



I can *act*

WIN House 2017-2018 Annual Report



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“I am thankful for my stay at WIN House. First time I’ve felt *Safe* in a really long time.

Message from the President

Where has the year gone? 2017/18 was a busy year that was full of tremendous success, not only for the shelters but for the overall operation and advancement of the programs and services we offer our clients and their children. Our staff and Board of Directors worked hard to ensure that each and every one of the women and every child who came through our doors were welcomed, cared for and guided in a direction towards an abuse free life.

Last year, our three shelters were able to accommodate 298 women and 420 children, providing them with a warm bed, food, clothes and the resources necessary to begin the next step of their journey. Our Helpline received 2,918 calls and of that, a staggering 2,060 of those requested admission into the shelter. For those that had to be turned away due to capacity, our outreach and crisis intervention workers were able to service and assist them in finding alternative accommodation while also providing guidance, community resources and referrals needed to continue.

The number of donations we received last year was a true testament of the kindness of strangers. I understand the backdoor bell didn’t stop ringing in the weeks before the winter holiday season as the staff at the business office took in box after box of toys, clothes, household appliances and items non-stop. As the months of the year came and went, and distributed donations we had received during the holidays started to wane, amazing benefactors continued to assist WIN House through various third-party events.

All in all, the accomplishments of the staff, our clients and those that support us in every way imaginable, means that WIN House can continue to be there to help women and children from all walks of life and economic status find a way out of a domestic violent situation and move on to a life free from abuse and emotional turmoil.

We are closing our 49th year of operations in a manner that we are all very proud of and know that, as we sit on the doorstep of our 50th anniversary and mark that most important milestone, our work can continue in its efforts to save and change lives. I hope you continue to join us for the next 50 years of our charitable journey.

Lori Billey, President
WIN House. Board of Directors



Message from the Executive Director

Greetings from all of us at WIN House and a special ‘thank you’ to our supporters over the past several months. We are pleased to share many successes for the 2017/2018 fiscal year. Not only were we able to cater to over 700 women and children in need through our residential and outreach programs, WIN House achieved a number of milestones that we anticipate will equip us with the tools and resources to provide even higher quality services into the future.

For instance, we’ve empowered staff with leading edge training in trauma informed practices. We also provided the community with a communications plan to refine our messaging around family violence intervention and prevention. Foremost, we invested in children exposed to domestic violence by completing facility safety upgrades, enhanced trauma informed child care training, and participation in early intervention school programs - all of these helping to increase children’s resiliency and reduce the likelihood of an intergenerational cycle of violence continuing.

To the women and children we serve, I emphasize that the stories of survival we are privileged to hear from you on a daily basis continue to inspire us. We feel honoured that you put your trust in us by speaking of your journey, and we appreciate your courage in doing so. You relay a sense of hope to those still trapped in a cycle of abuse and that hope is monumentally powerful.

The human resource, bricks and mortar maintenance, risk management, IT and to policy investments we’ve made for a safer and healthier community this year were only possible due the multitude of community supports we have received. Thank you from our hearts, on behalf of our women and children, for all you do.

There is no direct correlation between domestic violence and any one religion, ethnicity, profession, age or income level. Domestic Violence does not discriminate. If you or someone you know is a victim, I encourage you to reach out to the WIN House 24-hour Helpline. We can lend an ear. We can be your voice. We can provide support.

I am grateful for our dedicated staff and committed and knowledgeable Board of Directors volunteers. It is a privilege to work alongside each and every one of you and I congratulate you for all the successes of 2017/2018.

On behalf of our staff and the families that make it to our doors, thank you to all volunteers, donors and partners for your support and generosity.

Sincerely,

Tess Gordey, MSW
WIN House. Executive Director

Our History of Action

WIN House is a non-profit agency operating three shelters, WIN I, WIN II and Carol’s House. WIN House is for women with or without children who are fleeing domestic violence.

From humble beginnings in 1968 to today, countless women and children have walked through our doors to start new beginnings. Over the course of 50 years, we have given nearly 40,000 women and children a safe place to stay while they rebuild their lives, free from fear and doubt – and it would not be possible without you.

Today, WIN House accommodates up to 70 women and children at a time (up to 21 days) with meals, clothing, nurses, crisis intervention support, child support, pet care, valuable links to housing, legal, employment and educational services, and numerous post-shelter goods and services. It often starts with a call to our 24 hour Helpline. It’s a step towards hope, help, love and to making a plan to overcome all obstacles.

