

# WIN House

# ANNUAL REPORT

# 2020-21



**“If I didn't have the opportunity to come here, who knows what my life would look like or if I would even be alive.”**



## 2020-2021- What a year!!!

With the new fiscal year starting in April 2020, the Pandemic was in full effect. As many other not for profits, we were unsure of how we would best be able to serve the women and children who were fleeing violence. With the support of our many friends, donors and funders, we made it through financially. With the commitment and hope of our dedicated staff, many risking their own health and their families health, we kept our doors open. Coming in as the new Executive Director, I saw the toll this pandemic has taken on both the clients, the board and the staff. I believe brighter days are ahead. Over 2021-22 we will focus on coming together and healing, visioning about WIN House's future and being our best to provide top level care for the women and children that need us most. In the words of our Board President, Marg Sebzda, "I am proud to say that WIN House continued to thrive through the COVID-19 pandemic and is coming out stronger than ever on the other end."

Leslie Allen, Executive Director  
WIN House

“In 2020, reports of domestic violence rose 16% in Edmonton.”

EPS, November 2020, Global News

# MISSION STATEMENT

WIN House has one purpose:  
to give victims  
the hope and help  
they need to overcome  
gender-based abuse.

**61%** OF CLIENTS EXPERIENCED EMOTIONAL/PSYCHOLOGICAL/MENTAL ABUSE

ALMOST HALF OF CLIENTS EXPERIENCED PHYSICAL ABUSE

**49%**

**45%** OF CLIENTS EXPERIENCED STALKING OR HARRASSMENT, ELECTRONICALLY OR IN-PERSON

**486**  
CLIENTS SERVED

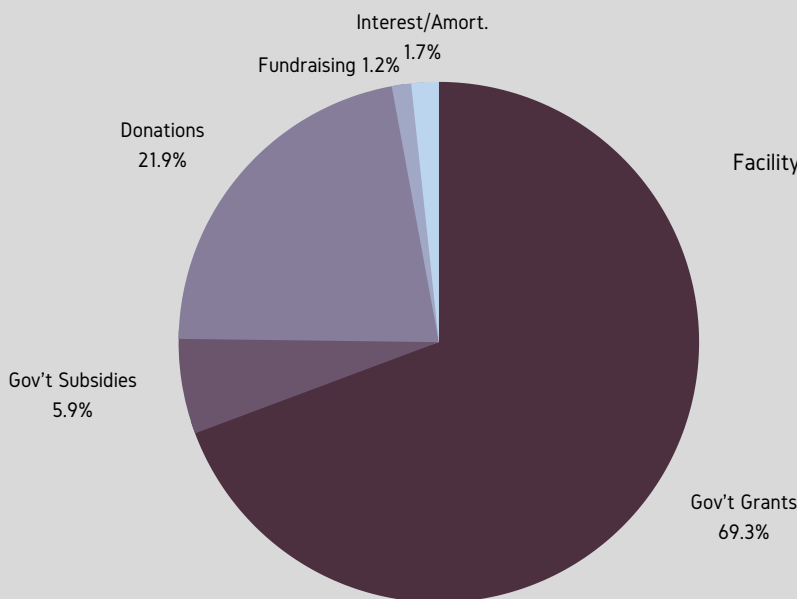
**2163**  
PINN ENCOUNTERS  
(PEOPLE IN NEED NURSE)

**944**  
ADMISSION REQUESTS DENIED DUE TO CAPACITY

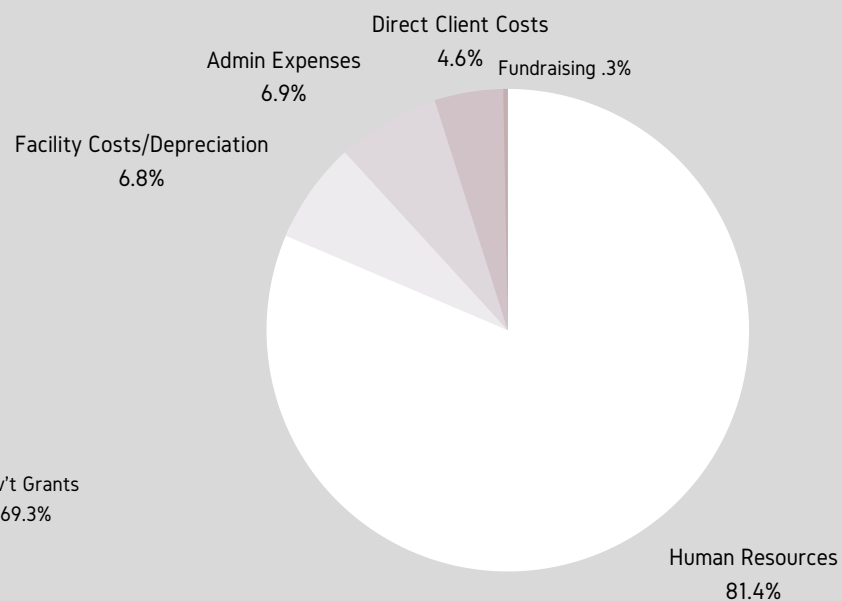
# A FEW HIGHLIGHTS

- We were able to introduce client laptops this year, which had a big impact to not only entertain them during COVID-19, but also to help communicate, send emails, do research, and look at viewings online.
- WIN I and WIN II welcome rooms were re-done using trauma-informed design principles, new furniture, art, and religious and spiritual materials (Smudge, prayer mats, religious texts).
- We are thankful for the work of the COVID Outreach position, supporting many clients that we would not have been able to without the hotel space.
- Clients and staff were treated to an amazing Christmas dinner from Chef Jared Wiggins and his team.
- Despite the challenges COVID-19 caused with shelter residents accessing programming and community services, Carol's House partnered with Edmonton Community Legal Centre (ECLC) to deliver two legal information sessions to residents for Immigration applications/processes and Family Law related processes. As well, we built a rapport with an Immigration Officer (IRCC) who was able to support all of our current undocumented residents by obtaining a temporary work permit, giving them access to healthcare and employment options.

IN-KIND DONATIONS  
\$98,257.23  
(GIFT CARDS)  
\$20,348.00



REVENUES  
\$5,736,344.00



EXPENSES  
\$4,432,174.30



# CLIENT STORY

I was rarely able to leave the house. If I tried to leave while he was at work he would find out and hurt me. I just wanted to get groceries because we had none. Sometimes he would whip me with a power cord, hit me in the head with a phone. He strangled me at least 15 times over a few months even while I was pregnant with our child. Our little boy was born 2 months early, he was so sick. I knew I had to get out. I called WIN House and luckily they had space. I was always scared that he would find me there but the staff reassured me so many times and encouraged me to feel safe. I heard from friends and family that he was trying to find me. When I finally got my own place my Outreach worker from WIN House helped me with the courts so that he wasn't allowed to contact us or contact my family. I am still afraid but I know it will get better.

# MAJOR FUNDING



CHARITABLE REGISTRATION #107283301 RR0001