



More than a house

2019 - 2020 ANNUAL REPORT



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40
YEARS

ENDING ABUSE. BUILDING *Hope.*

1980 • 2020



Leadership Message

As we celebrate our 40th anniversary, it is important to acknowledge that the achievements highlighted in this report and the successes we have experienced over the past 40 years. These are only possible because of the support and commitment of our funders, donors, community partners, volunteers, board of directors and of course our dedicated and passionate employees.

We are honored that you have chosen to partner with us and our families as we walk together on this meaningful journey to create a world free from abuse and intimidation.

Last year 186 women and children accessed our shelter and spent a minimum of one night with us. Our frontline team received 799 crisis calls from women reaching out for support, information, and safety planning and our PEACE program provided support and individual counselling sessions to 628 children, youth and caregivers. Unfortunately last year we had to turn away 163 women due to a lack of space. We are very excited to say that Kelowna Women's Shelter is poised for an exciting and pivotal expansion over the next few years, which will substantially increase our capacity and expand the continuum of care we offer women within our community by providing second stage housing to families leaving abuse.

The thrift store continued to thrive and despite having to close our doors for a few months this year, we have broken sales targets week after week since the re-opening in June. The thrift store provides an invaluable service to the families in our shelter as well as the residents of Kelowna. We continue to support over 30 community partners through our voucher system and last year we gave away over \$10,000 in clothing and household items to hundreds of Kelowna families through this program.

At the start of our journey 40 years ago we provided temporary safety for families leaving abuse. Over the years we have learned and developed our programs to provide a more cohesive response to the impacts of domestic abuse. The organization continues to proactively refine strategies that open doors and reduce barriers for vulnerable women and children to access our services. We continue to battle the world wide

epidemic of violence against women. If there was ever a time for us to stand up and lead, this is it, and that's exactly what we intend to continue to do for the next 40 years and beyond.

Thanks to the dedication of all our supporters over the last 40 years, Kelowna Women's Shelter is so much more than just a house. In addition to providing safety, we also support women as they rebuild their lives, develop resilience, navigate systems and heal from the trauma caused by domestic abuse.

Our future is certain to hold its fair share of challenges as well as successes. As our community is thrust into the middle of a worldwide pandemic, our commitment to deliver high quality services and programing has not changed. As a team we navigated these unprecedented times and adapted our programs and practices. We continue to support women and children experiencing domestic abuse when and where they need us. More work needs to be done, but together we can take a stand and create a world free from abuse.

On behalf of the employees, board of directors and the women and children we serve, we would like to thank all of our volunteers, generous donors, funders and our community partners for standing beside us over the past 40 years.



Roberta Fidalgo
President of the Board



Allison McLauchlan
Executive Director

Who We Are



Kelowna Women's Shelter is a front line organization providing hope, safety, and resources to women, children and youth impacted by domestic abuse.

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For those who make the difficult decision to leave, the transitional house provides safe and secure accommodation, food, basic needs, referrals, advocacy and one on one support for both women and children. Although the shelter is the cornerstone of the organization, we are so much more than a house. We provide a number of programs and services that go beyond the walls of our shelter to reach vulnerable families in the community. We are also very fortunate to operate a social enterprise Thrift Store that supports numerous community organizations.

Since our inception in 1980, the conversations and public awareness around domestic abuse have changed. What used to be viewed as a private matter is now seen as a worldwide epidemic that causes a ripple effect through families, communities and social systems. We will continue to change the narrative and challenge the stigma and shame that accompanies domestic abuse, and make a difference in the lives of those we support.

Kelowna Women's Shelter (Central Okanagan Emergency Shelter Society) is a not for profit organization and is governed by the BC Societies Act through a volunteer board of directors.



Karen Mason served as the Executive Director before leaving the role to pursue her work with the SOAR project. We thank Karen for her 5 years of service to the Kelowna Women's Shelter.





