MacPhee and family make a \$5,000.00 donation over 5 years to Anderson House in Charlottetown.

PEI Family Violence Prevention Services Inc.

32nd Annual General Meeting 2012 – 2013

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PEI Family Violence Prevention Services Inc

32nd Annual General Report 2012 - 2013

AGENDA

Date: June 20th, 2013

Location: The Haviland Club, Charlottetown

Time: 6:00 p.m.

Agenda:

1. Approval of the Agenda
2. Minutes of the 31st Annual meeting of FVPS
3. Financial Statements
4. Motion to Approve the 2012-2013 Audited Statements
5. Motion to Appoint Auditor
6. Presentations
7. Guest Speakers
 - Melissa Coffin, PEI Association for Newcomers to Canada
 - Carol, EPFVPS Client, *Introduction by Norma McColeman*
8. Report from the Board Chair and Executive Director
9. Other Business
 - Comments
10. Election of Directors
11. Adjournment

PEI FVPS Inc. – 31st Annual General Meeting
Wednesday, June 20, 2012 – 6:00 p.m. to 8:30 p.m.
The Haviland Club, 2 Haviland St, Charlottetown, PE

Present: Norma McColeman, Vickie Deveau, Sr. Norma Gallant, Ellen Ridgeway, Michele Dorsey, Michelle Burge, Lorne Cudmore, Cindy Banks, Sharon O'Brien, Cathy McInnis, Shauna Reddin, Ellie Reddin, Anna Reddin, Peter Mutch, David Daughton, Julie Devon Dodd, Michelle Harris-Genge, Nancy Wallace, Chelsea Condon, Wendy Verhoek-Oftedahl, Phil Matusiewicz (exofficial), Danya O'Malley (exofficial)

Regrets: Carmella Richard, Kathy Bigsby, Daneen MacDonald, Rev. Bill MacLeod

Chair: Shauna Reddin

1. Approval of Agenda

There is nothing to list under Other Business.

MOTION: Be it resolved that the agenda be approved as circulated.

M/S: Nancy Wallace / Michele Dorsey

CARRIED.

2. Approval of Minutes

MOTION: Be it resolved that the minutes of the 30th Annual General Meeting held June 23, 2011 be adopted as presented.

M/S: Lorne Cudmore / Sr. Norma Gallant

CARRIED.

3. Financial Statement

Michelle Burge reviewed the Statement of Income and Balance Sheet for PEI Family Violence Prevention Services and Second Stage Housing. Overall the organization had a successful fiscal year. The organization's position has remained very stable over the figures from last year. Over all the year has closed with about a \$6800 surplus.

Second Stage housing finished with a small deficit, but as part of the funding agreement with CMHC, this will be covered off for us. There were significantly higher maintenance costs over the past year, however we have made a number of improvements to the building and appliances, leaving a refreshed looking space for most of the units.

4. Motion to Approve the 2011-2012 Audited Statements

MOTION: Be it resolved that the audited financial statements be accepted from MRSB Chartered Accountants for the fiscal year ending March 31, 2012.

M/S: Lorne Cudmore / Nancy Wallace

CARRIED.

5. Motion to Appoint Auditor

MOTION: Be it resolved that MRSB Chartered Accountants be appointed as auditors for the 2012 – 2013 fiscal year.

M/S: Michele Dorsey / Cathy McInnis

CARRIED.

6. Presentations

Vice Chair Nancy Wallace made a presentation to the organization on behalf of Scotiabank. They sold tickets on gift baskets on Mother's Day and she presented us with a cheque for the proceeds at the AGM. We thank Nancy and Scotiabank for their continued efforts on our behalf.

Norma McColeman and Vickie Deveau made a presentation based on the fundraising efforts in East Prince. They held a lunch time barbecue as a fundraiser at Scotiabank in Summerside. Scotiabank also matched all of the funds raised, which is very generous and appreciated. Also included with the presentation from East Prince is the municipal grant from the City of Summerside. We thank them again for their continued support.

Valerie Smallman also reported on the sizable proceeds from the Self Care for Superwomen fundraiser held in O'Leary. Photos will appear on our website and Facebook fan page.

7. Guest Speakers

Peter Mutch - This year at the AGM we chose to display works of art by several of our clients. We had a wide variety of work including paintings and other visual art, a poem that was printed and displayed, as well as a hand-made quilt. Given the theme of art and self-expression, we had Peter Mutch come and talk about his experience as a music therapist. Peter's talk was very engaging, and he spoke about the various ways that music can touch people and impact on their mood and their lives. In closing, Peter performed a song written by a client of his who had been rendered non-verbal as a result of an accident. Her song spoke of the loneliness and isolation that she feels, and he described how he goes about facilitating someone to write a song. It was a very thought provoking presentation.

