



ANNUAL REPORT

2019-2020

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"I entered the house without a will to live. I felt broken beyond repair, full of shame for the things i tolerated and heart broken that he never even loved me. I came to you broken. I left you feeling strong, powerful, self reliant, capable, and excited for my life."

~Anderson House Client

AGENDA

PEI FVPS 39th ANNUAL GENERAL MEETING

June 17th, 2020 | 6-9 p.m. | Virtual Meeting by Zoom

1. Approval of the Agenda
2. Minutes of the 38th Annual Meeting of PEI FVPS
3. Financial Statement
4. Motion to Approve the 2019-20 Audited Statements
5. Motion to Approve Auditor
6. Election of Directors
7. Report from the Board Chair and Executive Director
8. PEI FVPS Strategic Plan – Nishka Smith
9. Other Business
10. Adjournment

*Staff agency meeting and
summer social – July 2019*



PEI FVPS Inc. – 38th Annual General Meeting

Wednesday, June 19, 2018 – 6:00 p.m. to 8:00 p.m.

Farm Center, 420 University Ave, Charlottetown, PE

Present: Gwyn Davies, Michelle Burge, Nishka Smith, Cindy Banks, Jan Devine, Tina Pranger, Dara Rayner, Ellen Ridgeway, Shira Zipursky, Kim MacGuigan, Lindsay Merrill, Melissa Munro-Bernard, Wendy Verhoek-Oftedahl, Gloria Dennis, Bridget Morriscey, Danny Gallant, Lauren Gallant, Andrea LeClair Shefler, Rachael Crowder, Daneen MacDonald, Jane Ledwell, Danya O'Malley (ex-official), Paxton Caseley (ex-official)

Regrets: Caroline McRae, Lee Anne Farrar

Chair: Tina Pranger

1. Approval of Agenda

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

M/S: Danny Gallant /Andrea LeClair Shefler

CARRIED.

2. Approval of Minutes

MOTION: Be it resolved that the minutes of the 37th Annual General Meeting held June 27, 2018 be approved with amendments. Expand on which bylaw was amended and how.

M/S: Melissa Munro-Bernard/Lauren Gallant

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, 2019. The Auditor Report is different than previous years as it is now following an international standard which makes the report longer. It is the opinion of the auditor that it presents fairly and in accordance with Canadian standards. The organization has received a clean bill of health.

Overall assets have increased throughout the year. The organization has cash on hand of \$341,000, including a temporary investment account holding funds of \$163,000 from the sale of the Jennifer street property. The restricted Endowment Fund is up to approximately \$650K, with approximately \$72,000 invested and \$30,000 in growth.

The Operating profit is approximately \$200K. Changes in the operating fund are due donations/fundraising with a \$40K increase over last year. Donations brought in \$120K. Fundraising activities netted \$95K for the year, an increase of approximately \$35K. The \$163K from sale of the Jennifer Street property is in a GIC and then will be invested in the Endowment Fund after a period of one year.

Other items to note is that the temporary housing project had been fully funded by province and presented no out of pocket costs for FVPS. Gross wages increased by \$30K. Relief staff wages are down, however this is difficult to differentiate as our new schedule has two part time staff members who pick up casual shifts. May change this reporting process going forward as we are consistently within budget and the differentiation is not overly necessary.

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, 2019.

M/S: Shira Zipursky/Daneen MacDonald

CARRIED.

5. Motion to Appoint Auditor

MOTION: Be it resolved that MRSB Chartered Accountants be appointed as auditors for the 2019-20 fiscal year.

M/S: Melissa Munro-Bernard/Andrea LeClair Shefler

CARRIED.

6. Election of Directors

Lauren and Danny presented the report from the nomination committee. There were two nominees brought forth for election to the board: Bridget Morriscey and Mary Rogers, with a third seat still vacant. Lauren called for further nominations from the floor three times. Hearing none, Daneen moved that nominations cease and for the nominations presented to be approved. Gwyn seconded the motion. As such, the nominees were declared members of the board.