Allison McLaughlan, Executive Director



Sylvia Weir, Incoming President



Roberta Fidalgo, President, Board of Directors
(2017-2020)

BOARD OF DIRECTORS

Roberta Fidalgo

*Human Resources Consultant and Coach, YET
Human Resources*
Board President; HR Committee Chair

Sylvia Weir

Chief Financial Officer, Interior Health
Board Vice-Chair; Expansion Committee
Member; Governance Committee Member;
Communications Committee Member

Nakita Edwards

*Professor, Okanagan School of Business,
Okanagan College*
Board Treasurer, Finance Committee Chair

Brenda Ridgeley-Ketchell

Department Chair, Okanagan College
Board Secretary; Governance Committee
Member; Finance Committee Member

John Pereira

Assistant Store Manager, London Drugs
Expansion Committee Chair; HR Committee
Member

Jeffrey J. Peterson

Lawyer, Peterson Law
Finance Committee Member

Marika Luczi

*Development Coordinator, Highstreet Ventures
Inc.*
Expansion Committee Member; Marketing
Committee Member

Caroline Arnieri

Human Resources Consultant, Independent
Governance Committee Chair

Why We Exist

\$7.4

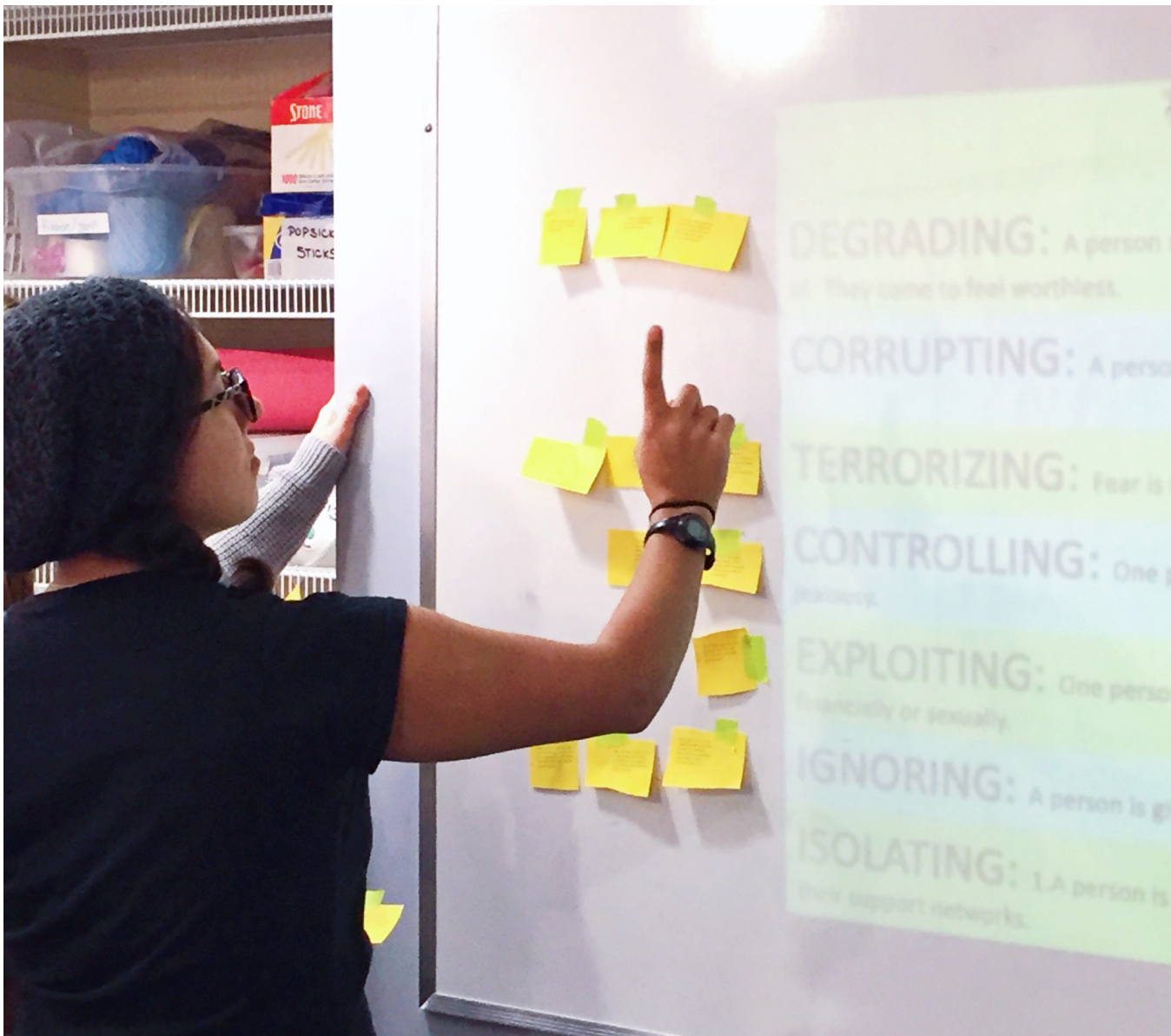
Billion
spent on dealing with the aftermath
of domestic abuse in Canada each
year

