

# Annual Report 2018-2019



### Notable Moments from 2018-2019



Building Brighter Futures celebratory event after the campaign reached its \$1million goal



The PEI Nurses Union donates some of the proceeds from their daily planners



MP Sean Casey with the PEI FVPS banner outside parliament in Ottawa during Women Abuse Prevention



Donation from the Rotary Club of Charlottetown Royalty for All About Youth



Shoppers Drug Mart donates money from their Holiday and Spring Galas.





Amanda Jackson Trio and Olivia Blacquiere at Harmony House for An Evening of Wine and Song for Anderson House



Amanda Rae Gallant organized "Like, Totally 80's Prom" fundraiser for Anderson House



Donations from the Anderson House Needs List from Andrews of Charlottetown



Family Violence Prevention Week reception at Charlottetown City Hall



Donation from MRSB in honor of International Women's Day

# PEI Family Violence Prevention Services Inc.

# 38<sup>th</sup> Annual Report

2018-19

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## PEI Family Violence Prevention Services Inc.

# 38<sup>th</sup> Annual Report

2018-19

#### **AGENDA**

Date: June 19<sup>th</sup>, 2019

Location: Farm Center, 420 University Ave, Charlottetown, PE

Time: 6:00-8:00 p.m.

Agenda: 1. Approval of the Agenda

2. Minutes of the 37<sup>th</sup> Annual Meeting of PEI FVPS

3. Financial Statement

- 4. Motion to Approve the 2018-19 Audited Statements
- 5. Motion to Approve Auditor
- 6. Election of Directors

Break

- 7. Report from the Board Chair and Executive Director
- 8. PEI FVPS Evaluation Nishka Smith
- 9. Other Business
- 10. Adjournment

#### PEI FVPS Inc. – 37th Annual General Meeting

Wednesday, June 27, 2018-6:00 p.m. to 8:00 p.m.

#### Farm Center, 420 University Ave, Charlottetown, PE

**Present:** Gwyn Davies, Michelle Burge, Cindy Banks, Tina Pranger, Paxton Caseley, Melissa Munro-Bernard,

Wendy Verhoek-Oftedahl, Gloria Dennis, Danny Gallant, Megan Bouchey, Amanda MacLean-Cudmore, Julia Phillips, Kent Bruyneel, Kathy Bigsby, Selina Pellerin, Lee Anne Farrar, Lauren Gallant, Danya

O'Malley (ex officio), Dara Rayner (ex officio)

Regrets: Kim McGuigan, Maxine MacLennan, Shira Zipursky, Alanna Jankov, Jan Devine, Michelle Buttery, Rachel

Hoogerbrugge, Beth Cruwys, Ellen Ridgeway, Daneen MacDonald

Chair: Tina Pranger

#### 1. Approval of Agenda

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

M/S: Kent Bruyneel/Selina Pellerin

CARRIED.

#### 2. Approval of Minutes

**MOTION:** Be it resolved that the minutes of the 36<sup>th</sup> Annual General Meeting held June 21, 2017

be approved as circulated.

M/S: Lauren Gallant/Gwyn Davies

CARRIED.

#### 3. Financial Statements

Michelle Burge from MRSB reviewed the Statement of Financial Position, which is a snapshot of the financial position of the organization at March 31, 2018. Assets are up significantly which is mainly a reflection of the Endowment Campaign. PEI FVPS contributed \$145,000 of its excess funds into the Endowment Campaign. The liabilities are up mainly to an amount of about \$90,000 which was being transferred to the Endowment Campaign. The organization ends the fiscal year in a strong position.

The Statement of Operations shows a surplus of \$34,589.00. Revenues are up approximately \$127,000, this increase is mainly as donations and fundraising increased by approximately \$31,000.00 and special projects. Expenditures are up approximately \$70,000 and some of the major changes were client expenses due to the increase of clients in the shelter, and special project expenses.

#### 4. Motion to Approve the 2017-18 Audited Statements

**MOTION:** Be it resolved that the audited financial statements be accepted from MRSB Chartered

Accountants for the fiscal year ending March 31, 2018.

M/S: Kent Bruyneel/Lee Anne Farrar

CARRIED.

#### 5. Motion to Appoint Auditor

**MOTION:** Be it resolved that MRSB Chartered Accountants be appointed as auditors

for the 2018-19 fiscal year.

M/S: Danny Gallant/Amanda Cudmore

CARRIED.

