

# Governance Report

At present the Board of Directors of SOWINS is comprised of six directors whose function is to provide sound governance in accordance with: B.C. Society Act, Imagine Canada Standards and SOWINS' vision, Constitution, By-Laws, ethics and values. Our decisions align with our strategic plan providing direction and support to the Executive Director through sound and informed governance.

The Board of Directors would like to express our gratitude to Executive Director, Debbie Scarborough, as she continues to provide passionate, dedicated and strong leadership to our organization. Our management team and front line staff are caring and professional - thank you for your excellent work.

We also want to express our appreciation to the many volunteers that support our programs and our fundraising initiatives.

Trudy Hanratty  
SOWINS Board President

## **Board of Directors at**

**March 31st, 2017**

Trudy Hanratty, President  
Maimie DeSilva, Vice President  
Kelly Lindsey, Treasurer  
Shelley Fritsen, Director  
Shannon Stewart, Director  
Kirsten Marshall, Director

## **OUR VISION**

Our vision is one where all individuals have the ability to make choices to live a safe and healthy life.

## **OUR MISSION**

SOWINS works to prevent abuse and increase awareness about the impacts of abuse. Through creating dynamic, life-changing opportunities for empowerment of individuals and families, we will support their physical, mental, emotional, and financial wellness.

# Operations Report

From our 2017 AGM held in June to this year's AGM we have continued to listen, evolve, and grow. We signed our first contracts with Interior Health Authority and grew our annual revenue this year by 38%. In July 2017 Board and staff were able to create a very comprehensive and tangible strategic plan.

Summer of 2017 will be embedded in our history. In July 2017 we moved into The Hughes House; our new 7900 square foot, nineteen bedroom Transition House with six Second Stage Housing units within and one independent Second Stage Housing apartment above.

Hughes House is wheelchair accessible and provides women and women and their children dignity having their own bedroom and bathroom. We also have a youth bed and three staff offices. We built a new multi-purpose room and storage area along with a kennel for three dogs and three cats.

Also in July of 2017 we were completing the construction of three offices and drop-in centre for our SAFExst program which is a federally funded project. Our drop in centre works alongside with our Mobile Outreach Program and picking up great traction as we near our first year anniversary.

In the past SOWINS has always supported others in their fundraising and this year was no different. We volunteered at the United Way's annual Drive Thru breakfast, attended the annual fundraiser dinner for Discovery House as well as speaking!

Soup Sisters and Brodo Kitchen continue to support the women and children we provide services to. So many women count on this nutritious and filling soup to feed their families.

For the fourth year we co-hosted Take Back the Night and once again it was a very powerful evening where mothers, sisters and friends spoke of their loved ones lost due to violence.

Since moving to our new Hughes House we were able to sell our old Transition House, another chapter of SOWINS closed.

After researching software for over a year we were able to move forward with Social Solutions. A trained SOWINS staff team will be implementing Apricot in all of our programs starting in June 2018.

Makola Housing Development and SOWINS are working together to write a proposal to build Second Stage and Permanent housing for women and children overcoming the impact of or at risk of abuse. We are hopeful that we will be able to begin to build within the next year.

Community collaboration is still a key focus. We have worked diligently with 100 Homes Penticton to house the homeless. We have worked alongside RCMP, Fire Dept, The City of Penticton, Downtown Penticton Association, Interior Health Authority, Martin Street Outreach Centre, our sister and brother agencies to address the concerns raised by community members and those we provide services to.

We also worked in collaboration with Okanagan College for International Women's Day and with South Okanagan Immigrant and Community Services on a Multi-cultural Community Champions Program. We continue to have representation on Okanagan College Human Service Worker Program Advisory Committee and Licensed Practical Nursing program.

Internal collaboration is ongoing. We continue to hold our Mind Mapping events and just

# Operations Report

completed our eighth and best yet. Mind Mapping is a time to get to know your colleagues from other programs and sites; learn what we have done, are doing and what we are going to do and any input on how we might do it as we move forward.

For the first time UBCO and SOWINS have signed an agreement for SOWINS to host and supervise Master of Social Work students. Our first practicum was a total success and after she successfully completed her 450 hour practicum Glenna applied and was hired as a casual TH worker.

SOWINS also continues to sit on solution based committees such as the Sharps committee addressing the discarding of used syringes around the city. The committee was successful in determining the hot spots, working to select the right disposal bin, containers and the distribution and installation of each.