Ann, outreach client – Last year at the AGM we read some client testimonials talking about their history with violence and the work they have done with our organization. This year we chose to have a client from our outreach program talk about her journey to heal from an abusive relationship. Her talk was moving and meaningful. We always appreciate the opportunity to hear first-hand about the way our service can help clients improve their lives.

8. Report from Board Chair & Executive Director

Phil delivered the report from himself and Board Chair Shauna Reddin. Phil's report centered on the number of partnerships that help enrich the work that we do. Not only do we partner with a number of other service organizations, but we also partner with various institutions over the year for various types of student placements and work experience programs. This year we had a number of students work with us ranging from just a couple of days to several months. Students can bring a fresh perspective to the organization, and we always enjoy the opportunity to shape the workers of tomorrow.

Long-term, sustainable funding will also be key in the coming year, and Phil was proud to close out 2011-2012 with such a high level of community support. Through a number of different pursuits we are learning how to market ourselves more strategically and we hope this is reflected in our financials.

9. Other Business

None

10. Election of Directors

This year we had one vacant position on the board. The Nominations Committee had one candidate who had been nominated for the board of directors. Michele Dorsey called for additional nominations from the floor. There were no additional nominations. Chief Edgar MacLeod was declared as one of the directors for 2012-2013. Daneen MacDonald's term as the staff representative on the board was also at an end. Michelle Buttery will be taking her place.

11. Adjournment

MOTION: Be it resolved that the 31st annual meeting be adjourned.

M/S: Sr. Norma Gallant

CARRIED.

FVPS Board Member

Date

FVPS – Recording Secretary

Date

Executive Director 2012-2013 Annual Report

Philip Matusiewicz, Executive Director

Shauna Reddin, Board Chair

I am pleased to present this 2012-2013 Annual Report. This past year has been another successful one for PEI Family Violence Prevention Services. When I think of the work that has been accomplished by our organization over the last year the word volunteers comes to mind. A number of events have taken place as a direct result of the work of our volunteers. Our volunteers have helped raise the profile of our organization in the community. As a result of their efforts we now have 4 signature events raising funds and profiling the work of the PEI FVPS.

The success of any organization and the services provided is largely due to the commitment of staff in the provision of those services. The quality of services provided by our Regional Outreach Program and Anderson House staff continue to be exemplary. I would like to acknowledge the efforts of all staff.

Ellen and Danya continue to support the programs and services that we provide. Their contribution makes my work much easier. Their efforts greatly enhance the services that we provide to our clients on a daily basis. The work that Danya does in the Shelter and Ellen's work at Second Stage with the Aspire program have provided additional support to our clients. The Aspire program continues to grow and make a significant contribution to the lives of women fleeing abuse and creating new beginnings.

One of the Board's key goals this year was to work on the development of the long term fiscal sustainability of the organization. The members of the Fund Raising Committee took this challenge to heart with their efforts this year. The members of the committee are Patsy Doiron, Lynn Campbell, Lindsay Merrill, and from the Board Nancy Wallace and Cathy McInnis. Under the leadership of this committee, we have established four signature events that raises the profile of the organization in the community as well as funds for programming. In the fall we have our event at Harmony House, *An Evening of Wine and Song for Anderson House*. During Family Violence Prevention Week we have our *Sweetheart Dinner* at Red Shores. In spring we have our gourmet dinner at the Inn at St. Peters, and in early summer we have our golf tournament to support our youth programming endeavours. All of these events have been highly successful this year. This success is the result of many hours of work by volunteers behind the scenes who have sold tickets, worked at the events, sought out goods or services for door prizes or auction items, and to the talented artists who donated their time and talents freely.

As an organization we have always benefited from the generosity and talents of individuals in our community. Given the board's desire to have the organization on sound financial footing we approached another volunteer who had expressed a desire to assist the organization. The individual who volunteered to assist us in developing our financial campaign was Kevin Lewis. He met with us several times and provided guidance in establishing a framework for our financial campaign. His efforts were most helpful in a successful 2012 campaign.

For an organization to be successful it needs a vision and a critical path. This past year the board decided it was necessary to revisit its strategic direction. Again the board turned to an individual who was prepared to volunteer their talents to the organization to facilitate this process. Jan Link provided leadership in the process over several meetings with the Board Chair and staff. This culminated with a Board meeting on a Saturday in October. This process has laid the foundation for the board's direction over the coming year.