#### 6. Election of Directors

Selina Pellerin presented the report from the nomination committee. There was one nominee brought forth for election to the board: Andrea LeClair-Shefler. Selina called for further nominations from the floor three times. Hearing none, Selina moved that nominations cease and for the nominations to be approved. Danny Gallant seconded the motion. As such, the nominee was declared a member of the board.

Amanda MacLean-Cudmore and Alanna Jankov have completed their first term and both have agreed to renew for a second term. Lee Anne Farrar's term as staff rep is over and Melissa Munro Bernard has agreed to be the staff representative.

#### 7. Report from Board Chair and Executive Director

Danya O'Malley – Executive Director

Danya highlighted that all levels of government are focused on housing. Many of the promised solutions will take time, but things are in motion. There is much change happening in the government, for example with Accessibility Supports. Mentioned the special project funding, the success of Red Shores, and the endowment. Informally Danya has been meeting with ED's from different organizations to talk and share ideas. Danya also discussed staff changes over the next few years and succession planning.

#### Tina Pranger – Board Chair

Tina wanted to recognize our competent leader, Danya O'Malley, she has been a real asset to the organization. She also thanked the staff in what is a difficult line of work. Thirdly, the Endowment Committee, they have raised a huge amount of money and have worked so hard for our organization.

Tina discussed the board and the questions that they are looking at: what is the role of the board, are we a feminist organization, who do we serve, and to move toward being leaders with family violence prevention.

#### 8. Bylaw Amendment

Selina reviewed the proposed changes the role of the board members and board executive.

MOTION: To amend the bylaws as proposed M/S: Selina Pellerin/Danny Gallant

CARRIED

#### **Proposed Resolution 2**

**MOTION:** To adopt the updates in some of the wording in 6.2, 6.3, 6.6, 16.1.

M/S: Lauren Gallant/Lee Anne Farrar

**CARRIED** 

#### 9. Roundtable Discussion

A discussion was held between the FVPS Board and staff regarding strategic priorities. Tina underlined the purpose of the discussion which is to update the members on the work of the Board with respect to strategic planning. Important questions the Board has considered: What is the role of the Board; who do we serve; what is the ideology of the organization?

	none	
11.	Adjournment	
	MOTION: Be it resolved that the 37th annual M/S: Danny Gallant/Lauren Gallant CARRIED.	meeting be adjourned.
	FVPS Board Member	Date
	FVPS – Recording Secretary	Date

10.

**Other Business** 

#### **Executive Director 2018-19 Annual Reports**

Danya O'Malley, Executive Director / Tina Pranger, Board Chair

This year has been another memorable one for PEI Family Violence Prevention Services Inc. Our organization continues to be praised as a valuable community resource. One thing that makes this year very notable is the amount of media attention we've received. It has reached an unprecedented level. Not only has there been great awareness brought to our services and the issue of family violence, but also broader connections between abuse and social issues like the housing crisis. I am reminded of this quote:

"The media's the most powerful entity on earth. They have the power to make the innocent guilty and to make the guilty innocent, and that's power. Because they control the minds of the masses." — Malcolm X

I give a very deep and sincere thank you to the media outlets here on PEI for their thoughtful attention to such a sensitive issue. Some topics covered by the media this year:

- The impact of #MeToo on donations to PEI FVPS/Anderson House
- The important role bystanders can play in ending family violence
- Taste of India donating meals to Anderson House residents
- Momentum of awareness during Family Violence Prevention Week
- Our You Are Not Alone resource for newcomers and non-English speakers
- 2019 Give Back Burgers benefitting Anderson House
- The need for increased services for homeless women
- Many articles on the impact of the housing crisis on our services and women leaving violence
- An increase in men committing to end family violence
- The success of our Building Brighter Futures Endowment Campaign
- The importance of pet-friendly housing for those leaving abuse

This list is a great summary of our 2018-2019 year. We have a lot to be thankful for. We were successful in raising \$1 Million dollars for our Endowment Campaign. Melody and Rob Dover of Fresh Media selected Anderson House to be the recipients of the 2019 Give Back Burger funds, which raised \$86,038 for our front-line services. We've launched new programs and given voice to issues like homelessness and housing struggles. The public would be largely unaware of all of these things were it not for the media's commitment to bring these issues to Islanders.

To everyone who has interviewed me in the past year – thank you so much for your hard work, making me feel heard, and portraying my words accurately. Thank you for your discretion and sensitivity when warranted, and thank you for bringing the value of our work into the homes of Islanders. I look forward to this wonderful partnership for years to come.