SOWINS has also been successful in assisting clients in obtaining summer employment that merged into some winter work with above average wages.

SOWINS staff have been readily accessing any training that would improve our ability to provide the best service possible. Almost all our programs have participated in updating and learning new practices.

With Marni as our Development Advisor we have hosted our first and second SOWINS Live event where we invited donors to meet and talk to staff from each program.

Poplar Grove and Vanilla Pod once again sponsored our client Christmas Party, dinner and Santa gifts for the children and their moms. This event gets better every year and Poplar

Grove and Vanilla Pod do an outstanding job bringing Christmas to those who access our services throughout the year.

Redeveloping is ongoing as we grow and evolve. It was felt that it would be beneficial to the staff and the organisation for me to have an executive assistant. Veronica left her position as receptionist to assist me and some of the admin team and it has made an incredible difference. Then came the difficult job to fill her shoes with a new receptionist but we did it and welcomed Rebecca who has also now become irreplaceable.

Share the Spirit this year was very well supported and we were able to assist 107 families and 153 children with bringing Christmas into their homes.

I love the education and knowledge sharing component of my position, therefore I present and do speaking engagements throughout the year.

Parkway and Pen High hosted an art show with work done by students of both schools. This was a very successful fundraiser and SOWINS gained some beautiful and meaningful pieces of art.

As we all enjoy the comfortable feeling of being settled at our administrative offices, at the Hughes House and at SAFExst drop-in centre, we look forward to the possibility of building safe affordable housing for women and children of the South Okanagan, always focused on our strategic plan. I appreciate the privilege of serving the team, the clients and the board at SOWINS. Thank you.

Debbie Scarborough  
Executive Director

## Fundraising & Public Relations

SOWINS saw some great growth and opportunity with fund development and community engagement over the past year. We introduced an opportunity for our supporters to get to know us better through our SOWINS Live event and created more ways to thank and engage those that support us. This event resulted in the largest individual donor gift SOWINS has seen!

We made some changes to our signature fundraising event including the branding and introduced a sponsorship package to outline ways that local companies could support this event. The Walk a Mile in Her Shoes became the SOWINS Walk to End Abuse. The message is clear and the reason why we are walking and raising money is in the title of the event. We received great feedback from the corporate community on this change. As a result, we secured a presenting sponsor for the event who is the presenting sponsor for the next three years and three other corporate sponsors. We saw unprecedented media coverage with an emphasis on sharing stories. The event was a success with the most participants and teams, most media coverage and a fundraising total exceeding \$35,000 with funds still coming in!

Our Share the Spirit campaign truly became a campaign. With 3 ways to give: donate, sponsor a hamper or donate to the SOWINS store. With new branding and materials along with a media campaign the Fall giving proved to be lucrative. We included a SOWINS Live event, a Direct Mail piece and a media campaign during this time to boost messaging and engagement.

We received several foundation and grant gifts including the United Way grant, car seats and sexual violence support funding.

SOWINS continues to receive support in the

community by way of Third Party Events.

We will continue to focus on engagement with our fundraising efforts to raise the profile of SOWINS in our community and educate our supporters about our services and ways to give.

Marni Adams  
Development Advisor





## PEACE Program

Provided under contract to Ministry of Public Safety and Solicitor General

The CWWA Program has provincially changed its name to the PEACE Program for Children and Youth Experiencing Violence - Prevention, Education, Advocacy, Counselling, and Empowerment. The PEACE Program better reflects the understanding of how children and youth experience violence and not just witness it.

The mandate of the PEACE Program remains the same, which is to stop the intergenerational cycle of violence. Through art, play, and other educational resource's children and youth are supported to discuss and share their feelings about their families, divorce, separation, anger and abuse.

Our program supports the individual child as well as providing support for their families. We meet with the parents and guardians and help them understand how violence has affected their children and give them resources to support them.