7. Report from Board Chair and Executive Director

Danya O'Malley – Executive Director

Danya has reached the third year of her three-year contract as Executive Director and reflected on her first term as Executive Director. She mentioned how much she has grown both professionally and personally. Pointing to the achievements of her mentor and previous Executive Director, Phil Matusiewicz, she felt she had a tough act to follow, but is thankful that she was able to gain confidence and excel in her role despite any challenges she faced along the way.

In talking about the achievements and success of the organization this past year, Danya mentioned that FVPS has received a significant amount of media this year and requests for staff training. It is encouraging to see the respect the public has for FVPS and that people are becoming more generally aware of our services.

Tina Pranger – Board Chair

Tina recognized the incredible work of Danya as Executive Director. The Board achieved many things this past year. Previously it had functioned solely to provide oversight. While it still maintains that role, it has expanded and begun to take on more of an active leadership role to represent the organization and help move it forward. Meetings have been restructured such to include both business and leadership tasks.

In clarifying the question of 'who do we serve?' it has been reaffirmed that FVPS is a feminist organization and three groups have been identified as recipients of our services. This includes people who experience and are victims of violence; people at risk; and the public at large.

The Board also spearheaded the evaluation framework with the help of Nishka Smith which will form the basis of the upcoming strategic plan. Looking forward, we need to identify existing gaps in services and whether it is our role to fill it. Tina would also like to host a volunteer recognition event and as well, work to reignite staff/Board relationships and events.

8. PEI FVPS Evaluation – Nishka Smith

Nishka Smith presented on her evaluation findings. Data was collected between October 2018 and June 2019. She reviewed an overview of results from the Anderson House, Outreach, and Partner Surveys.

Of the surveys distributed for the Anderson House (AH) survey, only 4 out of 20 were completed. The length of stay correlated positively with an increase in the level of comfort for residents. Departures from the shelter are often quite sudden and the women in AH are dealing with crisis; therefore, it can be assumed that giving an evaluation is not a priority. It would be beneficial to explore ways to increase feedback received from women as something did not click.

There were 45 respondents in the Outreach survey. 20% had previously stayed at AH and 80% did not. 63% received service for more than 12 months. 52% connected with an Outreach Worker more than 20 times. Again, the longer clients are with worker, the more comfortable they report being. Clients expressed the importance of their Worker's flexibility. The response rate for clients accessing our Outreach services as compared to Anderson House are much higher, to which Nishka hypothesized may be attributed to the fact that clients with Outreach Workers may be experiencing more overall stability.

There were 65 respondents for the Partners survey, 48% of which were from Child and Family Services. 71% had a good understanding of the types of services offered, meaning there could be more clarification. 86% feel staff is successful in their work. 31 of the 65 respondents have a direct professional relationship with Outreach Workers, yet only 51% understand what our workers do. More communication needed.

Responses from Partners about their concerns: 24% had issue with wait times for service, 49% no concerns. Nishka will look at the data to see if those partners with concerns about wait times are those that only work with AH. There were also more concerns that Partners are not confident in knowing what services we provide. Overall, particularly good findings. There is also good constructive feedback in the full report.

9. Other Business

None.

10. Adjournment

MOTION: Be it resolved that the 38th annual meeting be adjourned.

M/S: Dara Rayner

CARRIED.

FVPS Board Member

Date

FVPS Recording Secretary

Date

EXECUTIVE DIRECTOR'S REPORT

The events of the past year have been eclipsed by the all-encompassing pandemic that has affected not only our country, but the entire world. I expect that our response to the pandemic and the community support we have received will feature heavily in next year's report. I am sure our organization will remain a strong presence in the network of non-profits on PEI. Turning my attention to the year past, there are a number of things that are worth noting as we have continued growing and changing as an organization.