While I choose to focus on the positives, it remains to be said that we are also facing some dark times. There is much to celebrate, but the media also reminds us that there are groups actively working to undo some of our advancements. We must be united in our fight to preserve the rights of all women, and to see individual acts of aggression in the broader context of the continued effort to oppress us.

In closing, I would like to thank all of our volunteers, especially our board, and each member of staff for their continued work towards our common goal. A very special thanks to Operations Manager, Dara Rayner, for always being exactly what I need on any given day.

Respectfully,

Danya O'Malley Tina Pranger Executive Director Board Chair

## Anderson House - Annual Statistics 2018-19

Total number of wo	omen admitted:	83
By Age:	<18	
	18-24	26
	25-34	25
	35-44	16
	45-54	9
	55-64	6
	65+	1
By Marital Status:	Common Law	12
	Divorced	7
	Married	12
	Never Married	45
	Separated	(
	Widowed	
	Unknown	(
By Location:	West Prince	1 2
	East Prince	11
	Queens	61
	Eastern Kings	- 6
	Southern Kings	1 1
	Out of Province	1
	Unknown	(
Admitted with:	1 child	1
	2 children	6
	3 or more children	6
Admitted for curre	nt violence/abuse	59
Admitted for the fir	rst time to AH	41

Admissions - Chi	ldren		
Total number	of children admitted:		43
	Sex: F		M
	Total	26	17
By Age:	0-2	3	5
	3-6	5	3
	7-12	11	
	13-16	7	5 4
Admitted for o	Admitted for current violence/abuse		
Admitted for t	he first time to AH:		23
	West Prince		0
	East Prince		7
	Queens		
	Eastern Kings	2	
	Southern Kings	0	
	Out of Province		7
	Unknown		0

## Outreach - Annual Statistics - 2018-19

Clients Receiving Ser	vices (count once for the year	r)	Services		
Total number of women served:		282	Total number of supportive contacts:		282
By Age:	Youth	3	Visits		151
	18-24	39	Calls	,	88
	25-34	97	Email	s	42
	35-44	78	Contacts		
	45-54	38	Average number of contacts per woman:		9.
55-64 19 Total number of women with		men with			
	65+	8	1 con	tact	2
By Marital Status:	Common Law	27	2-4 cc	ontacts	7
·	Divorced	10	5-9 cc	5-9 contacts	
	Married	36	10+ c	ontacts	11
	Never Married	92	Geographical Location of Client's Residence		
	Separated	113	Location	Number of Wome	en e
	Widowed	4	West Prince	34	
	Unknown	0	East Prince	65	
Receiving outreach services for first time this year:		116	Queen's County 70		
hildren			Eastern PEI	113	
Client:	Living with Children	157	Out of Province 0		
	Children in Care	16	Unknown	0	
Women living with	0 children	118	Supportive Contacts		
	1 child	58	Average number of contacts per woman:		3.
	2 children	71	Number of women receiving contacts		9
	3 or more	35	Total number of contacts:		35

#### **Anderson House 2018-19 Annual Report**

Dara Rayner, Manager of Operations

My role at PEI FVPS is Manager of Operations and within this role is managing Anderson House. Our clients, like in many of our allied services, have an increased level of complexity, facing a number of personal struggles and social barriers. Mainly our clients face domestic violence, childhood trauma, addiction and problematic substance use, and homelessness. Many of our clients also face mental health problems associated with living with abuse and chronic poverty. For many clients they face a number of these issues at the same time. Creating a plan to prioritize a woman's needs can often be a challenge when there is a high level of urgency to the case. We also must remember that a woman in crisis needs some time before making major decisions.

It has been a season of change within the shelter and I wish to thank all shelter staff for being supportive while we try out new initiatives. In my last report we acknowledged that finding appropriate housing and avoiding homelessness are becoming major obstacles in the women's lives and that finding acceptable rental properties in our previous length of stay was a challenge. We increased our length of stay from 3 weeks to assessing on a case-by-case basis, we have had some women and children stay as long as 3 months. The onus remains on the woman to be actively working on her housing plan each day and to be able to live communally in the shelter. Overall this is going very well, we have noticed that our residents are more relaxed and less anxious.

We have also changed the way meals are prepared in the shelter. As part of communal living, all women are required to participate in the household chores and cooking for all residents of the house. This could mean that one woman was preparing a meal for 5 other residents and their children, which can add up to a large amount of people. We found that this could be very stressful for someone who may not possess cooking skills and also, trying to cook for a large group with different taste and potential food allergies was no easy task. Now, supper time has been extended from 5-6pm to 'as long as everything is cleaned up by 10:00pm'. This has been proving to be less stressful for residents and resulting in less wasted food.