Another strategic direction for the board is the need to continue to expand our capacity to serve youth and educate a new generation on healthy and respectful relationships. We continue to work at increasing our capacity to serve the youth in our community. To that end we have developed a partnership with PEI Women's Network to provide joint programming in the school system. We have continued our partnership in Kings County with Montague, Morell and Souris High Regional School and the SAVE (students against violence everywhere) program. We are currently working with a developer on the development of web based resources for youth. Unfortunately it is difficult to sustain any momentum for youth programming when all of our efforts are subject to project funding. Our board appreciates the support we received through foundations like Intact and Telus, and the project based funding from the Interministerial Women Secretariat in our endeavour to expand resources to our youth. However, we all know only too well we need to have more of an emphasis on early intervention in order to make a difference in the long term.

Over the course of the year our organization has sought additional funding to provide increased programming in the community as well as use the expertise of staff in varied ways. This past year we received funding from the Department of Justice for National Victims of Crime Awareness Week. This year's focus project was educating employers on the impact of family violence in the work place. Presentations were made in both the public and private sectors. Overall the material was well received and employers recognized the need to make adjustments to their internal policies to more adequately reflect the issues and concerns of those individuals impacted by family violence.

We continue to have a contract with the Federal Government to provide community coordination of the HIFIS program and work with a number of community groups across the province in monitoring and tracking the issue of homelessness. This work continues to be done under the leadership of Ellen and Danya. This past year we have joined with other community stakeholders to examine the issue of homeless women. Under the leadership of a community group composed of CWL, Native Council, Catholic Family Services Bureau, Salvation Army and CMHC, an initiative has commenced to explore the community response to homeless women.

Fiscal challenges for the organization remain a theme that is ever present. While this fiscal year and the previous fiscal year ended on a positive note, we continue to have significant challenges going forward in the year ahead. I would like to acknowledge that government did reinstate the 3% cut from the previous year. However, in order to balance our books we continue to rely heavily on the generosity of community donations, fundraising events and our ability to attract funding from various foundations. As noted in our auditor's report the numbers speak for themselves. We will have to continue to maintain our efforts in order to remain fiscally responsible.

This past year has seen a number of student placements with our organization. The placements have ranged from short term placements to practicums of several months. Students have come from a variety of institutions, for example UPEI, Holland College and university programs. The field of study has included early childhood education, human services and social work. I would like to acknowledge the staff members who have taken on additional responsibilities by assuming a mentoring role in providing learning opportunities for students. As an organization, we view this as an opportunity to give back to our community and assist in the development of future leaders.

Family Violence Prevention Week continues to grow. The success of the week is largely dependent on the work of outreach staff and their ability to engage their communities. We continue to partner with The Premier's Action Committee on Family Violence and the Mayor of Charlottetown Purple Ribbon Task Force to promote the week. The walks have had hundreds participate walking the streets of Charlottetown, Montague, Souris, Morell, Georgetown and Summerside.

The utilization of Anderson House this past year has seen our numbers return to more historic norms. This year 73 women and 60 children used the services of the shelter. Our Outreach programs continue to serve over 500 families through the course of the year. We also continue to see a high level of acuity in terms of the social and emotional problems that confront women and children who use our services throughout the year. In particular, access to mental health and addiction services in a timely manner continues to be a challenge. The issue of affordable housing is another barrier for women and their families who wish to establish themselves in the community. This is particularly true in the rural parts of the province.

As an organization we do succeed with a significant number of clients that we deal with on a regular basis. However, success does not always come easily it requires a great degree of dedication and perseverance on the part of staff to help victims of family violence get back on their feet. For those who succeed it is a great personal victory for those individuals, and staff members have the knowledge and satisfaction of sharing in those individuals accomplishments. However, I also want to acknowledge that not every individual who we deal with is a success story and the lack of success is a personal tragedy which also impacts on staff. The impacts this has on our staff are wide ranging. Some of the questions they pose of themselves are, what could I have done differently to succeed? Another is how will our failure be perceived by the community? It is important to acknowledge that these are important questions and they weigh on the well-being and emotional psyche of individual staff. However, the human condition that we are dealing with involves tragic life stories and victories that are hard fought. It is the nature of the business that we are in and success may be impossible in some situations. Nevertheless our efforts continue in spite of the challenges. Thus, it is important to acknowledge the efforts of our staff in the delivery of services to the victims of family violence.

I would like to acknowledge the work of our board and Shauna's leadership in guiding the organization over these past 12 months. It is the volunteer leadership of our Board that makes the ultimate difference in the work we provide to the community. This year we have four board members leaving the organization- Lorne Cudmore, Cathy McInnis, Carmela Richard and Nancy Wallace. We will miss their leadership and dedication.

In conclusion, I wish to thank the Board and staff for their support over the past year. As we move forward this coming year we have a tremendous challenge in meeting the needs of the community and the women and children we serve.