In 2019 we embarked on an ambitious plan to create a 5-Year Strategic Plan for the organization. Our goal was to build on the work done during the evaluation of the organization the year prior. A number of areas of growth had been identified and I, along with the board, was interested in seeing how we may meet these needs. Nishka Smith, the consultant who carried out our evaluation, was chosen to put together the plan. The committee overseeing the project included representatives from board, management and staff. The committee was made up of myself, Tina Pranger, Danny Gallant, Andrea LeClair Sheffler, Melissa Munro-Bernard, Gloria Dennis, and Dara Rayner. Those on the committee were tasked with reporting to their various groups and soliciting input on all aspects of the plan. We are delighted to have a finished product to present at the AGM.

PEI FVPS had an allocation of funds through the Investments in Affordable Housing fund to be expensed in 2019. We required a third office for work on the third floor of Anderson House in the outreach/administrative office. We took this opportunity to add some heat pumps to the 2nd and 3rd floor, additional options for ventilation and lighting, as well as remodeling the bathroom/kitchenette area. We are very pleased with the results. To create

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the third office we moved the wall in my office so that one of my windows joined with the file room. This was converted into office space. The waiting room, which was largely unused, was converted to the new file room. We are pleased with the results and feel the space will be more comfortable throughout the summer months, which are oppressively hot on the third floor.

The end of this fiscal year we saw a lot of media attention on family violence, violence against women, and the impact of trauma. PEI FVPS was fortunate to get much positive publicity for our services, programs, and commitment to the issue. This is wonderful for us. It benefits our organization and our clients to have a broad level of understanding of this serious and complex issue. CBC had a national campaign on domestic violence and featured staff member Gloria Dennis on The National. Gloria spoke about Circles of Safety and Support, a life saving intervention for those at risk for domestic homicide. We are appreciative of all media attention bringing the issue to those who may have no personal experience. I have found people to be empathetic, compassionate and understanding once they hear about what we do and how.

Lastly, in Eastern PEI our outreach worker Gwyn Davies retired after 24 years with the organization. I first met Gwyn when I was a student in placement at Anderson House. I went out to Montague to meet her and talk about the outreach work happening in Eastern PEI. I was an immediate fan and I am very sorry to see her leave our organization. I so appreciate the decades of work that she has given us, and I know that she will be greatly missed by everyone here and the other service providers in Eastern PEI. She will be missed most by the clients whose lives she touched.

I'd like to offer heartfelt thanks to all staff, board and volunteers who have helped make this year a success.

Respectfully,

Danya O'Malley

Executive Director

*100 Women Who Care
(Charlottetown Chapter)
awarding a cheque for
\$21,000 to PEI FVPS at
their December 2019
meeting*



BOARD CHAIR REPORT

It goes without saying that we are living in trying times. And they are especially trying for some. In fact can be downright dangerous for those who live in violent households, made all the more stressful by pandemic lockdown. Our collective compassion and sense of responsibility goes out to them. And our admiration goes out to essential workers, like the management and staff of Family Violence Prevention Services, who continue to do their crucial work, in these challenging times.

As this is my last AGM after 3 years as Board Chair, I wanted to highlight some of the activities of the board over that time.

1. Clarification of organizational ideology

With input from management and staff we re-affirmed that FVPS is a feminist organization that acknowledges and addresses the structural gender inequality that lie at the roots of family and interpersonal violence.

2. Clarification of who our clientele are and should be

With input from management, staff and members we identified that FVPS should serve:

- a) All people in PEI who experience family or interpersonal violence, including but not exclusive to women and children;
- b) People in PEI who are at risk of family or interpersonal violence, e.g. due to homelessness, unemployment, poverty etc.
- c) Public at large – re: awareness and education activities

3. Clarification of board role

It was agreed that the board role should include: legal and financial oversight and management of the Executive Director as it always has and also take a more active leadership role in the area of family violence. To this end board meetings were re-structured to allow more time for discussion of leadership issues and the Executive Committee became more active.

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4. The 2019 evaluation of the organization that allowed us to assess how we are doing, what we are doing well, what we need to improve and what else we need to do.