Our Children Services Coordinator, Michelle Buttery, has taken a one-year leave to teach at Holland College. This was a very exciting opportunity for her. Our part time staff member, Rachel Hoogerbrugge, filled the position and has added her own touches to the role, including a short intake designed specifically for moms and for children. The purpose of the mom's intake is to see how we can support them as a mother while they are at the shelter as their needs may be different or more complex than single women - parenting assistance, taking back authority, and the supports and resources needed or that they are struggling in obtaining. The children and youth's intake is to help them manage the best that they can while at the shelter (what would make them more comfortable, etc) and to gain their perspective on how life was at home. Children have often been exposed to (or are aware of) more than their mother may believe.

Finally, I would like to thank each member of the Anderson House and Outreach for their tireless commitment to the women we serve. Our team consists of Rachel Hoogerbrugge - Children's Services Coordinator, full time Shelter Workers: Cindy Banks, Jan Devine, Daneen MacDonald, and Kim McGuigan, part-time shelter workers: Rebekah Condon and Beth Cruwys, and casual shelter workers: Valerie MacEachern, Melissa Munro-Bernard, Megan Dorrell, Chelsey Condon and Michelle Buttery. Outreach Coordinators: Lee Anne Farrar, Gloria Dennis, Karen MacCarville and Gwyn Davies. Also, thank you to Administrative Outreach Support, Paxton Caseley, Program Manager, Ellen Ridgeway, Development Coordinator Lindsay Merrill and our ED — Danya O'Malley. We all make a great team!

Sincerley,

Dara Rayner Manager of Operations

#### **Program Manager 2018-19 Annual Report**

Ellen Ridgeway, Program Manager

The ASPIRE Program is in its ninth year. ASPIRE is an individualized empowerment and strength based program for women experiencing barriers after leaving abusive relationships. ASPIRE has given support to 39 women in the past year. The ASPIRE program supports women who may live in poverty, need assistance to obtain more education, wish to further their career opportunities, or need supportive intervention with substance use and mental wellness issues. The program helps women who may need advocacy, housing, transportation and accompaniment to appointments. ASPIRE Support Groups were offered 10 months over the year. During the past year 32 group sessions were offered. The group focused on material from the Seeking Safety manual, a model created by Lisa Najavits. The material in the manual offers an integrated treatment approach developed specifically for PTSD and substance use. The group facilitator was Sandra MacNevin. Thank you Sandra for your time, dedication, and care you gave to women in this support group.

PEI Family Violence Prevention Services completed a 5-year HPS (Homeless Partnering Strategy) project with the federal government's initiative HIFIS (Homeless Individuals and Families Information System), a software program from HPS-HRSDC designed to count and track homelessness in Canada. PEI FVPS held this project for over 10 years. The Program now shifts to the new federal government homelessness initiative Reaching Home. PEIFVPS continues to be involved in the prevention of homelessness by our participation on the Community Advisory Board.

In addition to our work with homelessness the ASPIRE Program was given funding through an HPS initiative to expand the ASPIRE program to ASPIRE+. Two homelessness beds were created in a unit at Second Stage Housing. ASPIRE+ offers many of the same supports as the ASPIRE Program. Having spaces additional to Anderson House for women facing homelessness has been a valuable addition to our services.

Work continues with Women's Shelters Canada (WSC), a national network of shelters across Canada. PEI is represented on the Board of Directors as well as the Advisory Board of WSC. The work to have a National Action Plan adopted is a main priority of WSC. The recent report "More Than a Bed" outlines the many services and supports that women's shelters provide, along with the challenges faced with providing these resources for abused women.

Second Stage Housing in Charlottetown is an eight-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, or Outreach Services. Residents can stay at Second Stage for a maximum of 1 year. A total of 17 women and 7 children resided at Second Stage in the past year. Our apartment complex at SAS housed 12 women and 14 children. SAS House has 9 units for residents and their children. SAS House is long term housing and is rent geared to income for its residents.

Thank you to all donors who gave to our programs. Your generosity helps staff to assist survivors of abuse with added resources that make a difference in the lives of women and children that we serve.