Respectfully Submitted,

Phil Matusiewicz RSW
Executive Director

and

Shauna Reddin
Board Chair

Anderson House - Annual Statistics 2012-2013

Admissions - Adults		
Total number of women admitted:		73
By Age:	< 18	1
	18-24	19
	25-34	22
	35-44	11
	45-54	17
	55-64	2
	65+	1
By Marital Status:	Common Law	17
	Divorced	1
	Married	18
	Never Married	30
	Separated	4
	Widowed	0
	Unknown	3
By Location:	West Prince	2
	East Prince	5
	Queens	52
	Eastern Kings	2
	Southern Kings	5
	Out of Province	7
	Unknown	0
Admitted with:	1 child	8
	2 children	11
	3 or more children	9
Admitted for the first time to AH		48

Admissions - Children			
Total number of children admitted:			60
	Gender:	F	M
By Age:	0-2	4	7
	3-6	13	16
	7-12	7	9
	13-16	3	1
Total by Gender:	Female	27	
	Male	33	
Admitted for the first time to AH:			45
By Location:	West Prince	6	
	East Prince	3	
	Queens	48	
	Eastern Kings	0	
	Southern Kings	0	
	Out of Province	3	
	Unknown	0	

Outreach - Annual Statistics - 2012-2013

Clients Receiving Services (count once for the year)			Services			
Total number of women served:		521	Total number of supportive contacts:			
By Age:	Youth	6	Visits	2863		
	18-24	68		Calls	2229	
	25-34	163			Emails	527
	35-44	130				Contacts
	45-54	90	Average number of contacts per woman:			
	55-64	48	Total number of women with...			
	65+	16	1 contact	79		
By Marital Status:	Common Law	77	2-4 contacts	138		
	Divorced	32	5-9 contacts	116		
	Married	109	10+ contacts	188		
	Never Married	84	Geographical Location of Client's Residence			
	Separated	192	Location	Number of Women		
	Widowed	7	West Prince	126		
	Unknown	20	East Prince	84		
Receiving outreach services for first time this year:		263	Queen's County	165		
Children			Eastern PEI	144		
Client:	Living with Children	305	Out of Province	1		
	Children in Care	24	Unknown	1		
Women living with	0 children	216				
	1 child	102				
	2 childre	119				
	3 or more...	84				

Anderson House 2012-2013 Annual Report

Danya O'Malley, Manager of Operations

Reflecting upon this year at Anderson House something that stands out is the number of children admitted to shelter. This year saw our number of children return to our historical average of about 60.

Children admitted to Anderson House

2009-2010	2010-2011	2011-2012	2012-2013
57	32	25	60

We had experienced a marked decrease in children being brought into the shelter over the previous two years. When there are children involved in an abusive relationship this increases the level of complexity in the case, which can take a toll on both moms, staff and other residents within the shelter. Staff feel a great deal of empathy for mothers who bring their children to shelter. Their children may have witnessed the abuse happening in the home and may be displaying signs of feeling anxious or insecure. Children can also have some form of separation anxiety, making it difficult to spend time apart from their mother if needed. Mothers can also feel a great deal of stress over issues of custody and access to the children by their abusive partners.

Women can feel pressure to keep their children quiet in a place where living communally is a must, or feel that their parenting is being judged if they are unable to keep their children quiet. We must remember that sometimes children make new friends within the shelter and this can create an atmosphere of fun and play, but for someone in crisis the noise can be difficult to manage. Child Protection may be involved in the case plan to look out for the best interest of the children, which can lead to a mother feeling even more as though she is under a magnifying glass. Anderson House staff work continuously to ensure that everyone's needs in this situation are met. Child Protection must feel as though everyone is working together on a plan to protect the children. The children must feel as though they are in a safe and secure environment in order to begin healing from the effects of what they may have witnessed. Mothers need to feel as though they are capable and competent in their parenting, or have the confidence to reach out when they feel overwhelmed by the demands placed upon them. The other residents need to feel that they can have some time to quietly reflect when they need it. Finally, staff need to feel that they are creating a space within the shelter where everyone can feel supported and validated.

As manager of the shelter, I have confidence that my staff understand the careful balance that it takes to address all of these competing needs. It involves cooperation, collaboration, and often some relationship building. We are happy to provide support to all concerned, and to facilitate good working relationships with outside services. In particular, I would like to thank Michelle Buttery, our Youth Services Coordinator, for her work and expertise in working with parents and children. I know the moms who stay in our shelter appreciate the knowledge that she imparts. Her warm and cheerful nature makes her open and approachable, and staff do not hesitate to encourage moms staying in the shelter to talk to her about their concerns.

