

ANNUAL REPORT 2011–2012

THE BRENDA STRAFFORD CENTRE FOR THE PREVENTION OF DOMESTIC VIOLENCE



Report from the President

OUR CENTRE IS DOING ITS WORK, AS USUAL; SMALL AS IT IS IT HELPS TO IMPROVE THE LIVES OF SOME WOMEN AND THEIR CHILDREN WHO HAVE FLED DOMESTIC VIOLENCE.

THE PROGRESSIVE HOUSING ASPECT OF BRENDA STRAFFORD PLACE, WHICH IS AFFORDABLE HOUSING FOR WOMEN AND THEIR CHILDREN WHO HAVE BEEN AFFECTED BY DOMESTIC VIOLENCE, STARTED OUT STRICTLY AS AFFORDABLE HOUSING, BUT THE BOARD OF THE SOCIETY DECIDED TO ADVANCE IT TO BE AN EXTENSION OF THE SECOND STAGE SHELTER, NOT PROVIDING, OF COURSE, THE INTENSIVE ATTENTION GIVEN IN THE SECOND STAGE SECTION; BUT WE DO NEED TO DEVELOP A MORE EFFECTIVE PROGRAMME.

IN MY OPINION WE MUST DEVELOP A PROGRAMME AND A STRATEGY TO CATER TO WOMEN AND THEIR CHILDREN WHO HAVE BEEN AFFECTED BY DOMESTIC VIOLENCE BUT HAVE NOT RECOVERED SATISFACTORILY FROM THE TRI-LEVEL TRANSFER THROUGH “CRISIS CENTRE” TO “SECOND STAGE” AND TO, IN OUR FACILITIES, “PROGRESSIVE HOUSING.”

I INVITE ALL OF YOU READING THIS REPORT TO GIVE US YOUR THOUGHTS ON HOW WE CAN ADVANCE OUR EFFORTS TO HELP VICTIMS OF DOMESTIC VIOLENCE. IN ESSENCE WHAT WE ARE LOOKING FOR IS THE ANSWER TO THE QUESTION “FOR THOSE WOMEN AND CHILDREN WHO HAVE BEEN AFFECTED MORE SERIOUSLY BY DOMESTIC VIOLENCE, WHAT CAN WE DO TO ALLEVIATE THEIR CONTINUING PROBLEM?”

THE BRENDA STRAFFORD CHAIR IN THE PREVENTION OF DOMESTIC VIOLENCE, LANA WELLS, APPEARS TO BE MAKING PROGRESS IN GETTING TO THE ROOT CAUSE OF DOMESTIC VIOLENCE, AND WE ARE LOOKING FORWARD TO HER NEXT REPORT.

AGAIN I WANT TO EXPRESS MY PERSONAL THANKS TO OUR EXCEPTIONAL STAFF AND THE INTEREST AND DEDICATION DISPLAYED BY OUR BOARD—SPECIAL THANKS ARE DUE TO RICK FARRELL AND THE CALGARY HOUSING COMPANY FOR THEIR CONTINUED DIRECTION AND SUPPORT.

RESPECTFULLY PRESENTED,



DR. BARRIE I. STRAFFORD

AOE, FRCPSC., KSS, LL.D (HON).
PRESIDENT

Board Chair's Address

Steve Sabjan, The Brenda Strafford Foundation's Vice President of Finance resigned due to his retirement from the organization.

Karen Kryczka, Community Member resigned from the Board due to increasing commitments outside the Society.

Highlights of the Past Year:

There were twelve monthly meetings in the past year in addition to the Annual General Meeting which was held on June 8, 2011. The Annual Report was approved and accepted at the November meeting. The December meeting was held just prior to the Children's Christmas Party. Board Members were able to meet with the children and families.

In January, the Society held its second casino weekend. Many of the Board Members and staff volunteered for this fund raising event.

On behalf of the Society, I wish to thank all Board Members for their contributions over the past year.

Respectfully submitted,



Norma Jackson, R.N., B.N.
Chairperson

2011—2012 Board Members

Barrie I. Strafford, The Brenda Strafford Foundation Ltd.

Mario Siciliano, The Brenda Strafford Foundation Ltd.

Laurel Campbell, The Brenda Strafford Foundation Ltd.

Sue McIntyre, Community Member

Rick Farrell, Community Member

Norma Jackson, Community Member

Nancy Hammer, Community Member

Joanna New, Community Member

Jim Anderson, Community Member

Eugene Chen, Community Member

The following reports represent the Committees' activities over the past year:

MANAGEMENT COMMITTEE

Members of the Committee:

Mario Siciliano, Chair
Norma Jackson

Dr. Barrie Strafford
Susan Gardiner

Laurel Campbell
Tess Gordey

Highlights of the Past Year:

The Committee met eleven times throughout the year.

- Management of the new facility's specifications with regards to a one-year warranty period.
- Development of key performance indicators for progressive housing.
- Tracking and monitoring of shelter and progressive housing occupancy, subsidies, and essential services.
- Secured funding (City of Calgary: Family and Community Support Services, United Way of Calgary and Area, Human Services and Government of Alberta Summer Temporary Employment Program).
- Reported on program operations.
- Evaluated staff satisfaction and conducted a compensation review.
- Addressed risk management issues.
- Monitored and provided advice pertaining to human resources.
- Monitored and provided advice pertaining to budget and funding.

STRATEGIC INITIATIVES COMMITTEE

Members of the Committee:

Mario Siciliano, Chair
Norma Jackson

Dr. Barrie Strafford
Karen Kryczka

Steve Sabjan
Tess Gordey

Highlights of the Past Year:

Worked towards the development of a Strategic Plan in cooperation with The Brenda Strafford Society for the Prevention of Domestic Violence which entailed:

- Development of a Logic Ladder that revisited The Brenda Strafford Centre's vision, mission, goals and values.
- Completion of a SWOT analysis (Strengths, Weaknesses/Limitations, Opportunities, and Threats).
- Coordination of a Board Retreat.
- Development of a Strategy Road Map.
- Completion of 2011-2012 Business Plans.
- Review of By-laws.

The Strategic Initiatives Committee met eight times during this year.

RESOURCE DEVELOPMENT & MARKETING COMMITTEE

Members of the Committee:

Nancy Hammer, Chair
Paige Knight
Wayne Steer

Eman Safadi
Ashley Massam
Tess Gordey

Kathleen Shannon
Debra Hidson
Meghan Topjian

Highlights of the Past Year:

To start the new fiscal year, this Committee set out to raise revenue, increase our profile in communities that we service, develop partnerships, and grow our presence amongst our supporters and the public at large. Key accomplishments associated with these goals are highlighted:

- Our fundraising event in December 2011, *Raise the Curtain on Domestic Violence*, raised \$19,132.
- Mac's Convenience Stores continued their commitment by ensuring the Mac's Donation Store is stocked for residents. In July 2011, we received the funds raised through their annual golf tournament. Mac's also adopted families in December, and donated gift cards so families could purchase groceries to prepare a Christmas dinner. The Centre is also Mac's charity of choice for AIR-serv's AIR for Charity program, where a designated amount of revenue from air pumps located at their convenience stores is donated to us.
- We held our second casino on January 1st and 2nd, 2012.
- Newsletter – the committee publishes four print newsletters a year and will branch out and offer a new digital version to be delivered to subscribers e-mailboxes starting in the summer of 2012.
- Began development of a social media plan to increase our online presence.