90%

Of children
and youth are in the same or next
room during an attack on their
mothers

300

Women and children
are turned away from shelters on
any given night in Canada because
they are full



What Guides Us

At the beginning of 2020 the organization started the exciting process of developing a three year strategic plan. Employees and board members began this process by reviewing our existing vision, mission, and values to ensure that the organization was still aligned with the current statements. After numerous planning sessions and analysis of the feedback, we are very pleased to share Kelowna Women's Shelter's revised vision, mission and value statements.



MISSION

Helping women and children live in safe and equitable communities free from abuse.



VISION

Break the cycle of Domestic Abuse.



CORE VALUES

Feminist/Women-Centred: We acknowledge that women and those who self-identify as women have different lived experiences, and we understand that systemic inequality exists. We practice from principles based on equity and equality to counter the impacts of oppression and control.

Excellence: Committed to researching and delivering evidence-based programs and practices to support staff and help reduce women's vulnerability.

Collaborative: We share knowledge, foster positive relationships, and seek input and contributions from internal and external partners.

Empowerment: We believe that women are the experts in their own lives and should have control over all of the decisions that impact them. We do not impose actions on women but strive to provide choice and encouragement.

Safety: Safety is the fundamental principle of the work we do, and it informs every decision we make. We strive to ensure that women and children feel emotionally and physically safe during their stay with us.

Integrity: We are leaders in the fight to end domestic abuse by demonstrating consistency between our actions, values, and practices.



STRATEGIC PRIORITIES

- Increase our organizational profile
- Increase our capacity to house families leaving abuse
- Increase our capacity to support our families
- Create a fund development strategy

Programs and Services



A complex issue deserves a complex solution. Our support services reflect our knowledge of how multi-faceted domestic abuse is. We aim to provide holistic services for women and their children so they can be better supported as individuals and as a family, regardless of where they are on their journey of recovery.

WOMEN

“Every woman should be enrolled in the When Love Hurts group. Changed my way of thinking 180 degrees for the better.”

The Outreach program provides free, confidential support for women living with or leaving domestic abuse. The program focuses on safety, connection to community supports, advocacy and education related to domestic abuse. The outreach program is an alternative option for women who do not need to or want to come into the shelter. We are committed to meeting women where they are.

We also offer a drop-in Women’s Support Group on Wednesday evenings and Thursday afternoons (childminding is available) for women living in the shelter or community.

Near to the shelter is the WISH (Women in Supported Housing) property that offers low cost, second stage supportive housing with ongoing support for up to four women.

The Shelter operates a 24-hour phone line where trained staff are always available to listen, develop safety plans, offer counselling and support, and recommend additional resources in the community. This phone line is often a lifeline for women and can be the first step they take to getting the support they need.

CHILDREN

“I would have lost my son if they hadn’t been able to help us.”

The PEACE (Prevention, Education, Advocacy, Counselling, and Empowerment) program provides individual and group support to children 13 to 18, and their parents. The program strives to empower children to develop positive self-esteem and the ability to understand and express their feelings in healthy ways. These tools aid in interrupting the cycle of violence.