In closing, I would like to thank all of the shelter staff for continuing to provide quality services to the women and children we serve. Their work ethic and professionalism make my job easier. Our outreach staff and support staff in the regional offices also work very hard each day to ensure that our organization responds to the diverse needs across the province. I work as part of the management team with Ellen Ridgway, Program Manager, and Phil Matusiewicz, Executive Director. I thank them for working in partnership with me to ensure a strong, united approach in working for the same cause. Finally, my assistant Shannon, for being my extra set of hands and quick to help out on anything required. She is already ready with a smile and this means a lot.

Respectfully Submitted,
Danya O'Malley
Manager of Operations

Program Manager 2012-2013 Annual Report

Ellen Ridgeway, Program Manager

The ASPIRE Program now in its second year, continues to develop and grow. ASPIRE is an individualized empowerment and strength based program for women experiencing barriers after leaving an abusive relationship. ASPIRE has assisted approximately 50 women, 32 in the past year. There are many challenges that face women who leave abusive situations. ASPIRE works with abused women who may: live in poverty, need assistance to obtain more education to further opportunities toward a career, supportive intervention with substance use and mental wellness issues, housing, accompaniment to appointments, and advocacy. ASPIRE supports and mentors women through difficult times.

ASPIRE groups run continually throughout the year. Group themes have focused on topics such as Coping Skills, Cooking Economically, Identity and Who I Am, and Beyond Liberty (an introspective inventory for women who are moving on after abuse). Co facilitators for several of the groups includ social worker student Sapphire MacPhee, and Wilma Nelson from Chief Mary Bernard Memorial Women’s Shelter, Lennox Island. The ASPIRE Program gratefully acknowledges financial support from the Canadian Women’s Foundation, Canada Post Community Foundation, Mary Kay Ash Charitable Foundation and community donors.

Educational talks and information sessions were given to groups such as the East Prince Women’s Employment Preparation Class, PEI Rape and Sexual Assault Center, PEI Construction Workers Association. A presentation on PEI’s Justice Options for Women- Safety Circles was given to participants at a National Sheltering Conference in Montreal in September, 2012. The Program Manager met with Honorable Rona Ambrose, Minister Responsible for Status of Women along with 3 other members of the Canadian Network of Women’s Shelters and Transition Houses (CNWSTH) in November, 2012. The Minister was interested in the needs and gaps for women leaving abusive situations.

Work continues with PEI’s representation on the Canadian Network of Women’s Shelters and Transition Houses. The Program Manager has been active on the Knowledge Exchange Committee, Inclusion Committee and the organizing committee for the first National Sheltering Conference in Montreal in September, 2012. The Network recently incorporated and received charitable status from Canada Revenue Agency. Collective membership in the CNWSTH includes over 350 emergency and second stage shelters for abused women and their children in Canada.

PEI Family Violence Prevention Services continues to develop HIFIS (Homeless Individuals and Families Information System), an initiative from HRSDC designed to count and track homelessness in Canada.

PEI FVPS is represented on the Community Advisory Committee on Homelessness (CAC). The CAC has released 2 consecutive Reports on Homelessness for PEI. A third report is currently underway and will be released in 2013. PEI FVPS contributes to this report by using data from HIFIS from the various shelters across PEI. Danya O’Malley is the HIFIS analyst for PEI and I am the Community Coordinator for the HIFIS Project. It is important to note that the loss of Grandmother’s House, a homeless shelter for women in Charlottetown has greatly impacted resources for women seeking temporary shelter. PEI FVPS is participating on a community committee to look at a solution to this issue. In March 2013, FVPS organized an information session on housing options in PEI. Stakeholders from across PEI attended this session.

Second Stage Housing in Charlottetown is an 8 unit apartment building that provides safe supportive housing and programming (ASPIRE) to women and their children. Many families come to Second Stage from Anderson House Emergency Shelter and also Outreach Services. There were a total of 12 women and 13 children who resided at Second Stage in the past year. Four-year occupancy for Second Stage Housing:

	2009-2010	2010-2011	2011-2012	2012-2013
Women	10	9	13	12
Children	12	10	16	13

I would like to thank the FVPS Board of Directors for your interest and dedication to family violence prevention work. Also I would like to express my appreciation and thanks to Phil Matusiewicz, Executive Director for clear guidance, ongoing support, and depth of expertise in our everyday work. Phil is a true advocate for the needs and challenges faced by women who wish to make change. I am grateful to the teamwork and detailed work of Danya O’Malley, thanks for your administrative skills, proficiency, and kind support.

Respectfully,
Ellen Ridgeway, Program Manager

West Prince Family Violence Prevention Services 2012-2013 Annual Report

Valerie Smallman, Outreach Coordinator

West Prince is primarily a rural fishing and farming community. Work is seasonal, and unemployment is high. In our community there is a shortage of affordable housing, lawyers, counseling services and specialized services for women. Women who start a family in their teens may not further their education because of financial restrictions, and because there is no public transportation. Some residents live in relative isolation. The same factors make it difficult for a woman living in untenable circumstances to make life improvements. This is where outreach comes in.