A huge thank you goes out to all of our amazing volunteers who so generously donate their time to support our programs, services, and events on a continual basis. The Mac's Store is operated by volunteers who take time each week to re-stock the store, keep track of inventory, and help the women take their items to their apartments. Many volunteers are at the Centre each week helping in childcare and at reception, as well as events such as our casino.

QUALITY IMPROVEMENT AND OUTCOME MEASURES COMMITTEE (QIOC)

Members of the Committee:

Dr. Susan McIntyre, Chair
Tess Gordey

Michelle Clarke
Brenda Simpson

Highlights of the Past Year:

The Quality Improvement and Outcome Measures Committee met ten times during this year. The Committee focused its attention on creating a Logic Model for Progressive Housing. The Committee developed the Logic Model with the outcomes focused in Safety, Community Resources, Stable Living Environment, and Future Orientation. Short, medium, and long term outcomes were developed for this area of the Centre. The next steps were to develop Outcome Statements for each outcome, identify the success indicators, and develop measurement tools. All of this was successfully completed and presented to the Board of Directors and implemented in January 2012. The Quality Improvement and Outcome Measures Committee will further be focusing on inputting, reviewing, and analyzing the data and the Logic Model that is currently being used for the Centre's Second Stage Shelter Program.

Executive Director's Address

Domestic violence is an atrocity afflicting our community at an alarming rate. Calgary Police Services responded to 15,789 domestic violence calls last year alone, and expect numbers to be even higher this year (Annual Statistical Report 2011, Calgary Police Services). Danger assessments of women residing in emergency shelter indicate 88 percent continue to be at serious risk of assault or homicide (Alberta Council of Women's Shelters). In fact, nearly half of all spousal homicides occur within two months of leaving, making safe, affordable housing, specifically for women and children impacted by domestic violence, extremely essential (Family Violence in Canada: A statistical profile, 2010).

The Brenda Strafford Centre for the Prevention of Domestic Violence has always been fortunate to have many community service partners, funders and other generous collaborators to help us assist families impacted by domestic violence. This year was no exception. Together, we provided safe accommodation and support services to 137 women and 206 children in our residential programs alone. Being cognizant of the fact that it is not uncommon for Alberta women's shelters to turn away as many families in need as they are able to accommodate, due to capacity limitations, we also remain committed to providing outreach support to families living in the larger community. This too is vital, as each year as many as 12,000 women and children impacted by domestic violence are unable to find space at women's shelters in Alberta (Alberta Council of Women's Shelters).

Everything we do is driven by our goal to provide quality services and collaborate with other human service providers to help heal the trauma of domestic violence in individual lives, as well as reduce the impact this social issue has on our larger community. In this regard, we would like to acknowledge the services provided by our 2011-2012 Strategic Partner, the Vermilion Energy/YWCA Skills Training Centre, who trains women to achieve and maintain success in Calgary's skilled trades industry. Our relationships with over 50 similar community collaborators allows us to enhance services both on and off site. We also give special thanks to Calgary Housing Company for providing subsidies to help combat homelessness and the poverty that is frequently experienced by women who have fled violent partners.

Increasing community awareness and preventing domestic violence is very much of interest to us. Toward this end, we've been working alongside other Calgary and area women's shelters and the Alberta Council of Women's Shelters on a new initiative called Getting to Work on Domestic Violence. Via this opportunity, we aim to collectively and strategically address the impact that domestic violence has on work places throughout our region.

We are thrilled that our new facility has proven to meet all expectations with regard to programming needs and increased capacity to serve many more families for longer periods of time. Particularly, with our 51 two-year length of stay Progressive Housing units, we are able to provide a smoother transition from second stage housing to independent, yet affordable housing in the community. We are also happy to report that over 85 percent of our shelter residents moved on to safe independent lives upon leaving our facility, and over 87 percent of progressive housing residents had moderate to high success with life goals such as meeting their family's basic needs, improving education, regaining employment and improving overall wellbeing. We consider these factors to be indicators of great success.

I wish to congratulate the staff for the positive difference they made in so many lives and give thanks to all of our dedicated Board of Directors members, and other volunteers, for making this a very successful and rewarding fiscal year. Looking ahead to the upcoming months, it is with excitement that we embark upon strategic priorities with respect to resource development, marketing, evaluation and program development. We envision a safer community and will continue to participate in earnest in a coordinated community response to prevent domestic violence.

Respectfully Submitted,



Tess Gordey, MSW, RSW

Mission Statement

To contribute to the creation of a safe community for abused women and their children through the provision of quality services and in collaboration with community resources.

Vision Statement

To provide flexible, accessible, low cost, secure transitional housing and support services for women and their children who have been assessed by crisis shelters.

To achieve long term stability for women and their children who have been subjected to violence.

In House Service Goals

To provide social, emotional, and psychological support for families that come to the Centre.

To ensure and/or provide counselling for families to alleviate the impacts of violence and break the abuse cycle. This includes support to understand working toward long-term healthy relationships.

To assist families to achieve long term stability and to access employment, food, household goods, clothing furniture, adequate and affordable housing and other necessities for independent living.

To enable women to be successful as tenants, family members and community members.

To build on the capacity and strengths of the residents.



Staff as of March 31, 2012

George Ames
George Ames Jr.
Linda Ames
Nikki Bagwell
Natalie Brulotte
Givareth Castillo

Cassandra Giroux
Tess Gordey
Billie-Joe Kaye
Kimberly Lambert
Patricia Locke
Jennifer Marenger

Rita Ng
Peggy Schiffner
Taryn Scott-Manders
Yvette Summers
Meghan Topjian
Shantal Tse

Our Programs and Services

Community Partnerships

The Brenda Strafford Centre is dedicated not only to ensuring quality services, but also to enhancing a coordinated, collaborative response to domestic violence. We participate within the community to learn and contribute experience and time to many relevant community endeavors. Some of the Centre's community work is at a more macro level, addressing social issues and participating in sector projects. Other time is spent on community relationships that support or enhance service delivery. Annually, there are over 50 collective groups or organizations that we collaborate with. Examples are:

Literacy and Parenting Skills (LAPS)—Literacy and Parenting Skills is a weekly group is run by Further Education Society of Alberta and because it is on-site, it allows for easy and convenient access for our residents.

The group focuses on issues that women fleeing violence have around parenting, including ages and stages of development, how to deal with temper tantrums, age appropriate discipline, and a vast number of others, depending on the needs of the current group.