5. Increased board consultation and collaboration with management, staff, members, and partners on the future direction of the organization. For example:

- a) Discussions with staff and members at previous AGMs on FVPS role in public awareness, education, advocacy and who our clients should be
- b) Broad and detailed input from management, staff, and key partners during the evaluation process
- c) A joint staff/board working group that has spent the last year developing a five-year strategic plan plus regular opportunities for broader staff and board input.

6. Joint development of a strategic plan to give the organization direction over the next five years. We have identified four key areas that the organization will work on: Service delivery, monitoring/evaluation/research, prevention, and advocacy.

Two recent events underscore the importance of our work in prevention and advocacy. First the Covid 19 pandemic and the response to it have demonstrated how a crisis like this magnifies pre-existing inequalities and issues (eg. the poor, unemployed, isolated etc. suffer more) and how these can in turn exacerbate family violence. Secondly another example of violence, the recent murder of George Floyd, is a stark and tragic reminder of the reality, enduring nature and far-reaching implications of structured inequality, whether it is racial, gender-based or other, and how this inequality all too often allows for and translates into violence. We as an organization need to continue to take leadership not only in addressing the results of family violence, through our shelter, supported housing and outreach work, but also in addressing its underlying causes through our prevention and advocacy activities .

I am grateful to the immensely innovative and intelligent guidance of our Executive Director, Danya O'Malley, our dedicated, passionate and talented staff and volunteers, and our slate of bright and committed board members, who all work hard to make the PEI a more just and safer place.

Respectfully submitted,

Tina Pranger

Board Chair

*PEI FVPS Volunteer
Appreciation Night*



ANNUAL STATISTICS 2019-2020

Anderson House - Annual Statistics 2019-20

Admissions - Adults		
Total number of women admitted:		79
By Age:	>18	0
	18-24	7
	25-34	30
	35-44	25
	45-54	13
	55-64	2
	65+	2
By Marital Status:	Common Law	15
	Divorced	1
	Married	18
	Never Married	33
	Separated	12
	Widowed	0
	Unknown	0
By Location:	West Prince	3
	East Prince	8
	Queens	61
	Eastern Kings	6
	Southern Kings	1
	Out of Province	0
	Unknown	0
Admitted with:	1 child	16
	2 children	5
	3 or more children	2
Admitted for current violence/abuse		58
Admitted for the first time to AH		45

Admissions - Children			
Total number of children admitted:		33	
By Age:	Gender:	F	M
	0-2	7	3
	3-6	4	7
	7-12	4	5
	13-16	2	1
Total by Gender:	Female		17
	Male		16
Admitted for current violence/abuse		24	
Admitted for the first time to AH:		19	
	West Prince		1
	East Prince		3
	Queens		25
	Eastern Kings		4
	Southern Kings		
Out of Province			
Unknown			



Donations from Kent for the Shelter's new plant program

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Outreach - Annual Statistics - 2019-20

Clients Receiving Services (count once for the year)			Services	
Total number of women served:		313	Total number of supportive contacts:	3757
By Age:	Youth	2	Visits	1872
	18-24	32		1093
	25-34	105		792
	35-44	103	Contacts	
	45-54	35	Average number of contacts per woman:	
	55-64	20	Total number of women with...	
By Marital Status:	65+	16	1 contact	27
	Common Law	36		64
	Divorced	12		76
	Married	53		146
	Never Married	75	Geographical Location of Client's Residence	
	Separated	129	Location	Number of Women
Receiving outreach services for first time this year:		139	West Prince	51
Children			East Prince	62
Client:	Living with Children	176	Queen's County	69
	Children in Care	21	Eastern PEI	131
Women living with	0 children	0	Out of Province	0
	1 child	62	Unknown	0
	2 children	76	Supportive Contacts	
	3 or more...	68	Average number of contacts per woman:	
			Number of women receiving contacts	
			Total number of contacts:	



ME Callaghan
Junior High
students and
teachers "walk"
a survivor of
family violence to
Anderson House
(113km)

ANDERSON HOUSE REPORT

Our clients, like in many of our allied services, have an increased level of complexity, facing a number of personal struggles and social barriers. 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.