I would like to thank the PEI 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 Danya O'Malley, Executive Director for your support and consultation over the year. Thanks to Dara Rayner, Operations Manager for all that you do to keep things running. Much appreciation goes out to our admin staff, Lindsay Merrill and Paxton Caseley for your support and proficiency in your everyday work. Thanks to all staff and Board for creating avenues and opportunities to assist women in very meaningful ways.

Respectfully, Ellen Ridgeway

#### **East Prince 2018-19 Annual Report**

Lee Anne Farrar, Outreach Coordinator

The 2018 year has quickly passed us by. I am beginning my third year as the Outreach Coordinator for East Prince FVPS. I happily continue to strengthen my relationships with co-workers, other service workers, and clients. Every day is a new case and a learning experience within this field. I continue to educate myself on various issues pertaining to my clients and to determine ways to collaborate with other services available, to support clients in the best way possible.

Most often, I am hearing clients who are struggling with a number of issues, such as safety, finances, mental health and addictions, custody, self-esteem, and locating safe and affordable housing. The housing crisis in PEI continues to grow and poses a challenge to many clients when trying to leave an abusive household. Not only is it difficult for clients to find housing, but the rental increases have made available housing nearly unaffordable for a single parent making minimum wage. The financial stress of leaving a relationship can be difficult and can often result in victims staying longer, which can be detrimental.

Most commonly this year, I have had clients dealing with issues surrounding custody and co-parenting with their previous abusers. Often times, the past abuser can still hold some power or control over the victim, which makes co-parenting a challenge. The past abuser may also continue to verbally or emotionally abuse the victim. This has been a challenge for a number of my clients and I would love to see a greater support network implemented for parents dealing with their ex-abusers.

Over the course of this year, I have facilitated a number of support groups that have been effective in increasing client's self-worth, wellness, and empowerment. These groups allow victims to see how the changes they make in their lives can have a positive impact. It has been great to see the women empower each other and gain a greater appreciation of themselves, others, and to determine what they truly want in their lives.

I continue to educate myself in different levels of the Triple P program. These programs allow me to teach parents various positive discipline skills to deal effectively with behavioural issues their children may be exhibiting during the transitional stages of leaving their home. I have also thoroughly enjoyed being a part of the "All About YOUth" program and engaging with students this year. It is a fantastic and educational program for the grade 7 students in select schools across the island.

My goal for this next year is to expand the referral services in East Prince. I would like to build deeper connections with staff involved in clinical settings. My hope is to bridge services educate staff on our services and determine how we can provide more supports to victims of family violence.

I would like to thank the staff at FVPS for all their hard work and continued support every year. Each and every one of you is a rockstar!

Lee Anne Farrar

#### West Prince 2018-19 Annual Report

Danya O'Malley, Executive Director

You may notice the absence of an annual report from West Prince. Our outreach worker Julia Phillips took a position with Child Protection at the end of the year. We are delighted for Julia to have this opportunity. It is always good for our organization for those in Child Protection to have significant training in family violence, but it is our loss to have Julia move on. I am delighted to report that we have hired Karen MacCarville in the West Prince role. Karen has hit the ground running and I look forward to her time with our organization. Her experience and interest in our work makes her a wonderful addition to the team. Look forward to her report next year.

#### **Queens County Outreach 2018-19 Annual Report**

Gloria Dennis, Outreach Coordinator

This year will mark my 30<sup>th</sup> year with Family Violence Prevention Services and my 22<sup>nd</sup> year in the role of Outreach Coordinator in Queens County. As I have stated in years past, it has been a pleasure to work with the women we provide service for at FVPS. The strength and courage of the women and their desire to have a better life for themselves and their children is what makes each day, each story, appreciated.

During this fiscal year I have continued as a member of the PEI Bridge table and Justice Options Steering Committee.

The PEI Bridge table meets Tuesday and Thursday mornings and table members bring situations of Acutely Elevating Risk identified within their service or organization forward with a goal to intervene and reduce the risk/s identified. The Bridge table adheres to a very strict 4 Filter model to ensure that confidentiality of individuals is paramount. Filter 1 is within the originating organization, which identifies the risk which is beyond the scope of what they can provide. Filter 2 is when the Bridge table representative brings the situation to the table, with de-identified information: age range and risk factors. If everyone at the table agrees that the situation is acutely elevated and intervention is required, then we move to Filter 3, and further information is given so that table members can determine if they have been involved with the individual. At Filter 4 the services determine who the intervening table members should be and only those people meet to plan the intervention. The Door Knock is when the table members meet with the individual to offer services that may be able to reduce the risk to the individual. This has allowed FVPS to assist or offer assistance in a number of situations, or to get assistance with a situation beyond what we may normally be able to manage/provide.