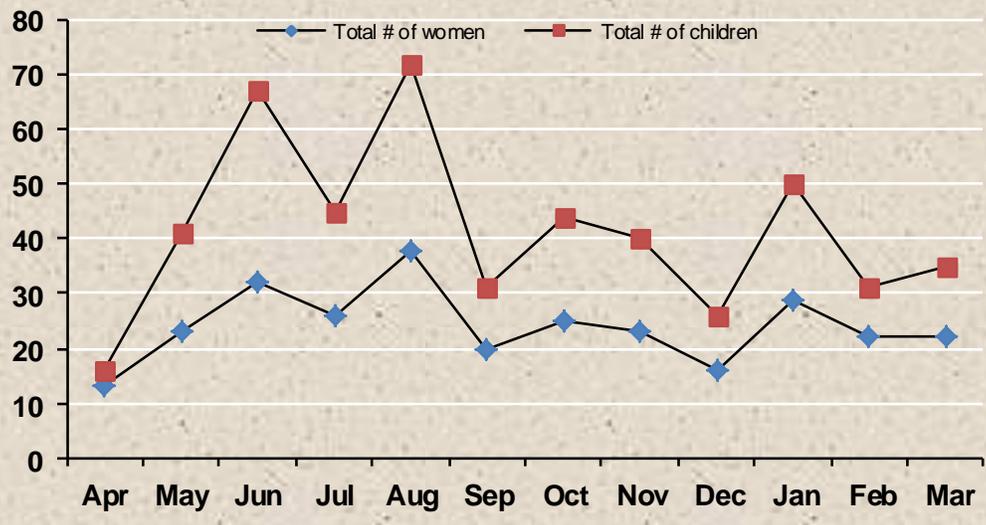
YMCA Mountain Haven—The YMCA was gracious enough to invite our residents to a wonderful weekend-long retreat in Kananaskis. This program provided quality time for families to enjoy in the great outdoors together. The feedback from these weekends was wonderful and a great time was had by all who have attended. We very much appreciated being involved in these events.

Na'amat Canada Calgary—Through the wonderful generosity of Na'amat Canada Calgary, our resident children, who were in need of school supplies, were provided with backpacks full of items they required in their classrooms. Na'amat Canada Calgary's support through this service is greatly needed and appreciated by the residents and children.

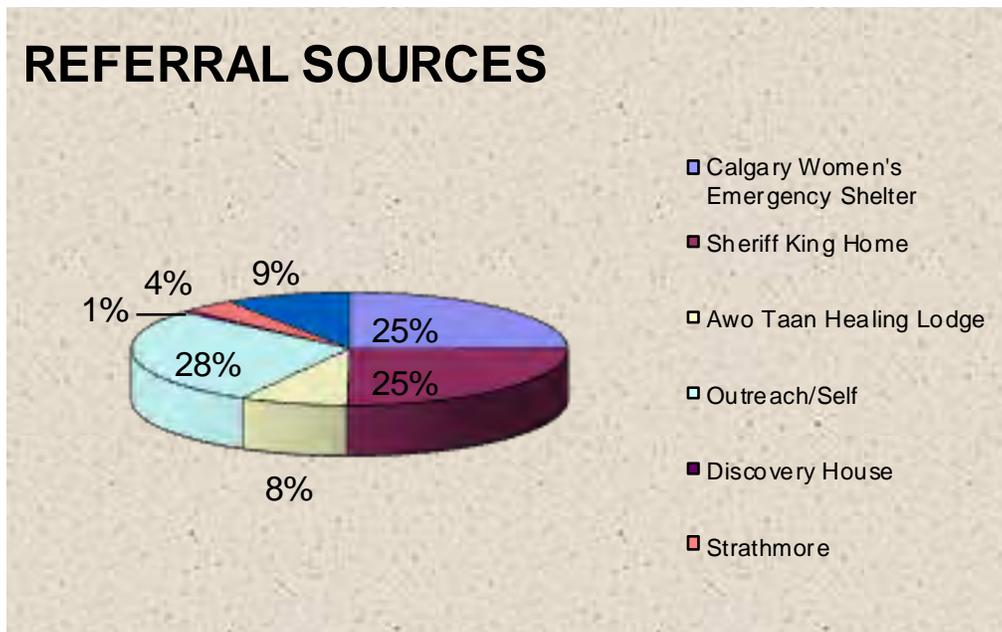
Others include: Calgary Health Region, Alex Health Bus, Further Education Society of Alberta, Mac's Convenience Stores Inc., Interfaith Food Bank, Wheels for Kids, St. Vincent De Paul, CIAS Interpretive Project, Jewish Family Services, Lutheran Church, Family Violence Shelter Directors' Network, Volunteer Calgary, Outreach Network, Alberta Council of Women's Shelters, United Way Ambassador of the Way, United Way Agency Campaign, HomeStart, U of C Faculty of Social Work, Family Resource OR Group, Women in Need Society, Calgary Interfaith Furniture, Dreams Take Flight, Kids Up Front, Our Lady Queen of Peace Ranch, Eau Claire YMCA, Kidz Inc., Volunteer Youth Corp., North Hill Lions Club, Bow Valley College, University of Calgary, Mount Royal University, Encana, SIFE, Days of Caring Corporations, Hillhurst Sunnyside School, Alberta Works, Emergency Services, Child and Youth Enhancement, Red Cross, BP Yarn Burners, Canadian Women's Shelter Foundation, Calgary Emergency Shelters, Calgary Board of Education, Portage College, Peer Support Services for Abused Women, Momentum, Hillhurst Sunnyside Community Association, HomeFront



BSC REFERRALS



REFERRAL SOURCES



Residential Program

The Residential Program at The Brenda Stafford Centre provides a number of opportunities for women to learn, grow, and become independent. The program encompasses a number of components to help women achieve and regain the skills, confidence, and happiness needed in order to move forward in their journey, free from abuse.

The program provides a range of services that are designed to meet each resident's needs, including:

- Shelter for a period of six months
- Individual counselling and support
- Weekly support groups
- Weekly parenting groups (LAPS)
- Advocacy and referrals to partnering agencies and community resources
- Education and information regarding domestic violence and abuse related issues

Individual Counselling

Individual counselling is one of the required components of the residential program for women who are entering The Brenda Stafford Centre. The caseload is divided amongst two full-time residential counsellors and one part-time residential counsellor, with the women being assigned to one counsellor for the duration of their stay. The counselling sessions take place on site, in either the counsellors' office, or the residents' apartments. There are currently three residential counsellors. Two residential counsellors are responsible for a caseload of 12 women with children, while the third residential counsellor is responsible for the caseload of six single women and four women with children.

Because The Brenda Stafford Centre's clients come from diverse backgrounds, the counselling goals for each woman may be different, but with the ultimate goal of independence and freedom from violence. For a client with limited English, support may come in the form of assisting with forms, or seeking out English classes, whereas for another client, goals may be centered on exploring how self-esteem affects their ability to make healthy decisions. Common topics for discussion in counselling include education and awareness around the cycle of violence, self-esteem, healthy communication, setting boundaries, and safety planning.

Family Counselling

Family counselling is offered to the women and children at The Brenda Stafford Centre on an as-needed basis. This generally takes place when there has been a breakdown in communication between the mother and her child(ren) and additional support from the counsellors is requested. This is done in conjunction with the Child and Youth Counsellor, who has worked directly with the children in the home, and is familiar with the family's situation. Through support from the counsellors and occasionally outside agencies, goals are created to improve communication between family members and re-establish harmony in the home.



Group Counselling

Support groups take place at The Brenda Strafford Centre one evening each week, and all residents are encouraged to participate. These groups provide a setting for women to discuss the issues that surround domestic violence with others who have experienced a similar situation. The groups allow women to give and receive feedback to others in a healthy environment, where they are supported by both the other participants and the residential counsellor facilitating the groups.

Topics that are commonly discussed in group include self-esteem, understanding characteristics of abuse, healthy communication, and other topics similar to those in individual counselling, but in a setting that allows group dialogue.