Our dedicated staff spent over 450 hours providing information, emotional support, and referrals to women calling the Helpline in the 2017-2018 fiscal year.

How We Act

24-HOUR HELPLINE – Thousands of women and children rely on the WIN House Helpline. In the last fiscal year, WIN House fielded more than 2,962 calls to our direct helpline.

CRISIS INTERVENTION – From frontline response services and emergency shelter to emotional support and interpreter services, we're here when clients need us most.

CHILD SUPPORT – Last year, 72 per cent of the women admitted to WIN House had children with them. We provide childcare and school support for children and youth of all ages so their mothers can have the time and peace of mind they need to focus on finding a new home, job hunting, and building a life free from abuse for the family.

OUTREACH AND PLANNING – Our Outreach Workers provide emotional and practical support to clients both in shelter and after departure. They help survivors rebuild through court support, referrals to community resources, and assistance with joining and attending group meetings.

INTENSIVE CASE COUNSELLING – When victims of domestic abuse are unable to enter our shelter due to space constraints or other concerns, our Intensive Case Counsellors can offer one-on-one counselling services out in the community.

PET SAFEKEEPING PROGRAM – Clients can focus on their journey knowing their pets are taken care of through the Alberta SPCA's Pet Safekeeping program.

IN-SHELTER NURSING SERVICES – Our In-shelter registered nurse provides medical assistance for a myriad of client needs including necessary triage, immunizations, counselling, pre and post pregnancy, dental referral, and much more.

CAROL'S HOUSE – Provides interim housing as well as comprehensive and culturally sensitive support services to immigrants, refugees and victims of human trafficking.

FRESH START – When women and children leave WIN House to begin life in a new home, our Fresh Start program provides a household package with all of the essentials they will need to get settled in including clothes, small kitchen appliances, basic toiletries, and more.

VOLUNTEER WINNER – Our volunteers are one of our most precious resources. They are the people who ensure that WIN House events and initiatives are planned and delivered successfully. They're community minded and passionate about the work we do for women and children in Alberta. They are our WINners.

PUBLIC EDUCATION – One of the most powerful tools for change is education. We offer presentations to educate the public about domestic abuse. Presentations are free and available to anyone, no matter the group size.

“It was *home* for me and my child when we were homeless.

Laura's Story

Laura is 37 years old and has two children living with her, ages four and seven. She lived on a reserve outside the city with her common-law partner for several years. The abuse went on for years and started to increase in intensity. Laura was even abused while she was pregnant, and she is now concerned about the impact on the children's health.

Laura had been to our shelter before, but each time returned to her partner with hope that their relationship could work out. She came to the shelter this time after her partner held her down and choked her. Laura was afraid that this could happen again, and was sure he would kill her next time. This time, Laura was finally ready to leave her abusive relationship and start a new life.

While in shelter, Laura received support with onsite child care and respite care, transportation, clothing, and creating a safety plan. Laura was able to focus on starting a new life for her and her children now that she was safe and surrounded with support. She no longer had to worry about how to meet her basic needs. Laura was also able to speak with the onsite nurse about her family's health and injuries. The nurse helped to treat her daughter's cold, as well as her son's head injury where his father had hit him.

Laura was connected with Alberta Works so she could receive funding to start over in Edmonton. She was given resources to find housing for her and her children, and successfully found a house to rent. Now she can be with her family under one roof.

When it was time for Laura to move into her new home, she was presented with a household package. This included the basic necessary items for each room of the house, games and toys for her children, and a gift basket donated by members of the community.

Laura and her children are now flourishing. They are connected to a WIN House Outreach Worker who continues to provide support and make referrals for the family.

Laura's story had a happy ending, and with your help, we can ensure that every family who comes through our doors receives the same support, encouragement, and opportunity to thrive.

All information has been anonymized.

“The services helped me find a sense of empowerment and they also helped me create a new *life*.

Summary of 2017-2018 Events

For WIN House, 2017-2018 has been a tremendous year of giving by the community of Edmonton. Almost every day, someone comes to our business office, calls us on the phone, or plans an event in order to secure donations for the women and children who stay in our shelters.