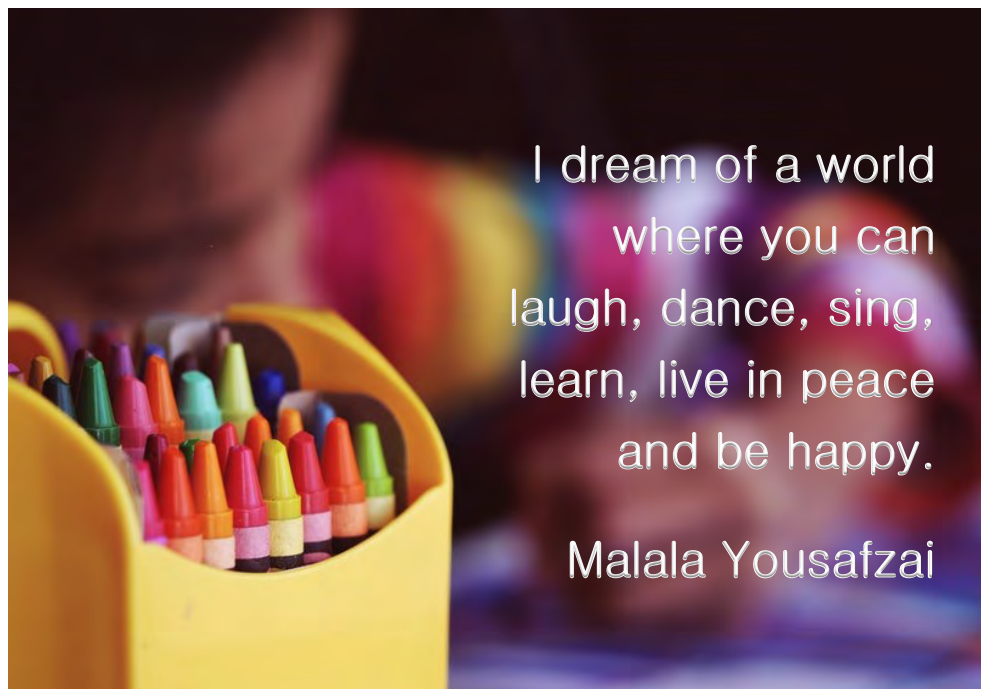
This year the Community Safety and Crime Prevention Branch gave us a onetime funding grant. With this money, I was able to hire Dawn Allen, the Family Support Worker from the Transition House to work in the PEACE Program. Dawn comes with years of experience and a wealth of knowledge. Her role was to develop and implement a school age support group that would meet weekly at the office for eight weeks as well as

co-facilitate the VIP (Violence Is Preventable) Program that we run in schools. The VIP Program teaches children about feelings, anger, and self-esteem as well as how to manage their feelings through various relaxing activities. Dawn is also in the process of developing a parenting group this fall.

I was also able to support some students from Princess Margaret Secondary School in developing and implementing self-esteem groups to elementary schools. These students did an excellent job. They also gained an understanding of how teaching children self-esteem skills at a young age empowers them to make healthy choices later in life.

Finally, I would like to thank the volunteers who have helped us throughout the year. Their assistance is invaluable.

Erica Markus-Pawliuk  
PEACE Program Coordinator



## Women's Counselling Program (Ages 19-49)

Provided under contract to Ministry of Public Safety and Solicitor General  
BC Housing Women's Transition Housing and Supports Program

The past year has been witness to many changes in the operations of both our outreach and counselling services for women ages 19-49. Our outreach program is still offering a variety of options by referring clients to appropriate supports, providing assistance with court or other legal options, and advocating for, or accompanying clients when appropriate.

The counselling program in particular has seen a large amount of change. We added the Clinical Counsellor position to the already established team of Outreach Coordinator/Counsellor, and Mature Women's Counsellor. We were able to broaden our team due to the funding that we received from a Civil Forfeiture Grant. Our service options have expanded by adding different types of treatments including supportive counselling, and more trauma based therapeutic treatments, Eye Movement Desensitization and Reprocessing Therapy (EMDR) in particular. We are receiving an abundance of referrals from many different community partners including, but not limited to: RCMP Police Victim Services, South Okanagan Victim Assistance Society (SOVAS), South Okanagan Immigration and Community Services (SOICS), Probation, Community Crisis Response team (CCRT), YMCA, WorkBC, One Sky, Interior Health, Mental Health, Sexual Assault Response Team (SART), Pathways, Physicians, Psychiatrists, Private Counsellors, Access Center, Restorative Justice Program, ARC Programs, and Ministry of Children and Family Development (MCFD).

SOWINS has experienced a substantial increase in the numbers of women accessing outreach and counselling services since September 2017.