Resident Meetings

Resident meetings take place at The Brenda Strafford Centre on an as-needed basis, and are generally geared towards issues around the Centre, or upcoming events. These meetings are facilitated by one of the residential counsellors, and occasionally guest speakers are invited to attend to talk about programs outside of the Centre that may be offered to the residents of the Centre.

The resident meetings allow staff and residents to bring up any “housekeeping” issues that may have arisen in a safe environment. This also empowers the residents to come up with solutions to these concerns or issues.

“My counsellors helped me see a strength in myself I didn’t even know I had.”

-Former Resident

“Coming here made a big difference...had no hope before... felt like giving up...the Centre has helped change that.”

-Former Resident

Practicum Students

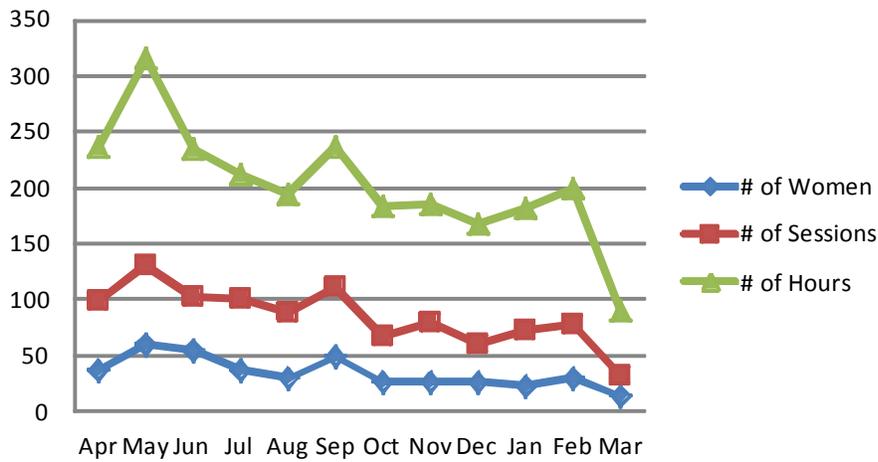
The Brenda Strafford Centre provides practicum placements for post-secondary students from Mount Royal University and the University of Calgary. In 2011-2012, a Social Work student was given the opportunity to practice social work skills under a supervised and supported atmosphere. She participated in individual counselling sessions, intake interviews, and occasionally facilitated support groups.

Students coming into the Centre set their own goals and learning objectives which allow room for some creativity in their practicum. Clients and staff appreciate all the hard work and effort put in by the students.

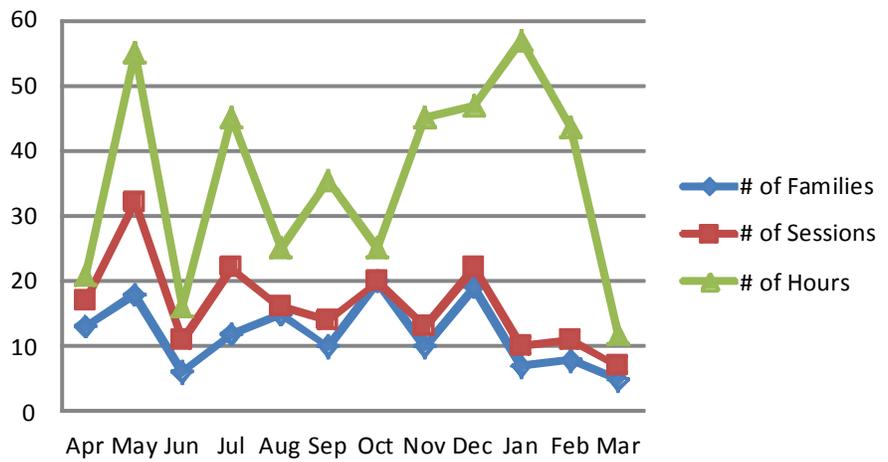
| The Brenda Strafford Centre Shelter Statistics | | | |
|---|----|-----------------------------|-----|
| Total residential women: | 60 | Total residential children: | 97 |
| Total residential women and children residing in shelter for 2011/2012: | | | 157 |
| Total families requesting residential services: | | | 102 |
| Total families refused: | | | 0 |
| Average length of stay (months) | | | 6 |
| Total number of move outs: | | | 38 |
| Upon move out: | | | |
| Returned to partner | | | 1 |
| Staying with friends | | | 5 |
| Independent living open market | | | 8 |
| Independent living Brenda Strafford Centre progressive housing | | | 16 |
| Other shelter | | | 1 |
| Unknown | | | 7 |

| Residential Counselling and Support | | |
|--|-------------------------------------|----------------------------------|
| | Counselling/Support Sessions | Counselling/Support Hours |
| INDIVIDUAL COUNSELLING | | |
| Women | 1022 | 2438 |
| Children | 164 | 373 |
| <i>Subtotal for Individual Counselling</i> | <i>1186</i> | <i>2811</i> |
| Family Counselling | | |
| | 195 | 427 |
| Group Counselling | | |
| Women's Groups | 27 | 62 |
| Children's Groups | 10 | 37 |
| <i>Subtotal for Group Counselling</i> | <i>37</i> | <i>99</i> |
| Total Number of Crisis/Information Calls | 620 | 340 |
| Public Health Services | 22 | 48 |
| Total Number of Counselling (Individual, Family & Group) | 1418 | 3337 |

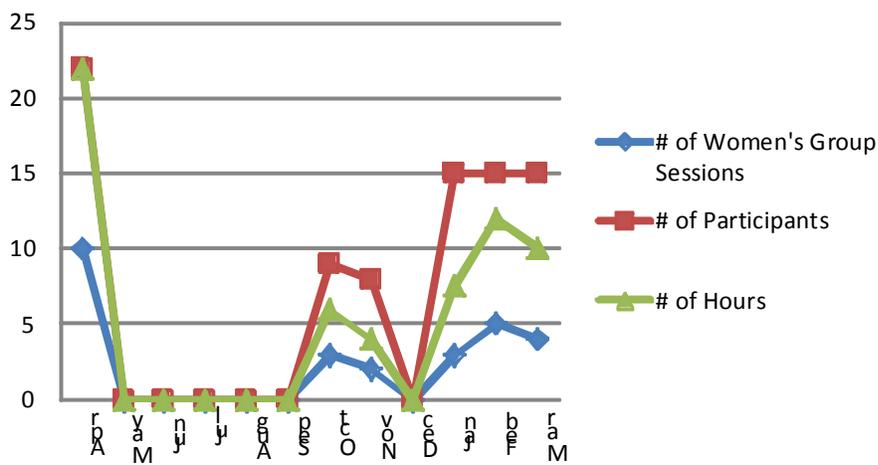
Individual Counselling & Support



Family Counselling & Support



Group Womens Counselling



Child and Youth Programs

Child and Youth Counselling Program

The Child and Youth Counselling Program provides a safe environment for children ages 0-18 to begin healing from their exposure to domestic violence. The Child and Youth Counsellor supports children and youth during their transition from a violent home into shelter living.

The program strives to meet the following goals for each child in the Centre:

- Provide a safe environment for children to express themselves creatively
- Give the opportunity for children to identify and express their emotions
- Allow children to regain a sense of power and control in their lives through play and expressive arts
- Help children to recognize self-worth and rebuild self-esteem
- Relationship building opportunities with safe adults
- Provide support, resources and referrals for every child, youth, and family residing in the shelter.