An outreach worker can offer support, provide information, and help problem solve. Outreach can accompany women to their appointments and refer them to appropriate services. Outreach also provides support groups, public education sessions, presentations and training, community liaison, and a library of resource materials. Additionally, because of the lack of public transportation and the geographic area covered in West Prince, it is necessary for the outreach worker to spend more time on the road, conducting visits in women's homes rather than in the office.

Next Step Housing - This facility is designed to support a woman in moving forward from abuse to independence. Inspections, water testing and ongoing maintenance were carried out throughout the year. Caring individuals support us through the giving of house hold items such as furniture, dishes, bedding, small appliances, etc. This enables us to keep the apartments furnished. Many families enter our second stage facility arrive with nothing but their clothes.

Education, Training, Information Sessions and Meetings Attended - WPFVP co- hosted a major event - Self Care for SuperWomen - with Kids West, that showcased 22 exhibitors and saw 150 women through the door. It was an evening of food, fun, information and pampering. The evening included a healthy meal, guest speakers, interactive booths, and lots of great free treatments, samples and door prizes. Immigrant and Rural Women Project - Project activities will be developed by Justice Options for Women in partnership with groups supporting women and girls in West Prince and Charlottetown area immigrant communities. This is a three year project that will be rolled out in phases. Presentations to grades 11 & 12 at Westisle Composite High School, Village of Tignish Council and students of West Prince Holland College Campus. WPFVP was invited to set up a table of information at a Well Woman Clinic at the O'Leary Health Center. This clinic was open to the general public and had approximately 40 people by our booth.

Family Violence Prevention Week - The activities held by WPFVP were as follows: *Pancake breakfast and Purple Day* - Callaghan Jr High and Hernewood Jr High. *Free Daily Lunch Special* - Vinnys Restaurant in O'Leary, *Random Acts of Kindness* cards, *Lipsticks & Dipsticks* - Women's Care and Car Care Clinic, *Pancake Breakfast* - Deblois French School, *Pancake Breakfast and Activities* - Westisle High School, *Sweetheart Dinner* - Access PEI O'Leary staff held a fund-raising lunch, *Web Resources* - a list of resources supplied to each library in West Prince.

Memorial Service - We held our Memorial Service on December 6th. Students from Westisle's Family Life class lit candles, and The Contemporary Choir supplied music. Fabrics and Crafts in O'Leary provided refreshments. Constable Renee Michels read the names and biographies of the 14 victims of the Montreal Massacre and the 10 women who were murdered on PEI. Our guest speaker was Charlene. We had a turnout of about 50 people.

Support Groups - A total of 30 women were served by three support groups (2 Healthy Boundaries, 1 Liberty). The groups were hosted in O'Leary, Alberton and Lennox Island Women's Shelter. Group programs are very positive in West Prince. Group programs are costly to our organization, but without financial help many clients would not be able to attend. Great friendships have evolved from sharing, and women feel a sense of belonging. The most positive way for a woman to move forward in her healing is to attend support groups.

Christmas - We distributed turkey dinners for 18 families through the Salvation Army. We were also able to supply gifts to a number of families, thanks to the generosity of our communities and Anderson House.

Fundraising and Donations - Between fund-raising and donations we have received approximately \$7340 during the fiscal year from community members and organizations. On a number of occasions we picked up donations of furniture, toys, books, clothing, small appliances, cosmetics, household and personal care items, and perishables from members of the community. These items were sorted and dispersed throughout the West Prince region.

Respectfully Submitted,
Valerie Smallman, Outreach Coordinator

East Prince Family Violence Prevention Services 2012-2013 Annual Report

Norma McColeman, Outreach Coordinator

East Prince Family Violence Prevention Services *(*EPFVP*) has operated for 27 years in the downtown core of Summerside. The wheelchair accessible service offers a welcoming, user-friendly, non-threatening approach to clients and community visitors, in a confidential and security conscious atmosphere. The local regional service interacts with all orders of government – federal, provincial and municipal on advocacy and outreach initiatives. The service has been contacted to provide input and leadership for various functions pivotal to building strong community partnerships and awareness. Some examples are:- requested guest speaker on topics related to family violence prevention in the evenings and day programs to other non-profit organizations, corporations, fitness clubs, youth employment / single parent programs, and senior's initiatives.

The Outreach Coordinator provides intensive bridging with clients as a contributing team member and as a designated referring agency for Circles of Safety and Support to higher risk clients requiring a multi-disciplinary approach to intervention needs. The ultimate goal to the broader community is to provide timely and relevant support services, and to promote education & awareness.