The numbers are as follows:

Month	Number of Women Served
September 2017	21
October 2017	39
November 2017	48
December 2017	47
January 2018	43
February 2018	43
March 2018	53
April 2018	50
May 2018	50
June 2018 (up until June 13)	86

With the consistent increase in the numbers of those accessing services, it is an objective that the counselling team continues to grow so that we can provide more services to women who are in need of supports.

Lindsay Bysterveld  
Counselling Services Coordinator



"Nothing can dim the light  
which shines from within."

Maya Angelou

## 50+ Program

Provided under contract to BC Housing Women's Transition Housing and Supports Program

Each month the Outreach 50+ program receives about 12 requests for services. Women needing support contact me by phone, email or dropping by the office. Referrals are also received from other programs at SOWINS or other agencies. Each month I have about 40 appointments with 30 individual women. This program is always very busy however I am noticing that the need is increasing.

The Outreach program is also responsible for coordinating our Christmas hamper program called Share The Spirit. We work with community partners to provide hampers to families who have used the services of SOWINS in the past year. We provided support to 107 families comprised of 153 children.

I have now been in this position for one year. Although some of the

issues are the same as working with women under 50 years old, there are also some significant differences. I have noticed that there are far less resources for women between the ages of 50 and 65 such as subsidized housing. In fact there are no subsidized housing units available unless they have a disability designation.

There is little financial support available for women between the age of 50 – 65, except Income Assistance, which pays just over \$600.00 for a single person and all earnings are deducted. Financial support improves after the age of 65, but it barely covers the cost of their basic needs.

The opportunity to retrain or establish a career has limitations for women over the age of 50. It is harder to find employment because of ageism. Many clients also have physical or mental wellness issues because of complex trauma, injuries or the aging process furthering limiting employment opportunities.

Abusive partners are more likely to abuse and neglect women when their health deteriorates. They might push them to complete tasks that are beyond their ability. Several women reported that their partners failed to get them

medical help, or to provide the care they needed in order to recover from an injury or illness.

Lastly women over 50 might be experiencing abuse from their adult children. I recall one woman whose son was addicted to alcohol and

drugs. He could become very violent. She recognized that his struggles were linked to the abuse he experienced as a child. However she was at serious risk of injury or losing her housing if she let him continue to live with her. She made the heartbreaking decision that he would have to leave knowing that he had nowhere else to go. In fact he became homeless.

Thank you to the board and all the other volunteers who help make SOWINS a success. I really appreciate all you do.

Sheila Robertson  
50+ Program



As you grow older, you will discover that you have two hands, one for helping yourself, the other for helping others.

Audrey Hepburn

# Housing Programs

## Safe Homes, Second Stage Housing and Homeless Prevention Program Provided under contract to BC Housing

This fiscal year was an exciting one as we celebrated the opening of our new Hughes House (HH) that includes six units and one independent apartment, designated “**Second Stage**” (SS).

For women who have stayed in the Transition House (TH), they can apply to stay in a SS unit for up to six or twelve months. For many residents of the TH, a thirty day stay is not sufficient for a variety of reasons. First, the lack of affordable rentals or any for that matter, makes it impossible for them to find and secure housing in thirty days. Secondly, due to the trauma and abuse they have endured, many benefit and need extended support beyond thirty days.

During their stay in Second Stage, women continue to receive support from HH staff, await treatment and/or mental health services, deal with legal matters, learn life skills and are given the time they individually need to heal as they plan for their new future. The feedback from the women in these units has been very positive and as “Anne” shared, *“without the opportunity, I would have had to live in a motel and would likely have relapsed. I then wouldn’t have been able to reconnect with my children nor have been accepted into treatment. I am so grateful that I can now have a relationship once again with them and feel stronger than I ever have.”*

Our **Safe Homes** (SH) continue to operate and we currently have two in our South Okanagan Region. Clients can stay up to ten days in a SH at which time they still receive support and services from SOWINS staff. At times when our HH is full, a Safe Home is provided until space is available. For others, the noise and busyness of the TH is overwhelming and for

them, a quiet and tranquil safe home is the better option.

Because the Safe Home Operators are volunteers and not staff, clients accessing this program need to be carefully assessed in order for their safety and the safety of the Safe Home. I would like to thank our generous and selfless SH Operators who continue to offer their homes to our women and their children.