Individual Counselling

Individual supportive counselling is provided to children ages 3-18 at the Centre on a weekly basis. The Child and Youth Counsellor's main focus is to create a safe and trusting relationship with each child before the healing process can begin. During counselling sessions, children are given the opportunity to express their feelings and share their experiences in a safe, non-judgmental environment. Expression is encouraged through arts, play, and music. Directed session topics include Coping with Feelings, Safety Planning, Anger Management, and Whose Fault is Violence? Children are also given plenty of free time to play and have fun with the counsellor.

Group Counselling

Group Counselling is provided for all children ages 4 -18 residing at the Centre. Group counselling aims to achieve an environment where children can experience success, and feel good about themselves and their participation. The counsellor focuses on building social skills through positive conflict resolution and role modeling through arts and play. Children are able to share their experiences in a social environment absent of judgment, criticism, and abusive behaviours. Free time is allocated every group session for children to socialize, play, and have fun with new friends.

Family Counselling

Family Counselling is provided for the children and mothers at the Centre. This provides families with the opportunity to express themselves in a safe, controlled environment with the counsellor present. Feelings of resentment, guilt, blame, and anger can be brought to attention, and the healing process for families can begin. The counsellor can support children in disclosing their emotions and experiences. Mediation can also be provided resulting in positive conflict resolution, aiming to create a stronger family unit. Mothers may also access the Child and Youth Counsellor for parenting support and resources.

Alberta Council of Women's Shelters Children's Project

The Brenda Strafford Centre was one of nine emergency and second stage shelters in Alberta that supported a total of 80 participants including 38 mothers and 42 children in the Alberta Council of Women's Shelters Children's Project. Mothers and children who were in the project could participate in a variety of activities – including individual or group discussions with mothers only, attachment-based activities with both mother and the child, and child-led play activities that could include both the mother and child or just the child. The overall project goal was to support the development, integration, and evaluation of promising child support practices in shelters across Alberta with the objectives of strengthening mother/child attachment, to reduce child stress, to enhance the mother's ability to support her child's development and resilience, to help build program and staff capacity to provide culturally-sensitive services, and to enhance the knowledge and skills of child support staff to better meet the need of children and their mothers in shelters and shelter-related programs.

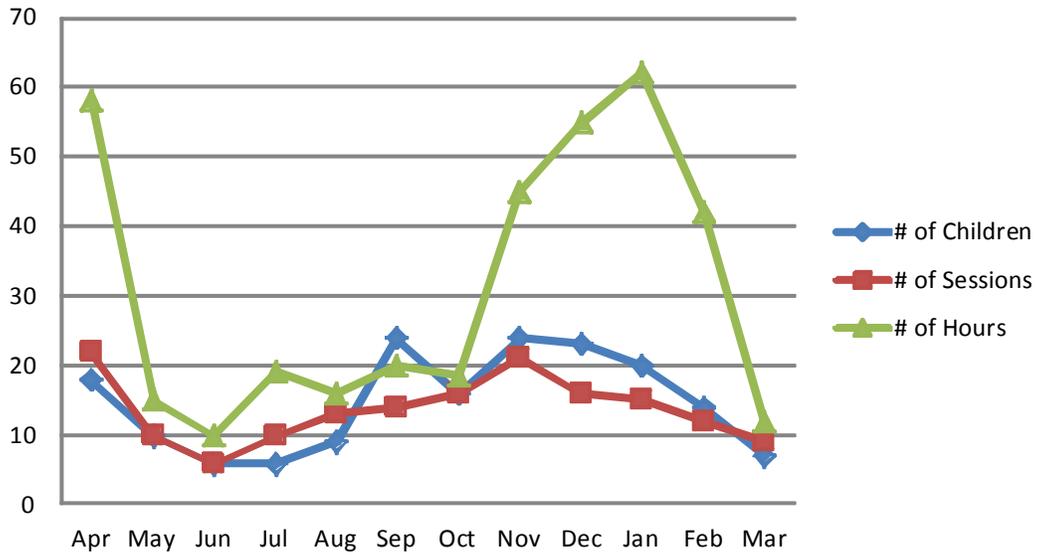
The Brenda Strafford Centre dedicated our Child and Youth Counsellor to the Children's Project. She participated in training, monthly meetings with child support staff from other shelters, and worked with the ACWS clinical therapist with any questions that arose. Not only did she describe the project as valuable and rewarding, child support staff at other shelters shared their personal experiences and expressed the same.

Overall, the impact of the project on the participant families was very positive and successful, particularly for families that could participate in multiple and regular sessions. Mothers were able to better understand how their children were impacted by the abuse and address those behaviours in a supportive and effective manner. Sessions helped facilitate changes in the mother's behaviours helping them focus attention to their children which lead to increased attachment, and mothers were better able to recognize and acknowledge their children's feelings. In the children, it was found that the program provided an opportunity for them to deal with trauma they experienced. Many showed an increase in independence, and started trusting their mothers more.

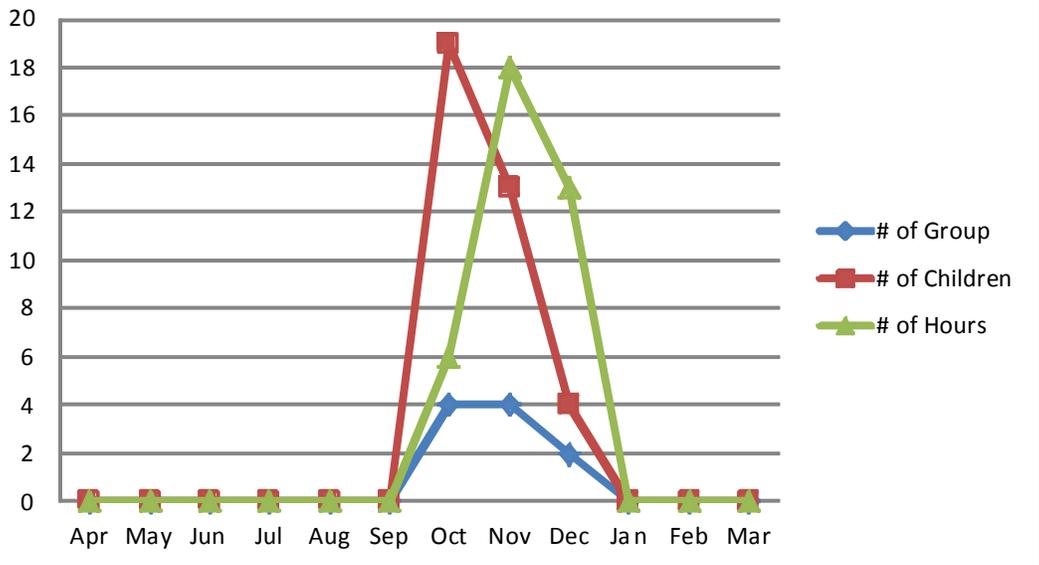
Both practice research and the Children's Project show the positive impact support can have on stress, attachment, and behaviour.