As outlined on my last annual report, we have increased our length of stay in the shelter and this affords us more opportunities for programming within the shelter. This year saw the beginning of different types of programming such as Back to Loving Me, CBT sessions for anxiety, and the plant program. We are in early stages of offering these programs, so I expect to have much more to say about this programming in my next annual report. Some of this work was generously funded by the Charlottetown chapter of 100 Women Who Care.

We have also introduced 'Bridging' and 'Booster' options to our clients. We have found that some residents feel overwhelmed during the transition from the shelter to independent living. Although Outreach Services are always offered as a means for follow up service, beginning that new relationship can be difficult, and a resident may benefit from some additional time to transition to that service. With Bridging, we keep in contact with a resident when she departs for up to 6 weeks to help her feel supported and to make the transition to an outreach worker smoother.

During the Bridging sessions we can identify ways a client may be struggling, and if so, we can offer a 'Booster' where they can come back to the shelter for a week to receive support. With our length of stay considerably longer, our residents are bonding with each other and with staff. It can be difficult to leave an environment that offers so much day-to-day emotional support. I am pleased we've modified our services in this way and that we are able to enhance our continuity of care.

Rachel Hoogerbrugge filled in this year as Children's Services Coordinator as Michelle Buttery was on leave, teaching at Holland College. Rachel introduced a Mom's Intake form which allows for an in-depth focus on a woman's needs as a mother and the individual needs of her children. This also helped open the door to discussions around children witnessing violence and the effects of domestic violence on children. Rachel left this position at the beginning of February to fill Gwyn Davies' Outreach Co-ordinator position in Eastern PEI. Thank you to Rebekah Condon for stepping in and seeing us through! Michelle returned to her position in May 2020.

Finally, I would like to thank each member of staff within our organization. I value and appreciate each and every member for your dedication and commitment to the families we serve.

Sincerely,

Dara Rayner

Manager of Operations

*Toys-R-Us
donated boxes
and boxes of
new toys for
the playroom at
Anderson House*



2nd STAGE HOUSING REPORT

The ASPIRE Program is in its tenth year. ASPIRE is an individualized empowerment and strength-based program for women experiencing barriers after leaving abusive relationships. ASPIRE has given support to 22 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 9 months over the year. In the past year, 26 group sessions were offered. In the spring art classes were given by a resident, to women, for 8 weeks and were extremely popular. In September, a self esteem support group was offered based on the book, *Back to Loving Me*. Another group "Thoughts and Feelings" (Cognitive Behavior Therapy) focused on anxiety, fear, and trauma. The material offered an integrated treatment approach developed specifically for women. The group facilitators were Daneen MacDonald and Beth Cruwys. Another group, Eating and Cooking Locally was delivered to ASPIRE women by dietitian Morgan Palmer. These food sessions were funded by PEI Dept of Agriculture and Land, through a grant from the Food Insecurity Network.

In addition to our work with homelessness, the ASPIRE Program was given funding through a new federal initiative Reaching Home to extend ASPIRE Plus. Two homelessness beds were created in a unit at Second Stage Housing. ASPIRE Plus offers many of the same supports as the ASPIRE Program. There is a two-month maximum stay with ASPIRE Plus. The housing crisis makes it challenging to maintain this maximum. We work with clients to ensure they have support while actively seeking housing. The ASPIRE Plus Program transitionally housed 4 women over the past year.

Work continues with Women's Shelters Canada (WSC), a national network of shelters across Canada. PEI is represented on the Advisory Board of WSC. The goal to have a National Action Plan on VAW is a major priority of WSC. The recent release of a report *Building a National Narrative*, a select review of domestic violence policies, legislation, and services across Canada, is available on the Women's Shelter's Canada website.