Whether it is a gala, a golf tournament or a haunted house, the number and creativity of events that people host for us is truly heartwarming. This year, over 70 events were implemented by WIN House supporters and the amount of money raised will go a long way in helping to support the programs and services our clients and their children access every day.

The donations come in many forms: monetary, material, and time spent by our volunteers. All of the events held for WIN House by your neighbours, co-workers, families and friends meant the world to us – clients, kids and staff – as do the number of amazing relationships that have been forged and built throughout the years.

102 families were given household packages.
239 families accessed the clothing room.

Other successes for the year included the development and implementation of a pilot program in child trauma-informed care, thanks to a generous grant from the Stollery Charitable Foundation.

WIN House was also the proud recipient of a financial gift from the Victorian Order of Nurses Edmonton Foundation to help supplement the In-Shelter Nursing Services Program, as well as a \$100,000 gift from an anonymous donor who was moved by the speech Renee Giroux-Wyton gave at the Under the Umbrella gala last fall.

WIN House has been fortunate to receive wonderful support from the community. We appreciate the outstanding commitment of Edmontonians to make sure that women and children seeking refuge from abuse have a place to go. The following pages are snapshots of a few highlights from our 2017-2018 year.



Community Engagement Features

- Central Sewing Volunteers sewed enough quilts, children's clothes, PJ's, scarves, mitts and hats to fill two huge rooms. Each was made with love and ensuring that there was something special for each and every one who came through our doors;
- Both Scotiabank and IT Masters each hosted their 20th Golf Tournament for WIN House bringing in their combined total donation of over \$1,200,000 since 1997;
- At the annual Rohit's Basket of Hope event, over 100 women came together to build 162 baskets full of items just for mom. We were able to use these baskets all through the year as a special gift to those leaving our shelter to help remind them that they are valued and cared for every day;
- CTV, 100.3 The Bear, 104.9 Virgin Radio and TSN 1260, along with Tim Hortons rallied the city to help build a mountain of toys for children staying at WIN House;
- BOMA Edmonton welcomed over 500 business owners at their annual Christmas luncheon, raising in excess of \$15,000 for our programs and services; and much, much more.
- The Legacy Plus Club donated 190 air mattresses and 50 pumps to give our women and their children a place to sleep in their new homes.
- The 2nd Annual In Her Shoes Gala hosted by our friend Lisa Ground raised almost \$8,000. It was an evening of raising awareness, hope and healing for those suffering from domestic violence and abuse.
- With the incredible Len Rhodes-Edmonton Eskimos Shoe Initiative, WIN House has been able to provide over 1,800 pairs of brand new shoes to women and children since the fall of 2012.

Scotiabank Charity Golf Tournament



INVIS Angels



Victorian Order of Nurses



CTV Edmonton Toy Mountain



Alberta Energy



Legacy Plus



Rohit Communities



Spa Lady



WIN House Events

27th Annual Win FORE WIN Women's Golf Tournament

On behalf of WIN House, we would like to thank our golfers, sponsors and donors who participated in the 27th Annual Win FORE WIN Women's Golf Tournament at the Derrick Golf and Winter Club on Monday June 5th.

This year the tournament marked its 27th consecutive year, making it the longest-running women's golf event in Edmonton. The weather was beautiful and the day was filled with fun! The tournament was a hole-in-one success, selling out all of its golf spots and raising over \$45,000 to support our vital programs and services for women fleeing domestic violence.

A considerable portion of our triumph is due to the commitment made by the team at the Derrick, Erin Isfeld of CTV Edmonton, our committee, and volunteers who helped support the Win FORE WIN Tournament. Thank you!



2nd Annual Under the Umbrella Gala

On behalf of everyone here at WIN House, we would like to thank everyone who came out to our 2nd Annual Under the Umbrella Gala and for helping us change the lives of those impacted by domestic violence.

Thanks to your commitment we were able to raise over \$30,000 at the event. That is almost \$10,000 more than we did last year. Our Executive Director Tess Gordey said it perfectly that night, “We can act, we should act, and when children are involved we are obligated to act. WE can make a positive difference”.

The continued generosity and dedication shown to our cause has warmed our hearts and filled us with utmost gratitude.