**The Homeless Prevention Program** is in its third year providing supplements to women fleeing abuse. Women who qualify and receive the supplement, commit to setting personal goals that will effectively change their circumstance so that once they have received their allotted supplements, they will be able to sustain their rent. Personal goals may include returning to the work force, applying for subsidized housing or the rental subsidy for working families with children, applying for SAFER, education, mental health or addiction support and counselling. At this present time there is a wait list due to the housing/rental market. Women without children and who are not yet 60 years old find themselves in a category with little options for help with housing costs. This leads to sharing rooms in homes with strangers or with other family members which often leads to repeated trauma and unstable housing once again. On behalf of myself and all the women and children who receive services and support through SOWINS, I would like to extend a heartfelt THANK YOU to all who continue to support our clients and SOWINS.

Liz Gomes  
Housing Programs Coordinator



## Transition House Program - Emergency Youth Bed Program

Provided under contract to BC Housing  
Residential Programs  
Transition House - Second Stage Housing

Funded by Ministry of Children and Family Development

The Transition House program has had an incredible year of growth. There have been many times where we wondered what we were doing, and what the future would look like, which in the end brought us to where we are today. Through the first half of 2017, the program supported up to 14 residents, including a Family Development (MCFD). While we were providing support we were also preparing to move to a new location. You can imagine the excitement, knowing the program would be able to offer 2nd stage supportive shelter, as well as 1st stage supportive shelter, at a new site. Mixed in with the excitement was also anxiety of how we were going to successfully manage this huge undertaking, going from 6 bedrooms to 18 bedrooms plus a 1 bedroom apartment.

The work started in January by meeting with BC Housing and contractors for site renovations. The day came on July 14, 2017 when the new site was ready for occupancy. The bedrooms were ready and welcoming. Staff assisted women and their children with moving into the newly named Hughes House. Each resident no longer shared a bedroom or bathroom and could safely secure their belongings and themselves in their room. Many have since then mentioned how safe they felt knowing they could close the door and feel safe in their room. There was a lot of work to be done still. The program staff increased with the addition of 4 fulltime support staff, 1 part time support staff, a part time kitchen manager, housekeeper and maintenance person. New policies and procedures needed to be developed. New schedules for staff and

residents were brought into practice. The how to's were looked at, developed and re-developed for job descriptions, for each woman support worker shift, the kitchen manager role, the housekeeping position and the maintenance worker position.

Each staff member at the Hughes House has played a remarkable role in working through this transition. Since moving into the Hughes House,

construction work has continued with the addition of a wonderful Multi-Purpose room where the Children's program often enjoys playing games and crafting. The Multi-purpose room has also been used for meetings, the Reaching Out With Yoga project (ROWY) and a drop-in program facilitated through Pathways Addiction Center. A kennel for pets has been built, but not completed, at this time, as well as a storage room. Since July the program has continued to work closely with the Youth Bed program funded by MCFD. More recently the Program has

been working closely with corrections in Oliver in offering supportive shelter for female inmates exiting the Okanagan Correctional Centre (OCC).

The program has had its times of challenge where teachable moments have given staff the opportunity to work together despite their differences. It is because of the staff and their passion to do the work they do, that the residential program has come to where it is today. The program has had several referrals from a local shelter agency, who states they have had great feedback from their clients who accessed residential services.



*Art created and  
donated by Transition  
House resident*

## Transition House Program - Emergency Youth Bed Program

Provided under contract to BC Housing  
Residential Programs  
Transition House - Second Stage Housing

Funded by Ministry of Children and Family Development

A woman who had been in the Transition House previously found she needed supportive shelter this past year. She came into the house last Fall with a goal of entering a residential treatment program and was placed on a waitlist, needing to connect with the residential program on a weekly basis, in order to secure a spot.

While at the Transition House she applied for a Second Stage unit and was accepted. She was able to continue with counseling and therapy while she waited to get into the treatment program.

The woman made huge strides during her time in 2nd stage, often connecting with staff, and learning to set boundaries. The day came 5 months later where she would move into the treatment program she had worked towards. That day was filled with tears of joy, a sense of accomplishment and emotional goodbyes. The woman gifted the program with some art she created. An expression of her gratitude, and inspiration.