PEI FVPS is a committed member of the Community Advisory Board on Homelessness (CAB). This dedicated committee has been integral to forming many partnerships and is an invaluable network for issues surrounding homelessness on PEI.

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 10 women and 12 children resided at Second Stage in the past year. Our apartment complex at SAS housed 9 women and 8 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 the women and children that we serve.

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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 office 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

Program Manager



PEI FVPS/Anderson House received \$86.038 from PEI Burger Love

WEST PRINCE OUTREACH REPORT

I started my position in June 2019 as the Outreach worker in West Prince. For my first few weeks I was busy organizing the office in O'Leary and connecting with employers and service providers in the area. I made contact with 36 different organizations and employers and a package of information was left for them to disperse to their staff, clients or to showcase in their resource areas. I heard from a couple of the places where I stopped by, that they weren't sure if our service still existed or not, so they were happy to know that we still had an office and a worker in West Prince. Looking back I am glad I reached out to them. I also took the time to review best practice resources to assist me in providing quality care in supporting my clients. I also ordered new resources for the office.

In August, 8 School bags were provided to children, who required a hand up for their return to school.

In October Dara Rayner and I carried out a Clothing Give Away. There were 115 people attend this event in O'Leary. We were grateful for all the donations that came in from all across the Island, with Dara's garage being the storage facility for many of the donations. It provided a nice way to help but also to promote what we do as an organization. I made my rounds and introduced myself to all who attended.

In December I partnered with Westisle Composite High School to ensure a presentation occurred to remember the December 6th massacre. There were 90 students in attendance and the Values Ed group lit the candles. We also remembered the women who have lost their lives to Domestic Violence here in PEI at this presentation too. I spoke at this event as to how we can support those experiencing Domestic Violence.

7 different West Prince Families were assisted at Christmas and when delivery's or pickups occurred there was usually a huge thank you and tears of happiness and relief.

I set up and worked our booth at the Neighbour 2 Neighbour event, which gave us valuable exposure to over 400 West Prince residents many of who were Newcomers at Westisle High School. This event was a huge success.

Education and promotion of the service we provide in the West Prince area, was my intended goal for this year's FVP week. (See the attached newspaper clipping of the activities provided) After the week ended I did have the Community of O'Leary reach out to say they would love to sponsor our silent witness walk in 2021. The Mayors of O'Leary and Alberton have stated they will work to get all communities in West Prince to carry out a West Prince Proclamation for FVP week in 2021 this year the Town of Alberton did carry out the Proclamation for 2020 FVP Week.

Throughout the year I carried out presentations on the following: Healthy relationships, What is Abuse, and Services provided by PEI Family Violence Prevention Services. These were presented to Westisle Composite High School, Hernewood Junior High School, ME Callaghan Junior High School. I had hoped to carry out the, It's All About Youth Program at ME Callaghan but Covid got in the way of this. Presentations were also provided to the Knutsford and West Devon Women's Institutes, O'Leary Community Council, and the United Church Women's group in O'Leary. I had presentations set up with the primary care team at Community Hospital O'Leary and with the Best Start Workers in West Prince but these had to be cancelled due to Covid 19. I also would have liked to do a Liberty group this spring but Covid 19 made this impossible to do. Covid 19 has brought a new reality to our work.

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Barriers for my clients include; custody agreements prior to getting these issues resolved via family court (Covid has made this even more difficult. I have one mother who has not been able to see her children for 10 months.) Affordable safe housing is another barrier that seems to be an issue throughout PEI but is difficult in our small communities of Tignish, Alberton and O'Leary. Often women choose to stay in unhealthy relationships because they can't find housing or they can't afford what is out there. PEI Family housing has been wonderful to assist our higher risk clients and I look forward to their continued Partnership and support.

Partnerships have been strengthened in the West Prince Area in the last year. We have partnered with 29 different agencies, groups and employers over the last 9 months. Some of these were ongoing and some are new partnerships. I currently sit on the Rural Action Committee for West Prince and the West Prince Christmas Hamper Committee. I am also a member of the Chamber of Commerce for West Prince.