“When I started the attachment sessions, the mother of the child was very talkative and not engaging with her child. When an activity would begin, mom would be distracted and the child would start running around the room, as mom was still talking to me. I initiated redirection and before the next session, explained and reminded the mother of the purpose of the sessions and if she has any other concerns, we can talk at the end of the session. She improved as more sessions went on. She would still talk, but it wasn't always directed at me. She would talk with her daughter, make eye contact, and give her encouragement when doing an activity. There were times where her daughter would start running around the room, and I didn't have to step in. Mom was there, stopping her, and engaging in the activity again. The child was much more willing to complete an activity when it was mom that stopped her. Mom was becoming in tune with her daughter's feelings and would acknowledge them. Mom was also saying that she was doing a lot of these activities at home, and feels a greater attachment with her daughter than before. Mom feels good at this place in her life and sees that her daughter is much happier.” – BSC Child and Youth Counsellor

Individual Child Counselling



Children's Group Counselling



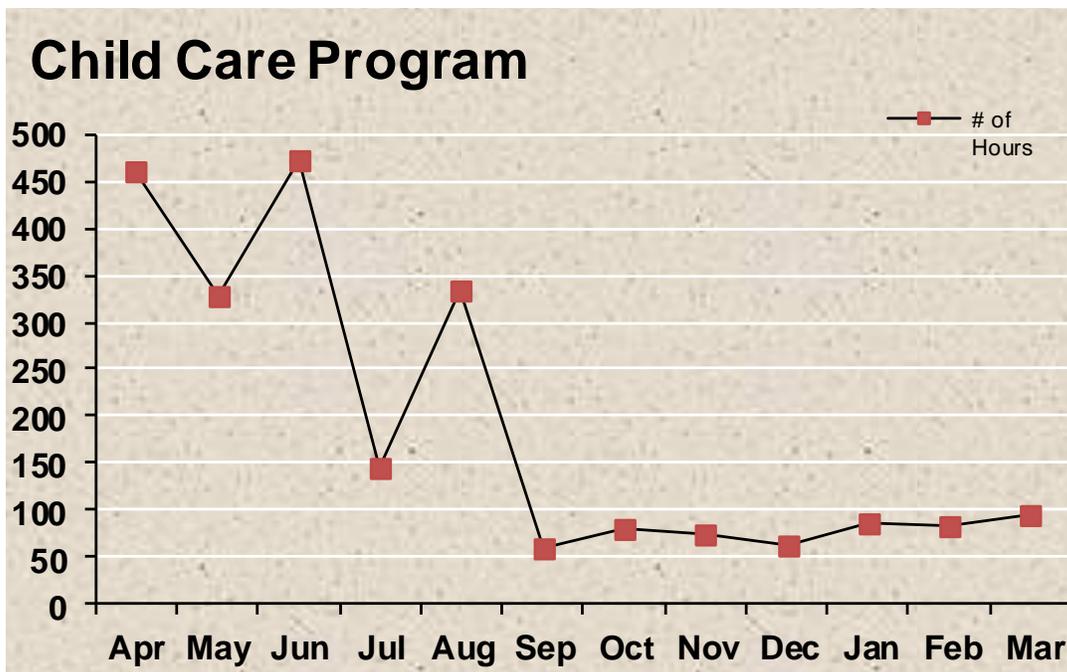
Childcare Program

The Brenda Strafford Centre's Childcare Program offers childcare services for all of the families living in the shelter. Childcare is Monday to Friday only, and is offered in the mornings, afternoons, and evenings to provide respite support for mothers. Only under special circumstances will childcare be available outside of regular childcare times. During the times childcare is open, mothers will have the opportunity to attend to their own programming such as support groups, individual counselling, and social activities, knowing that their children are in a safe environment.

All of the toys and activities that are in childcare are educational as well as fun. Qualified and passionate staff and volunteers are there to ensure that the children are in a safe and age appropriate environment. Healthy and nutritious snacks are also available to the children during playtime. The childcare room provides a healthy and nurturing environment for children to have fun, have new experiences and make new friends.

Children's Summer Activity Program

The Children's Summer Activity Program operates from June to August on weekdays only. Activities are during the day only and are planned for children during their school holidays. Children aged two years old and up are able to register for summer programming. Some of the activities that get planned are field trips such as Calaway Park, Calgary Corn Maze, Riley Park, bowling, swimming, and crafts. Children are given the opportunity to have a fun summer holiday filled with new experiences and friendships!



Follow-up Outreach Program

Follow-up Services

Clients who have completed the Residential Program may access follow-up services for a period of one year after moving from shelter. Most follow-up work consists of individual counselling, referrals to community resources, and advocacy. Safety planning, healthy relationships, self-esteem and conflict resolution skills are stressed in counselling. Clients often require the support of the follow-up outreach counsellor to refer them and advocate on their behalf for financial and social benefits provided through government, education and employment programs. Having the right supports in place helps families transition successfully from shelter to independent living in the community.