Irene Jabbusch  
Senior Program Coordinator



*Art created and donated by Transition House resident*

# Specialized Employment Services

Provided under subcontract to YMCA and Open Door Group

The Specialized Employment program offers services for women who are unemployed or underemployed, and have experienced abuse. Women can access individual counselling or a combination of individual counselling and the six week workshop series that focuses on healing from the impacts of abuse and the development of life skills and employment readiness skills. Over the past year we've had 57 new referrals and provided services to 142 women. Individual counselling has been provided by Rhea in Penticton, Summerland, and Oliver to give women greater access to this service.

## Highlights

**Staffing:** Sheena assumed the Coordinator position in July. Facilitator, Heather began maternity leave in October. This position was filled by Judith until mid-January and Mary-Jo mid-March.

**Content:** Workshop material was revised to meet the following criteria:

- Reflect the daily life/challenges of class participants.
- Increase the strengths focus.
- Be inclusive.
- Include a feminist perspective.
- Foster understanding, self-reflection, and action.
- Workshop sessions have been modified to encourage engagement and opportunities to practice new skills.

## YMCA and Open Door Group (ODG):

We continue to strengthen connections with our contractors; attending their staff meetings to provide information on our program and other SOWINS' programs.

Work BC Employment Advisors attend graduation ceremonies and get a glimpse of the group process and the significance of the program as group members review the challenges and growth that have occurred over the six week session.

We are expanding our services to include aspects of Work BC's Customized Employment program. Sheena participated in training offered through ODG and parts of the Customized Employment process are integrated into workshop material. Additional steps will be completed with clients individually, depending on their eligibility. We will also explore this option for YMCA clients. This should increase support for women after they've completed the workshop.

**Support Group:** We've begun a post-grad support group with an emphasis on increasing self-efficacy through personal goals (including helping clients find volunteer work).

**Appreciation:** Thanks to: Carrie Few, weekly yoga therapy instructor, Carolyn Roy and the Okanagan Cosmetology Institute, Claire who helped with photocopying and others who have donated clothing and self-care items.

Sheena Schonwald  
Employment Services Coordinator



## SAFExst Program

Provided under contract to Public Safety Canada

This program was a long time in the making. It began with a proposal submission in 2014. Out of twelve such projects being run across Canada four projects were chosen to have evaluators that work with the agency in the hopes that their program will be duplicated across the country: SOWINS was one of the four chosen to have an evaluator. Through a rigorous process Reciprocal Consulting was chosen and the relationship has been strong and supportive ever since.

We encountered difficulty in renting office space and when we thought we were running out of options a property manager approached us and after negotiations plans were drawn, contractors were hired and renovations began. Two very committed volunteers oversaw the project for us and in late summer of 2017 we were preparing to move in.

We have three new offices, client computer areas, client bathroom, staff bathroom, couches, full kitchen, washer and dryer – this was our dream space. Along with our drop-in centre we started up our Mobile Outreach (the van sponsored by Parkers) so we are able to connect with vulnerable individuals in Penticton and surrounding areas.

We were the recipients of a number of private fundraisers including JCI's who raised money to purchase a large smart TV for the centre, warm clothing, freezer and many more items to assist those that use our services.

We recently signed our first followed by one more contract with Interior Health Authority. The first is to address the overdose crisis so we were able to do two extra mobile outreach runs a week including to Princeton. Also part of the services was equipment to aid us filling out

applications such as for housing while on the road. We are also hosting community engagement sessions in seven communities with the hope of having them all completed by the end of June 2018. The second contract is for drug checking so that we can assist individuals in determining whether their drugs contain fentanyl. When testing we engage in conversation regarding safe using, harm reduction, and overdose prevention techniques.

We have been working with women in Okanagan Correctional Centre (OCC) prior and at the time of their release ensuring they are connected to the appropriate supports once they are back in the community. We are working with OCC to perhaps offer more supports in the future to those still incarcerated.

As summer is nearing and more transient populations migrate in to town and surrounding areas, we are expecting to provide supports, referrals, harm reduction, and education to approximately 400 – 600 individuals per month. This does not include those we support in the centre.

Debbie Scarborough  
Executive Director





## Donations

On behalf of the South Okanagan Women in Need Society and the individuals, youth and children we serve, we would like to express our sincere thanks to our funders, partners, local organizations, community businesses and individuals that have supported us through the year.