My first year with this agency has flown by and it has been an honor to assist the 51 active clients that I have seen and to be a part of the Outreach Team here on PEI. I am looking forward to embracing clients and the community of West Prince in the coming years. To end my report I must say a huge thank you to my all my coworkers for their valuable insights and guidance throughout my first year.

Submitted by,

Karen MacCarville

West Prince Outreach Coordinator

*Placing purple ribbons on
Constables MacKinnon
and Ferguson for Family
Violence Prevention Week*



EAST PRINCE OUTREACH REPORT

The beginning of 2020 has proven to be challenging for many. The Covid-19 pandemic has changed the way people in our world function day-to-day. Many countries are in lockdown, with businesses and restaurants shut. Individuals adhered to social distancing, missing their friends and family. It has been a difficult time in our history and one that has brought concerns for the clients we support in our organization. The rules and regulations set forth due to the pandemic meant victims were isolated with their abusers, with limited ability to reach out to their supports.

We have adapted the way we provide services. Being unable to meet face-to-face with victims has been a challenge, as that in person meeting is more personal; but our services continued via text, email, phone and video chats. I am grateful that our services have the ability to continue to provide support to those in need during these times.

I continue to see similar struggles for clients, as previous years. The lack of safe and affordable housing remains an issue for many. This is often worrisome, due to a victim feeling financially tied to their abuser, keeping them in unsafe situations. It is difficult to find housing with the increase of rent across the Island, especially when victims are living on one income or on assistance. It is even more challenging when the low-income housing waitlists can number in the hundreds.

This year I noticed an increase in clients whose ex-partners are not allowing them to have visitation with their children. Unfortunately, in these circumstances, without a legal agreement in place, it can be months before they are able to see their children. The victim is left to file with legal aid or come up with a retainer for a lawyer. Court can often be a long and heart-breaking process; that can be detrimental to a parent and their children's mental health. I strongly believe we can do better and somehow speed up this process. I hope to advocate more on this issue in the coming year.

I believe this year will continue to be interesting and bring new challenges. I am grateful during these times to be affiliated with such wonderful staff and organization. Thank you, Dara and Danya, for all you have done to make these changes as stress free as possible for all involved. I would also like to thank the staff and board for all the amazing work you continue to do.

Respectfully submitted,

Lee Anne Inman

East Prince Outreach Coordinator

*Annual Walk in Silence in
Summerside during Family
Violence Prevention Week
2020 on PEI*



QUEENS COUNTY OUTREACH REPORT

This has been an interesting year with a few challenges along the way. The Administration and Outreach offices began renovations in late January, meeting with clients in-office was not an option. Meetings with clients took place in the shelter, at client's homes or out in the community. That was still happening when the COVID-19 pandemic shut everything down in March. That changed how service was provided by Outreach yet again. Outreach met with clients on the phone or zoom video. In person meetings were to be in emergency situations only, such as accompaniment to police with Chief Public Health Office recommended safety measures in place.

As stated in past years, it is a privilege to work with the courageous women that seek our support and services. The emotional and situational barriers women face when ending an abusive relationship take time and support, assessment of risk, safety planning, access to safe affordable housing, legal services, and childcare to highlight a few. The addition of a pandemic made difficult situations much more difficult and risky for women as they were often in lockdown with their abusive partner. We are all aware of the housing situation in Charlottetown, in PEI and across Canada, finding appropriate housing has been challenging during a time that is already stressful. I'm very happy our organization will have more units available sometime this summer with a new building in the city to house women victims of violence.