Community Outreach

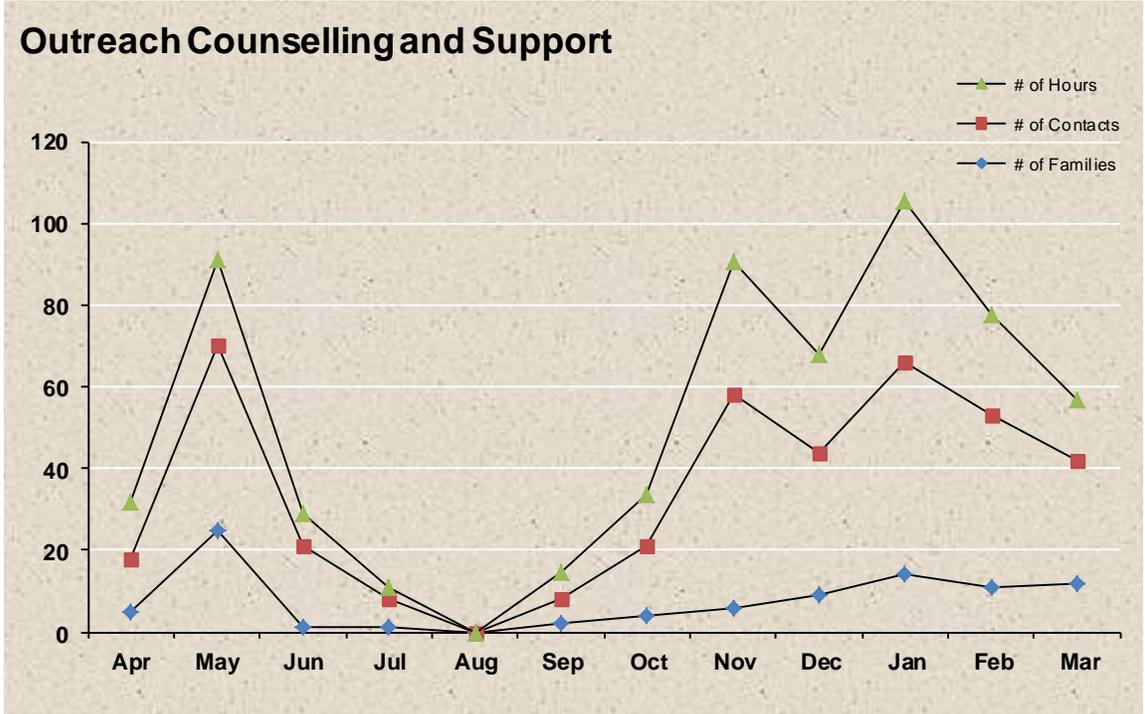
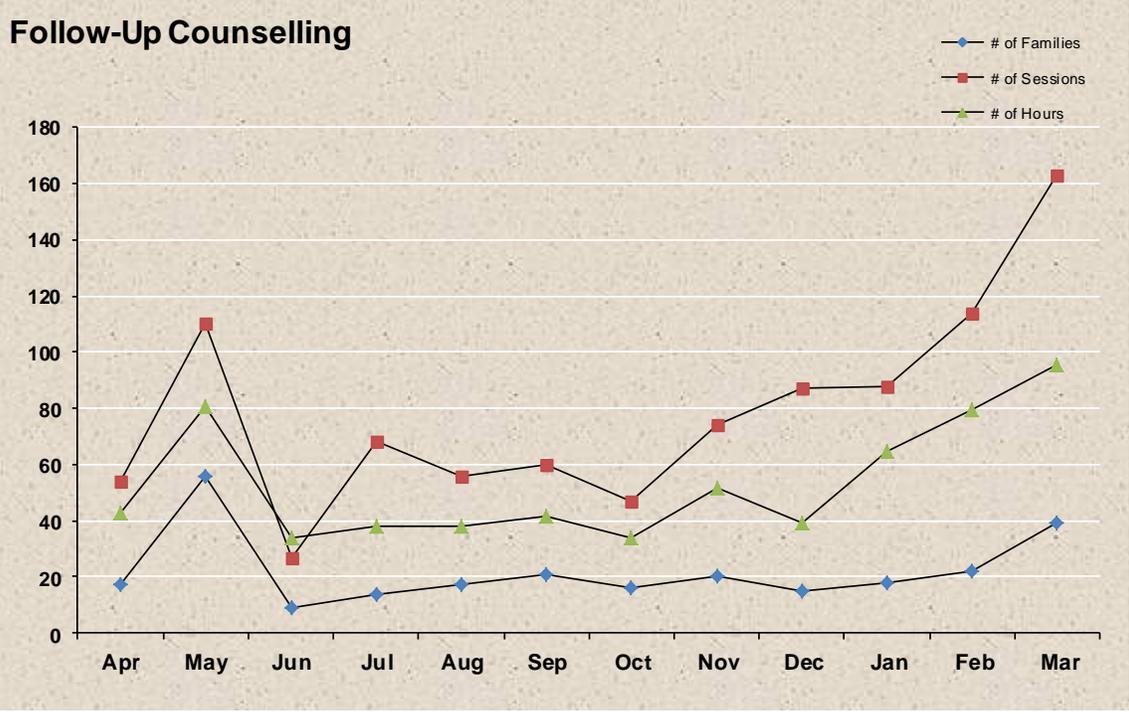
The follow-up outreach counsellor also works with women in the community who are experiencing abuse and seeking a way out. Some may already be in temporary shelters, but many others still live with their abuser and are at risk. Safety planning for these women and their children as they prepare to flee is of paramount importance. Others may choose to remain with their partners but ask for information on domestic violence, assistance with program referrals, or help with safety planning. Sometimes these clients will call to receive emotional support as they struggle with family crisis. The follow-up outreach counsellor coordinates with agencies such as Calgary Police Services, Victim's Assistance, Alberta Child and Youth Services, Alberta Health Region Calgary, and women's emergency shelters across the country to assist these families in being safe while they wait for an apartment to open up for them at the Centre. Educating the public and other social service agencies about domestic violence is another aspect of community outreach work.

“The outreach counsellor was so helpful and understanding...I really appreciated a listening ear.”

-Feedback received from a women who called in crisis

“I like myself more than before I came to the Centre. I was passive, and I had a low self-esteem. Now I care about my well-being first.”

-Former Resident



Volunteer Program

Volunteers have always been an important part of The Brenda Strafford Centre. Volunteerism is the voice of the people put into action and we are extremely fortunate to have so many volunteers donate their time and talent to our Centre. Since the opening of the Centre, volunteers have always had a wide spectrum of duties ranging from childcare, donation sorting, office support and maintenance as well as being members of the Board of Directors.

Our donations support worker organized a successful Adopt-A-Family Program for the 2011 holiday season. The goal was to provide 34 families “adoption” by sponsors, through our program. Volunteers and sponsors from small and large corporations, families, schools and churches far surpassed all expectations in making our families have a wonderful holiday season.

The Mac’s Store is still an essential part of the Centre and is filled with everything from toothpaste to microwaves to tool kits to assist families. The Mac’s Store is open weekly and is operated by Centre volunteers. Mac’s will continue to provide the on-going funding to replenish items in the store.

Our agency has received an overwhelming amount of volunteer support from a number of community agencies such as PSSAW, community health nurse, Ram Cleaning Services, Volunteer Youth Corp., SIFE, tax clinics, churches, schools and yoga classes.

Residents have conveyed their contentment with the support they experience while attending groups like: LAPS, Peer Support, yoga, tax clinics, counselling sessions, life skills groups, or whenever childcare was needed for an emergency.

Words cannot express our gratitude for the dedication and commitment of our volunteers and their support of the Centre.

“Volunteers don’t just do the work—they make it work!”

-Carol Pettit

| Volunteer Program | Hours |
|--|--------------|
| Childcare | 944 |
| Office Support/Data | 247 |
| Donations: Sorting | 555 |
| Donations: Delivery | 504 |
| Maintenance/Housekeeping/Movers | 405 |
| Board of Directors | 539 |
| Childcare Cleaning | 168 |
| Adopt-a-Family | 465 |
| Total Support Hours by Volunteers | 3827 |
| Total Hours of Staff Supporting Volunteers | 1375.5 |

Progressive Housing

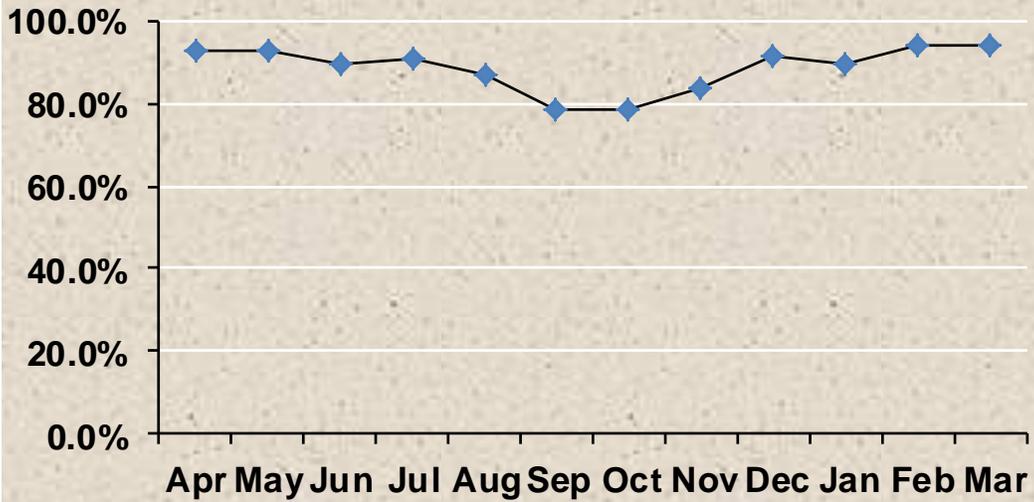
The Brenda Strafford Centre Progressive Housing is an affordable and independent living apartment dwelling, consisting of 51 two-bedroom transitional units located at The Brenda Strafford Centre for the Prevention of Domestic Violence. The apartments are available to women, with children, who had been impacted by domestic violence and are now in the final stages of rebuilding their lives, whereby they do not require on-site counselling and supports, but rather are able to live independently, access community resources to meet their needs if required, and have articulated life goals they will actively pursue during the two-year period they will reside with us. This transitional housing program was opened in December 2010. The purpose of Progressive Housing is to provide safe, independent, and affordable housing so that women may be in an environment conducive to maintaining non-abusive futures for themselves and their children.