The Inside Out Violence Prevention Program for Youth is essentially an outreach version of PEACE. It is a multi-week, school based program that educates students on healthy relationships, the impact of pop culture and social media, self-esteem, and how to deal with emotion. Working with youth is key in the prevention of domestic abuse in our community.

Practicum students from the University of British Columbia Masters in Social Work program and the Okanagan College Human Service Work program facilitate Inside Out while a professional program coordinator oversees it.

FAMILY

“I was concerned and confused about everything before I came here, now I feel like I am not alone.”

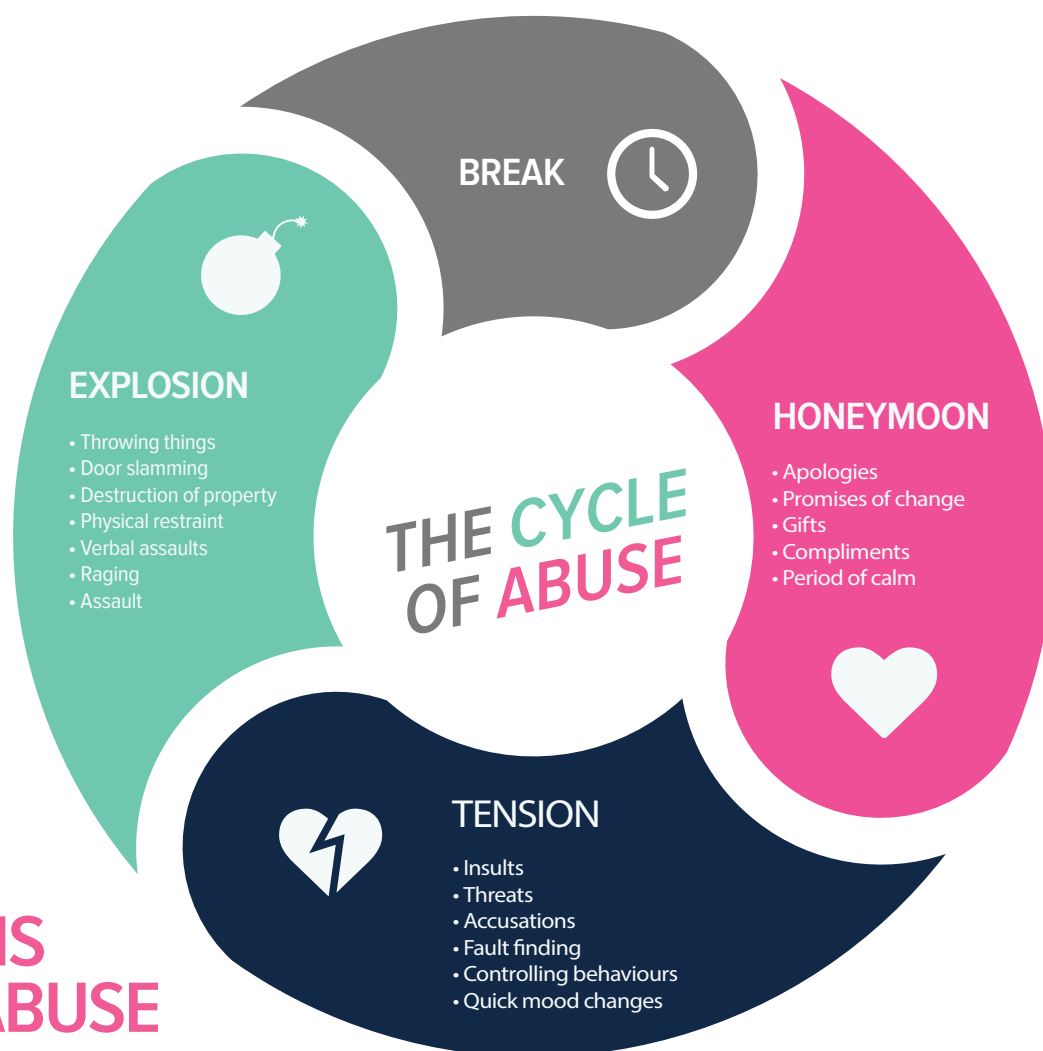
The Shelter provides safe emergency and transitional housing for women and their children. The facility has eight beds, a shared kitchen and living room, children’s and youth’s activities room, and plenty of outdoor space. Residents of the Shelter are able to access resources needed such as food, individualized support, help with transportation and childcare when available, as well as other basic needs.