Client profiles and case management ranged from high school students through to senior ages. In some cases, we did provide support to junior high students as requested by guidance counsellor departments. Our client base ranged from financial assistance and EI recipients, to professional women, and those in higher-end employment earning roles. However, 'working poor' clients continue to grow due to situations relating to the dynamics of abuse.

Complexity in the range of client referrals made to Outreach support services can be demanding. If other presenting factors exist as a primary concern, these become ongoing barriers in the efforts to move forward with successful outcomes on the abuse issues. The domestic abuse and violence referrals become compounded caseload-management files with a myriad of issues such as:- drug addictions, anger management issues, probation orders, dysfunctional family factors, prescription & medication addictions, and mental health needs such as depression, and anxiety disorders.

Partnerships focus on: financial and in-kind support, fund-raising support, client advocacy and special needs, public education & training, and family violence prevention awareness, support programs, and high-risk client needs, as well as in-kind support to staff members.

Building strong partnerships that establish better understanding and collaboration for the greater support of clients is our goal. Some of the valuable partnerships that have been developed are: City of Summerside, Summerside Police Services, Community Connections, Adult Protection, PEI Police Association, East Prince Youth Development Centre, Victim Services, The Journal Pioneer, Child & Family Services, and Safety Circles of Support through Justice Options for Women, Prince County Hospital, Catholic Women's League, the Kinsmen and Lions Clubs, and Marguerite Bourgeoy's Centre, (Convent), and Justice Options Program for Women. As well, the annual core-funding from the Provincial Government is fundamental to this NGOs mandated service delivery.

A challenge observed this year is how the daily work unfolds that has an impact upon personal well-being, especially in emotionally charged and multi-faceted situations with clients. There are limitations on available time to meet all demands in an ever multi-tasking work environment. At times, there are gaps in delivery due to what is possible to achieve. Each day brings certain needs and requests that must take priority, whether scheduled or planned for. These decisions are made in assessment of what can be completed realistically within the available work hours and relevant resources to meet them.

A growing reality for staff members is trying to blend additional tasks created by project initiatives into already busy workload schedules. At times this creates more stress in workload schedules that are already at full capacity. As a closing thought to consider, it is incumbent to recognize frontline staff as important role-models who impact upon the people we advocate for and serve. As well, finding employer / employee opportunities to create work life balance and personal lifestyle wellness within healthy boundaries and limits are extremely beneficial to avoid staff burn-out in this valuable work provided. This commentary concludes my annual report as Outreach Coordinator for the year 2012 – 2013.

Respectfully submitted by
Norma D. McColeman, Outreach Coordinator

Queen's County Outreach Service 2012-2013 Annual Report

Gloria Dennis-McVicar, Outreach Coordinator

Each year as I prepare my report I reflect on the events of the year, the activities and the challenges and triumphs of the individuals that have received service through this Outreach office. The need for service remains, for some women it is a need for information on what services are available, for others there is a need for on-going support and guidance through the social support and legal systems that are unfamiliar to them.

There have been many successes for the women that have used the service, some big and some small. The realization that they do not have to go through a difficult time alone or that the issues they thought were a problem in their relationship are, in fact, a problem and that problem has a name, abuse. How does one measure if that success is big or small? To the on-looker it may not seem like much, to the woman it may be the one thing she needed to make choices for a happier, healthier life for herself and her children. Women have bravely taken part in the "Walk In Silence", returned to school, or returned to the workforce and some have started or expanded a business of their own.

As in previous years I have advocated for and accompanied women to services including; housing, income support, child protection, lawyer appointments, court and Victim Services. Those services and others such as mental health, addiction services, school counselors and family physicians have also referred women to Outreach.

Public Education continues to be an important part of the work and often results in someone coming forth afterward to discuss a situation they or someone close to them is going through. This year I did presentations to Alternative Education Program, Mi'kmaq Family Resource Centre, Holland College, UPEI and Crime Prevention Conference in St. Anthony NFLD.

I also participated in community activities such as the Scotchford Women's Expo, a day for the woman on reserve to access services such as haircuts, undergarment fitting, a pap clinic, massage as well as speak with services or get literature from services like mental health and family violence prevention. An event at UPEI 1 Billion Rising on Feb 14 was part of a global action, a call for one billion women around the world to join together to dance in a show of collective strength. I had a table set up with resource material and was available to provide information as needed. And of course I danced in solidarity with a billion women around the world. Both events were wonderfully uplifting.

The barriers women continue to face when leaving an abusive relationship are affordable housing, legal representation for property division when there are no children in the marriage or when the woman earns too much to qualify for legal aid, income above legal aid qualifying amount does not mean enough disposable income to pay for a lawyer.