Family Violence Prevention continues to have representation on the BRIDGE a multi-disciplinary committee that meets 2x per week and identifies elevating risk for individuals or families and offers services and connects individuals/families to those services. www.princeedwardisland.ca/en/information/prince-edward-island-bridge-model

I continue to be a part of the Steering Committee for Justice Options for Women. Justice Options for Women is currently involved in a multi-year project with Women's Shelters Canada, the project will bring Circles of Safety and Support to 3 northern communities; Peace River Alberta, La Ronge Saskatchewan and Watson Lake Yukon. Training of shelter workers from each of the communities has taken place. The community trainings which were to take place late May early June are currently on hold due to COVID.

Circles of Safety and Support received national media exposure when CBC did a series on domestic violence. This has generated interest in the process across the county.

During the 2019-2020 year 12 women were connected to Circles of Safety and Support, for 5 women a Safety Circle did not proceed for a variety of reasons; often because the safety concerns were adequately addressed or the woman chose not to proceed.

Outreach has continued to provide public education in the community, sessions have included Early Childhood Education and Youth Worker students at Holland College and women's organizations.

Referrals to Outreach continue to come from numerous services, most referrals are from Anderson House, Victim Services, Child Protection and Mental Health. Referrals also come from police, legal

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services, housing and self-referral or friends and family. Work with the women has included, needs assessment, risk assessment, safety planning and education about the impact of violence on women and children.

The last of this year has required adjustments to how service is delivered, and it has presented some challenges. I look forward to the time when service can be offered in a way that is more connected. However, I am extremely grateful for the organizations support during this time. I am also incredibly grateful that PEI has had strong leadership working to keep us all safe.

Submitted by,

Gloria Dennis

Queens County Outreach Coordinator



7th Annual Sweetheart Dinner for Anderson House at Red Shores Racetrack & Casino

EASTERN PEI OUTREACH REPORT

What a year of change this has been for Outreach in Eastern PEI! We have said goodbye to Gwyn Davies who has been the one and only Outreach Coordinator in this region for 25 years – those are some pretty big shoes to fill! I am grateful to have been given the opportunity to continue her work and I share her commitment to the families and individuals in Eastern PEI. I am looking forwards to the opportunity to expand on the services she was providing and making the program my own. I come to the position with 10 years under my belt at Lanark County Interval House in Ontario both as a shelter staff member and the Children's Program Coordinator, as well as 7 years of experience at Anderson House. My years at Anderson House saw me shift from a casual shelter worker, to a permanent part time shelter worker, and most recently the interim Children's Services Coordinator.

Having been in the position of Outreach Worker for only 2 months, a lot has transpired. I spent my first month shadowing Gwyn – getting to know the existing active clients, meeting with other service providers, and becoming familiar with the various processes and services available. We were able to secure a meeting place, in Souris at the Town Hall, to use when clients were unable to meet in their homes. I attended the Walk in Silence, made preliminary contacts within the high schools to encourage more of a presence, and joined the Kings Youth Wellness Committee. March 2nd I began my first month as the new Coordinator thinking it would be slow and take a while to build a new client base. I focused my attention on my presence in the schools for 2 weeks making further connections and setting up presentations.

Then COVID-19 hit. My planned presentations for the schools were put on hold and learning to work from home and support clients over the phone became the new reality. Client referrals from Child Protection, Victim Services and Hospitals releasing patients increased, as did clients struggles with custody and access. No one seemed to know what was allowed in terms of contact, exchange services were shut down and starting a new case was next to impossible.

When things get back to normal it is my goal to add more of a youth and education/prevention element to the existing program which all of the high schools have requested and are on board with. Given my experience in working with youth I am hopeful this will add a much needed service to our Eastern Community!

I am very thankful for 2 wonderful mentors in Danya O'Malley our Executive Director, and Dara Rayner our Manager of Operations. Thank you as well to the Outreach team for welcoming me and taking the time to answer my questions and share experiences of similar cases/situations. The assistance of everyone has been invaluable. While I miss my colleagues at Anderson House I am grateful for the opportunity and experience of this new journey.

Respectfully,

Rachel Hoogerbrugge

Eastern PEI Outreach Coordinator

*New office space for Eastern
PEI Outreach at 4 Brooke Street,
Montague*