Both women and their children are able to access the Kelowna Women’s Shelter Thrift Store, a successful social enterprise where high-quality clothing is accessible. The Store provides vouchers to the Shelter’s clients and others in need in the community, so that they can get what they need at no cost.



Your Donations at Work





SIGNS OF ABUSE

Does your partner ever:

- Accuse you of cheating and being disloyal?
- Make you feel worthless?
- Hurt you by hitting, choking or kicking you?
- Intimidate and threaten to hurt you or those you love?
- Try to control what you do and who you see?
- Isolate you from friends and family?
- Control your access to money?
- Pressure or force you into unwanted sex?
- Stalk you, including calling or constantly following you?
- Fly into rages and demonstrate extreme behavior shifts
- Promise to change but doesn't follow through?

ABUSE IS NEVER THE VICTIM'S FAULT.

Help is available.

Kelowna Women's Shelter provides free emergency and transitional housing, counselling support, and prevention education to women and their children who have experienced intimate partner violence.

40 Years at a Glance

Our shelter first opened in 1977 as an Adult Emergency Shelter and was originally available to both men and women. A community needs assessment conducted in 1979, however, indicated that the greatest need in the local community was for a shelter catering specifically to women and their children fleeing situations of domestic abuse and violence. To respond to this need, in 1980 the Central Okanagan Social Planning Society officially opened the Kelowna Women's Emergency Shelter for women and children experiencing abuse, which has grown into the shelter we all know and love today.



1980

Central Okanagan Emergency Shelter Society, operating as Kelowna Women's Shelter, officially opens. Shelter services include free housing, crisis intervention and support counselling, education, and information on violence against women.

1981

The Kelowna Women's Shelter is incorporated as registered charity.

1987

Weekly drop-in support group launches.

1990

A supportive counselling and activity program for children who have witnessed domestic abuse launches through the shelter. This program later becomes Children Who Witness Abuse (CWWA), Supernova, and finally the Prevention, Education, Advocacy, Counselling, and Empowerment (PEACE) program.



1991

The first of many renovations, the shelter expands to seven bedrooms, three offices, and a meeting room. A full-time community support worker joins the team.

1993

The Children Who Witness Abuse (CWWA) program secures provincial government funding.

1998

The Inside/Out Violence Prevention Program for Youth launches as pilot project at two secondary schools.

2003

The Kelowna Women's Shelter Thrift Store opens in downtown Kelowna. Free shopping vouchers are made available to shelter clients to help provide independence of choice. This voucher program later expands.



2003

The Shelter expands once again to add a new play room, CWWA group room, and new meeting and office areas.

2004

More renovations are done to update the residents' kitchen, dining areas, living room, hallway and front entrance.

2008

Kelowna Women's Shelter purchases and renovates the residential property adjacent to the shelter to establish a second stage housing facility for up to four women.

2009

Renovation of shelter residence areas, upgrades to security systems, and the addition of a mudroom and secondary entrance.

2016

Kelowna Women's Shelter receives a new look with a full rebranding of all marketing and information material to create the imagery you see today.

2017

Additional government and community support provides funding for much needed property improvements that include a new roof and gutters, windows, a children's playground, and upgrades to security and irrigation systems.

2018

The Kelowna Women's Shelter becomes able to allow pets to stay with residents.

2020

The Kelowna Women's Shelter Celebrates 40 years in the community.



2011

The “Tree of Hope” funds the first therapeutic trauma counselling program through the shelter.

2013

Kelowna Women's Shelter Thrift Store celebrates it's 10-year anniversary and relocates to it's new Industrial Avenue location.

2014

The Inside/Out Violence Prevention Program for Youth receives grant funding to relocate to a new learning centre.