The Justice Options Steering Committee has representation from Evangeline Community Consultative Group, Community Legal Information Association, Advisory Council on the Status of Women, the Inter-Ministerial Women's Secretariat, Adventure Group, Victim Services, Women's Network, and Family Violence Prevention. Justice Options identifies areas where there are gaps or additional services required to meet the needs of women impacted by violence in their lives. Justice Options is project funded and applies for funding through various application calls. Since June of 2018 with support from Family Violence Prevention I have taken on a contract with Justice Options to promote and facilitate Circles of Safety and Support for women at heightened risk of violence from a former partner. Information sessions on Circles of Safety and Support have been given to Justice Resource Center staff, Probation Services, PEI Bridge table and Secretariat, Premiers Action Committee on Family Violence, Child and Family Services, Lennox Island and others. Also, with Justice Options, the Steering Committee chair Kirstin Lund and I met with Women's Shelters Canada in Ottawa. Women's Shelters Canada has applied for funding and received it to pilot Circles of Safety and Support in 3 Northern Communities. Kirstin and I will work with Women's Shelters Canada on the project, the work on the project starts in 2019. This is very exciting to be a part of and to bring our made in PEI process to other parts of Canada.

Throughout the year I have also taken part in a number of presentations and information fairs. Presentations of note were at Holland College to the Early Childhood Education and Development and Youth Worker classes as well as community groups. The Information Fairs were at Scotchfort during Victim and Survivors Crime week, Women's Network, Union of Public Sector Employees-women's committee at the annual convention and Veterans Affairs at their mental wellness expo.

I want to thank all of the staff of PEI Famil	Violance Drayantian for their on	zaina cunnart thraughaut tha waar
i wani io inank ali oi ine siali oi eri famir	Violence Prevention for their on-	yoing support intoughout the year.
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Respectfully,

Gloria Dennis

#### Eastern PEI 2018-19 Annual Report

Gwyn Davies, Outreach Coordinator

This is the twenty third year of Outreach Service in Eastern PEI. Since February we are now located at the Families First Family Resource Centre on Brook Street in Montague. It is a pleasant change to hear children's voices and family centred activities going on. It is private, has good parking and I can use other spaces in the building if accessibility is an issue. I greatly appreciate the friendly staff who can offer childcare to clients while we meet. A good fit for our service. I want to acknowledge the twenty-two wonderful years that we had office space at the Riverview Manor. Phone, computer, and some admin support was freely provided by Kings Health and sustained over the years. I made many friends in the home care service and learned a lot about providing care and support.

The work of Family Violence Prevention has to happen on many levels; politically, philosophically, educationally, systemically. I see the work I do with individual women as the action for support and change that is informed by all the levels of study and strategic planning by our allies in government, the universities, the Advisory Council on the Status of Women, PEI Family Violence Prevention Inc. and all the caring individuals who shout out for change and progress. Large champions are youth efforts to cultivate peaceful relationships and know that they have the right and responsibility to speak up and promote egalitarian values in their personal relationships and their community.

Like every year, this past year, I have met with a variety of women struggling to take care of themselves and their families while enduring many types of abuse that drains their motivation, esteem and ability to change their situations. At the time they are in the worst emotional struggles, they have to do the most. Finding housing, dealing with court matters, child protection, and family court is like going into a battle against systems that are hard to navigate. Our formal referrals continue to come through Housing Services, Child Protection and Victims Services. Word of mouth, friends telling friends, clients from the past, are all big conduits of encouragement for women to reach out. Working collaboratively with other services is paramount in my approach. There is more progress to be made with the recommendations for changes in the Child Protection system. A woman and her children are better informed, assisted and feel better cared for when people work together. Families First has a fabulous kitchen and dining area so the Cooking for Wellness sessions have been successful and more productive. Bell Let's Talk is well appreciated for this program.

This will be my last Annual Report- I am growing old and wise in this work and will pass on this position to a person who will grow the service. Services are not places. Women who are victims of violence do become Survivors with meaningful support. Outreach services have to meet people where they are at, physically, emotionally and with the respect they deserve to be heard and to be challenged to make the positive changes they want. I am very grateful for the work Maxine MacLennan has done over the years in our regional High Schools. Students Against Violence Everywhere- SAVE. She gave the program a profile in our community that is important.

Thank you all for all that you do.

Respectfully submitted, Gwyn Davies