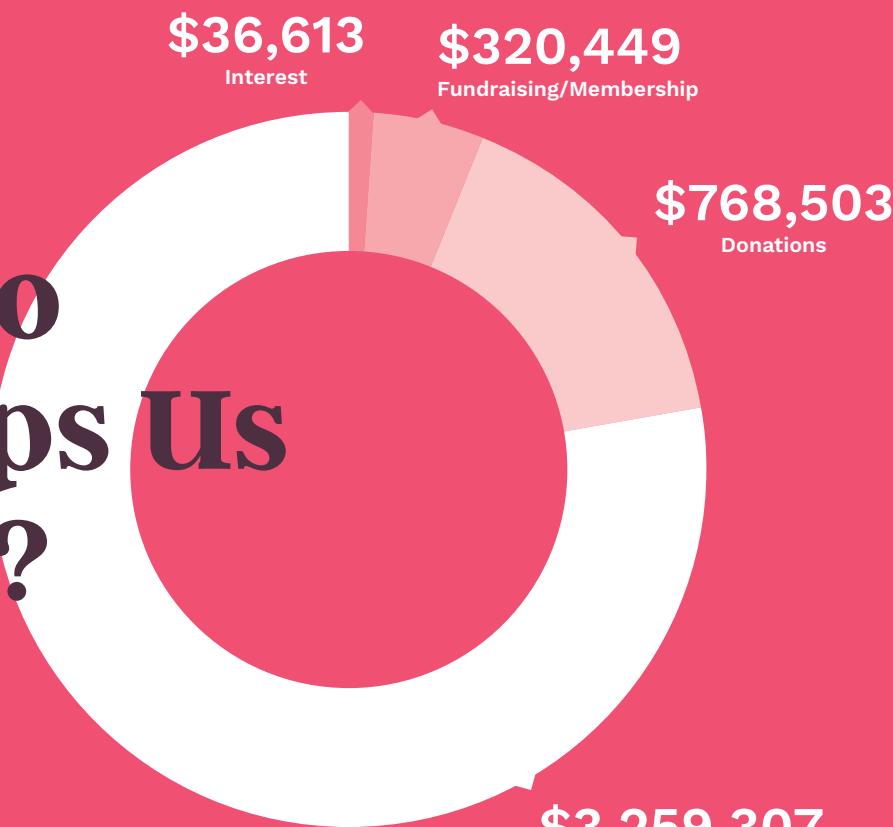
Christmas Hamper Program

Each year, the Christmas Hamper program pairs families with generous sponsors that provide Christmas gifts and groceries to families who have recently left the shelter. This year we delivered over 70 gift hampers just prior to Christmas for women and children who had left an abusive situation.

So many of our clients took the time to thank us for their hampers—and we are happy to serve each one—but we also know that they are truly thanking all of those who helped make this wonderful program possible, and we would be remiss if we didn't take the time to thank you. It might be a simple phrase, and one cannot truly express the depth of our gratitude, but we just have to give a great big THANK YOU.



Who Helps Us Act?



Percentage of funding breakdown

WIN House receives annual grants from Alberta Human Services. This funding is used to support client services and operating costs. The remainder of our programs are subsidized through fundraising initiatives and donations. Without this support, we would not be able to continue operating our essential programs.

Grants 74% | **Donations** 18% | **Fundraising/Membership** 7% | **Interest** 1%

Why We Must Act

IN ALBERTA, MORE THAN  **10,000 WOMEN** AND CHILDREN LEAVE THEIR HOMES TO ESCAPE DOMESTIC VIOLENCE

369 WOMEN
ADMITTED INTO SHELTER
534 CHILDREN



 **2918 CALLS RECEIVED ON OUR HELPLINE**
OF THOSE 1618 WERE TURNED AWAY DUE TO CAPACITY

 **270**
FAMILIES UTILIZED OUR NURSING SERVICES





Board of Directors

Lori Billey, President

Tiffany Chow, Treasurer

Kiersten Walker, Secretary

Percy Woods, Director

Lori Johnson, Director

Omolara Oladipo, Director

Colleen Maykut, Director

Terry McRobb, Director

Robert Cowie, Director

Debra Schick, Director

Marg Sebzda, Director

“I am so
thankful.

Take Action

I can support

We can do something about it. Join us and act.

How can you help today:

1. Donate online now at
winhouse.org/act
2. Call 780.471.6709 to
donate by phone

Helpline: 780.479.0058

Charitable registration # 107283301 RR0001

winhouse.org