2015

Kelowna Women's Shelter expands the community voucher program to allow clients of other partnering community service agencies to shop free at the KWS Thrift Store.



40 Years at a Glance

Community Champions



Our success over the last 40 years was always greatly dependent on the help and support of local community members, businesses, and foundations that saw the same value in our mission as we did. This year was no exception and we are so thrilled to be able to shine a spotlight on just a few of our community champions and donors of 2019/20.



Dan Byl of All In Contracting, posing with the She Shed he built and donated to the shelter for a fundraising initiative.



2 Eagles Golf Course Staff pose with the proceeds from the Ladies 2 Ball event.



Tracey Cochrane of Carnelian Technologies proudly presents staff with the proceeds from her greatly successful Halloween Party Fundraiser.



Cascades Recovery + presents Shelter staff with a cheque from their annual Company Staff Fundraising initiative.



Tyson of Pearson Rd. Elementary organized a Blanket Drive for the Shelter which raised 73 blankets and over \$425 in gift cards and cash. All in time for Valentine's Day.



KPMG staff pose with the van full of professional clothing they collected to donate to our Shelter residents in celebration of Women's Day.



Our shelter backyard got some much needed TLC thanks to this crew from the Deputy Vice Chancellor's office at the University of British Columbia Okanagan as part of United Way Southern Interior BC Day of Caring.



This beautiful Saturn got stuffed full of much needed supplies for our shelter thanks to Bannister Cadillac Buick GMC Ltd and their #FillTheCar initiative.



Kitsch Wines and Family staff pose with the proceeds from their Vintage Celebration with the Kitsch family matching the donations!

Donor Leaderboard

All of our donors have a special place in our hearts. This section highlights our top individual donors of 2019/20 that have each individually contributed \$5,000 or more to our cause. These donors together have provided over \$200,000 of direct financial support to help us continue to serve vulnerable women and children in need in our community. Thank you so much for supporting our cause!

50,000 AND OVER	B FAMILY FOUNDATION					
\$25,000 - \$49,999	DON AND KAREN FOLK			MARY JANE SLAVIN		
\$10,000 - \$24,999	RON VAN STEENOVEN & ASSOCIATES LTD.		SHOPPERS DRUG MART LIFE FOUNDATION	VOYAGER RV CENTRE LTD	PAUL LEE FAMILY FOUNDATION	
\$5,000 - \$9,999	ESTATE OF CAROL RENVILLA	PREMIER JEWELLERY & LOANS	ROYAL LEPAGE SHELTER FOUNDATION	KELOWNA TRANSMISSION & DRIVELINE LTD	OKANAGAN MAINLINE REAL ESTATE BOARD-CENTRAL ZONE REALTORS	MARGUERITE SISETT




Financials


Central Okanagan Emergency Shelter Society Statement of Financial Position

As at March 31, 2020

	2020	2019
Assets		
Current		
Cash	1,369,630	952,024
Accounts receivable (Note 3)	36,601	5,044
Prepaid expenses and deposits	3,416	3,593
	1,409,647	960,661
Capital assets (Note 4)	958,325	999,808
Restricted cash (Note 5)	1,861,006	1,861,006
	4,228,978	3,821,475
Liabilities		
Current		
Accounts payable and accruals (Note 6)	151,356	119,442
Deferred shelter enhancement contributions - current (Note 7)	31,838	31,838
Deferred contributions (Note 8)	189,236	139,236
	372,430	290,516
Deferred shelter enhancement contributions (Note 7)	586,651	618,489
	959,081	909,005
Contingencies (Note 9)		
Significant event (Note 15)		
Net Assets		
Invested in capital assets	442,059	451,704
Internally restricted operating reserve	300,000	300,000
Internally restricted strategic investment reserve	1,561,006	1,561,006
Unrestricted	966,832	599,760
	3,269,897	2,912,470
	4,228,978	3,821,475