Some other points of interest. Charlene VanLeeuwn, Dept. Of Applied Human Science UPEI has been arranging for students to do a placement with Outreach for a number of years. During this year Kendra Paynter a 4th year student did her placement it was a pleasure to work with Kendra and the feedback regarding her experience with the organization was positive.

In June 2012 Charlene had a visiting Prof. from Kenyatta University, Dr. Lucy Kathure-Ogole. While here Dr. Lucy Kathure-Ogole was amazed by the amount of service that is available for women victims of violence in PEI. In Kenya there is only one shelter for millions of women. Dr. Lucy Kathure-Ogole asked to come and talk with staff about the service we offer and the issues women face. The information she shared regarding the experiences of the women in Kenya made me grateful to be in a province that treats the issue of violence against women as a serious issue that needs to be addressed by the criminal and social systems, it is not perfect but it is certainly better than it has been in the past and much better than other parts of the country and the world.

Submitted by

Gloria Dennis-McVicar, Outreach Coordinator

Eastern PEI Family Violence Prevention Services 2012-2013 Annual Report

Gwyn Davies, Outreach Coordinator

This is the sixteenth year of Outreach Service in Eastern PEI. Since 1996 we have extended support, information and advocacy for women and families experiencing abuse. Referrals to our service have come from - Victim Services, Child and Family Services, Financial Assistance, Physicians, Family Resource Centre, Mental Health and Addictions, Housing, Adult Protection and others. The majority of referrals come from Housing Services and word of mouth. That means that women hear from others about the Outreach Service and that we can help. Women also actively research housing options as a first call to action when making changes in their lives.

One way this Service has flourished over the sixteen years is the connections that have made with other community services. Since 1996 we have had office space provided to us in the Riverview Manor in Montague. They provide the phone, computer, tech support and photo copying. I work closely with Judy Butler, the Housing Manager, to promptly assess the needs of families for Priority Placement in Family Housing or Seniors Housing.

People benefit greatly when services collaborate. I appreciate a team approach in matters of Child Protection. When reporting abuse to the RCMP it is good to know that a woman's statement has been received, they feel listened to and that they can have some security. Often the behaviours of an abuser are not chargeable offences and I am assured by some officers that they are comforted to know some women have my support. Working with Victim Services enhances their response and gives me an opportunity to help solve other problems that result from living with abuse. Any opportunity to work with other service providers is a real advantage for a woman.

Mostly I work alone with victims and feel the burden of responsibility to support them through hard times. Success in healing the wounds of abuse is often slow. There are some women I have been meeting with over years as their circumstances change, their children grow and their challenges continue, often different but always as difficult. In these families there is usually a foundation of poverty, lack of education and lifelong abuse.

The majority of women I meet are not telling me about physical abuse as their presenting problem. They speak of emotional, psychological abuse, drug, alcohol, mental health and gambling problems. They talk about their worries for their children, their fear of loneliness, betrayal, shame, financial problems and planning for a future. Our Province has recently been identified as having the second lowest rate of domestic violence in Canada. Physical abuse and harassment are the criminal offenses most often reported as domestic violence. Neglect and abuse of children is also reported when observed. However, the moral offenses of emotional/psychological and abuse/neglect are not always reported and thus not recorded and so we must remember and speak up for the damage that ensues for families who suffer outside the circle of acute violence and critical need.

Over this year, activities and committees included Justice Options for Women, Project Discovery, STEPS Training, Victims' Services Advisory Committee and the Advisory Council on the Status of Women. The highlight of the year was a conference in Toronto - Canadian Women's Foundation sponsored a National Institute about Healthy Relationships for Youth - Preventing Teen Violence. What I learned was to continue supporting opportunities for our youth in PEI to learn & practice healthy relationship building. Also, thanks to Maxine MacLennan & Jaime Griffin for their work on the VIP (Violence is Preventable) project this past year.

I believe that to support women and their families who are experiencing violence we must work hard to prevent violence. To give youth the opportunity to explore healthy relationships, learn with and from their peers, practice conflict resolution and healthy boundaries, are all important elements to violence prevention in relationships. Key findings reported by the evaluation of four different healthy relationship programs across Canada showed some long term effects: Improved dating relationships, increased confidence, assertiveness and leadership, encouragement to leave unhealthy relationships, decreased violence and bullying in school and the broader community, treating others with more respect and noticing and changing their own unhealthy behaviour

The CWF youth committee and representatives of youth violence prevention programming, both urban and rural, challenged the adults attending the conference to know: **"This is what we should be learning in school - how to be responsible towards yourself and society. To make the world a better place."**

Thank you to the Board and Staff of Family Violence Prevention Services who work well and hard to sustain our services and to prevent violence.

Respectfully Submitted,

Gwyn Davies, Outreach Coordinator