A special thank you to:

Royal Lepage  
Okanagan Valley Miata Club  
Quota Penticton  
R.J. Bateman Construction Ltd.  
Shoppers Drug Mart Penticton  
Cantex Okanagan Construction Ltd.  
Parker's Chrysler Dodge Jeep  
Home Hardware  
Summerland United Church  
Loblaw's Inc.  
Chase Valley Group  
Hidden Chapel Winery  
Hillside Estate Winery & Bistro  
Royal Canadian legion BR#40  
NWM Private Giving Foundation  
Canadian Women's Foundation  
8th Generation Vineyard  
Penticton Elvis Society  
BC Hockey Hall of Fame  
Christopher Society of Penticton  
Ladies Auxiliary to the Royal Canadian Legion  
Naramata Community Church  
Penticton Fire Fighters  
YMCA  
Valley First Credit Union  
Affordable Storage Centre  
St. Barbara Anglican Church  
Shoppers Drug Mart LIFE Foundation  
RDF Management Ltd.  
Penticton and District Arts Council  
Body and Sol Spa and Hair Salon  
United Way of Central and South Okanagan  
TELUS Community Ambassadors  
Penticton & District Multicultural Society

Vanilla Pod & Poplar Grove  
Penticton Soup Sisters  
Carrie Few—Trauma Informed Yoga  
The Body Shop Penticton  
South Okanagan Real Estate Board  
Investor's Group  
SOWINS Volunteers & Board

All businesses, organizations and individuals who donated to Walk to End Abuse 2018 & Share the Spirit.

We apologize for any omissions. Please let us know if you would like to be added to the list.

Your support and contributions are highly appreciated!

### Donations received in memory of:

Billy McAleese  
Chrissy Archibald  
Violet (Nan) Hadley  
Olive Welsh  
Natalie Johnston

### In Honour of

Lydia, Denise & Janet  
Penny and Stewart McLeod  
In Honour of Deb Runge and Paula  
Faragher Wedding

# Human Resources

## HUMAN RESOURCES at March 31, 2018

### ADMINISTRATION

Debbie Scarborough, Executive Director  
Sharon Morrow, Budget and Policy Manager  
Dawn Merritt, HR/Accounting Manager  
Veronica Mora, Executive Assistant  
Rebecca Noort, Receptionist & Volunteer Coordinator  
Val McKinnon, Policy Writer  
Marni Adams, Development Advisor  
Gary Merritt, Facilities Maintenance  
Vanesse Harder, Janitor

### OUTREACH

#### Employment Specialized Services

Sheena S, Employment Services Coordinator  
Rhea R, Employment Counsellor  
Heather T, Employment Workshop Facilitator

**PEACE Program** (Prevention, Education, Advocacy, Counselling and Empowerment)  
Erica M, Program Coordinator & Counsellor  
Dawn A, Child & Youth Support

#### Counselling Services Program

Lindsay B, Counselling Services Coordinator  
Samantha R, Clinical Counsellor  
Sheila R, 50+ Women's Counsellor

#### Safe Home Program, Homelessness Prevention Program and Second Stage Housing Program

Liz G, Housing Programs Coordinator

## SAFExst Program & Mobile Outreach

Gwen W, SAFExst Program Coordinator  
Mandie F, Mobile Outreach Coordinator  
Jessica L, SAFExst Support Worker  
Brian M, Mobile Outreach Worker  
Amy M, Mobile Outreach Worker  
Alissa A, Mobile Outreach Worker

### TRANSITION HOUSE / YOUTH BED

Irene J, Senior Program Coordinator  
Dawn A, Family Support Worker  
Staci D, Child/Youth Support Worker  
Tamara A, Women's Support Worker  
Shannon B, Women's Support Worker  
Lorraine D, Women's Support Worker  
Dianna F, Women's Support Worker  
Katie M, Women's Support Worker  
Bonnie M, Women's Support Worker  
Rona S, Women's Support Worker  
Becky T, Women's Support Worker  
Marsha I, Women's Support Worker  
Tara J, Women's Support Worker  
Jennifer T, Women's Support Worker  
Glenna B, Women's Support Worker  
Tammy F, Women's Support Worker  
Pricilla H, Women's Support Worker  
Diane K, Women's Support Worker  
Minden P, Women's Support Worker  
Basia P, Women's Support Worker  
Michelle T, Women's Support Worker  
Katie V, Women's Support Worker  
Tracy W, Women's Support Worker  
Julie W, Women's Support Worker

47 Individuals

20 Full Time; 13 Part Time; 14 Casual