Approved on behalf of the Board


Director


Director

The accompanying notes are an integral part of these financial statements

Central Okanagan Emergency Shelter Society

Statement of Operations

For the year ended March 31, 2020

	2020	2019
Revenue		
BC Housing / Transition House	683,907	663,099
Donations	318,001	248,878
Thrift Store	311,091	302,874
Ministry of Justice / Children Who Witness Abuse	121,928	116,046
Fundraising	116,258	212,018
Gaming revenue	74,000	82,053
Interest	63,562	43,581
Wage subsidy	49,610	-
Shelter enhancement contributions recognized	31,838	32,010
United Way	17,775	19,887
Rental income	15,908	8,539
Bequests	4,123	117,458
BC Housing Project Management	3,571	-
	1,811,572	1,846,443
Expenses		
Salaries and benefits	1,150,258	1,020,366
Amortization	53,129	52,708
Office	42,218	51,330
Repairs and maintenance	29,886	34,826
Rent	38,060	36,630
Professional fees	21,635	17,641
Advertising	20,691	58,379
Food	20,679	15,801
Utilities	17,128	17,760
Insurance	12,449	11,645
Staff travel	11,929	15,305
Interest and bank charges	10,967	12,534
Professional development	8,644	18,949
Telephone	6,923	7,075
Program expenses	4,993	9,233
Meals and entertainment	2,081	4,136
Program and staff development	1,979	1,870
Donations	250	-
Trauma therapy	246	246
	1,454,145	1,386,434
Excess of revenue over expenses before other item	357,427	460,009
Loss on disposal of assets	-	(3,588)
Excess of revenue over expenses	357,427	456,421

Latest News



REDUCING BARRIERS

The fear and trauma that stems from experiences of abuse and violence can affect women's bodies and minds, and can influence levels of mental wellness and/or substance use as women attempt to cope with the abuse and its impacts. Over the years many women with intersecting experiences of abuse, substance use, and mental health have had difficulties accessing transitional houses, and as a result, the most vulnerable women were at risk of homelessness and further violence. BC Society of Transition Houses in collaboration with many sector experts developed a toll kit for supporting women with varying levels of mental health and substance use in their decision to leave abuse. We received funding for staff to attend 3 days of Reducing Barriers Training that focused on helping staff identify ways the organization can lower and reduce barriers to accessing our programs. Twelve staff and one board member were able to attend and we are continuing to implement many of our learnings.

EXPANSION

As announced last year we are fortunate to be part of a BC Housing led initiative across the province to increase the number of shelter spaces for women who have experienced domestic abuse. There is a development in West Kelowna being planned that will complement and expand the services we already provide in Kelowna. We are excited to announce that we have also been working with BC Housing on another development in Kelowna that will provide housing for women who have experienced domestic abuse, giving them and their children a fresh, affordable start.

ROOTS OF SELF-DISCOVERY

The Kelowna Women's Shelter and Connect Counselling & Therapy Society collaborated on a grant from Civil Forfeiture to offer men who have experienced childhood trauma an opportunity to heal and understand the impacts of domestic abuse. We were successful and received just over \$20,000 in funds to create and facilitate three hour sessions once a week for 25 weeks. The sessions covered a range of topics that focused on preventing or reducing incidents of intimate partner violence, accountability, and creating healthy partners and fathers. We had twelve men attend and complete the program. Each participant was asked to fill out an exit survey and the responses were very positive, with one participant stating that "This group saved my life" and "I feel like I belong."

BEST OF KELOWNA AWARD

It is with great pride that we can announce the Kelowna Women's Shelter Thrift Store was voted as one of the community's best thrift stores and was the recipient of the Silver award in the Best of Kelowna 2020 Awards sponsored by Kelowna Now. This would not have been possible without the hard work and dedication of the thrift store team and our fantastic volunteers. Once again thank you to the community and our loyal customers for voting for us, your support means so much.



Kelowna Women's Shelter is funded in part by



B Family Foundation

Proud member of:



Box 20193 RPO Towne Centre
Kelowna, BC V1Y 9H2

24-hour phone line 250 763 1040
Telephone 778 478 7774
Fax 250 763 3695

kelownawomensshelter.ca