The Progressive Housing units at The Brenda Strafford Centre allow a stay of up to two years. Leases may be renewed every six months depending on resident need and appropriate use of Progressive Housing facilities. Residents are required to meet with the Progressive Housing Coordinator at three month intervals to assess goal achievements or challenges, as well as attend residential meetings which are held to invite feedback and provide a means of additional communication for resource information and housing matters.

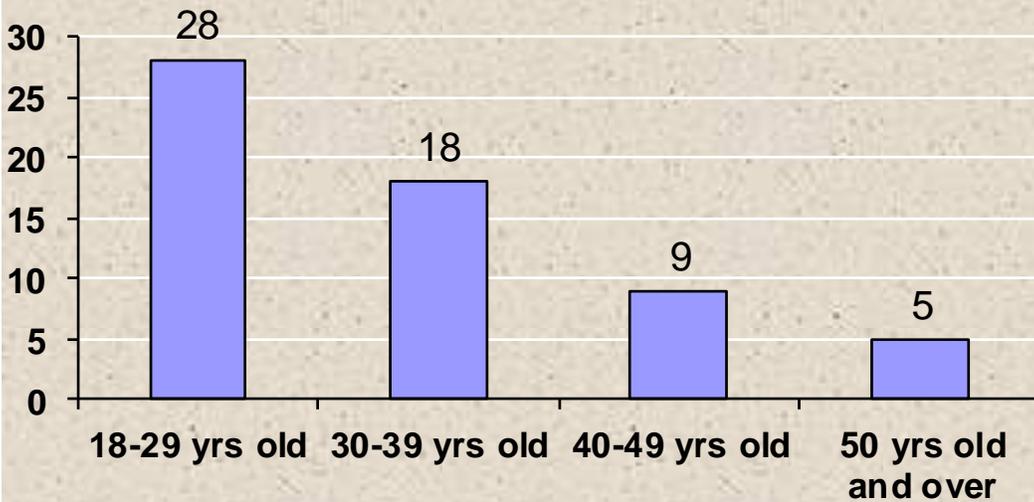
By the end of a two-year stay with us, we anticipate residents will have improved their self-worth and strengths, and be able to re-enter communities with the skills and confidence necessary to sustain happy, productive, and healthy lifestyles free of domestic violence.

| The Brenda Strafford Centre Progressive Housing Statistics | | | |
|---|----|--------------------------|-----|
| Total Resident Women: | 77 | Total Resident Children: | 109 |
| Total Women and Children residing in Progressive Housing for 2011/2012: | | | 186 |
| Total Families Requesting Residential Services | | | 130 |
| Total Families Refused: | | | 2 |
| Total Number of Move Outs: | | | 33 |

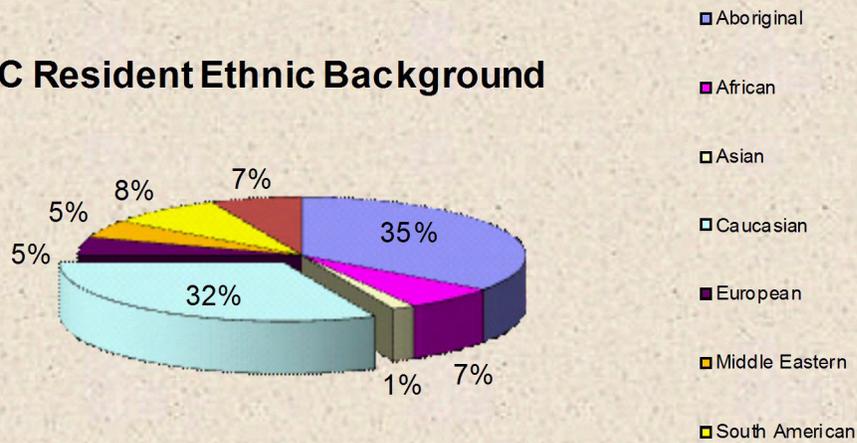
BSC Occupancy



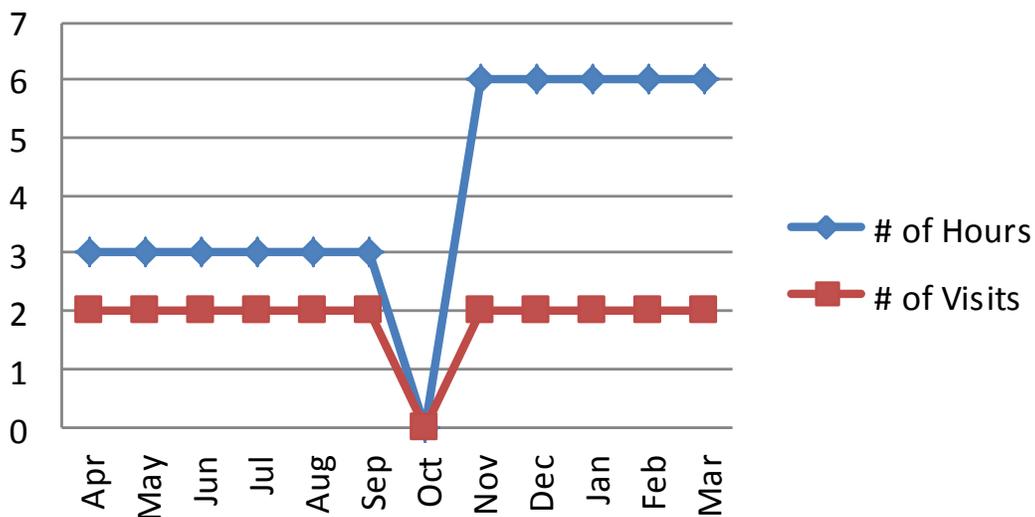
BSC Resident's Age Group



BSC Resident Ethnic Background



Public Health Services



Prior to October, a Calgary Health Region nurse would visit the Centre on a regular basis to assist residents. Due to restructuring of programs within the Calgary Health Region, nurses are no longer visiting shelters. Shortly thereafter in November, the Centre partnered with the Alex Health Bus. As well, the Centre has been collaborating with a new clinic which opened in the neighbourhood.

A Heartfelt Thank You

Financial Donations

Annabelle Lee
Annapolis Capital Limited
Anthony and Beryl Tankard
Barb Sokale
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CAW Social Justice Fund
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Adopt-a-Family

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Adopt-a-Family continued

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Silvana Man
Simply for Life
Talisman Energy
The cast of Heartland
The Gap Southcentre
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Wentworth Manor The Court
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Lucerne Foods
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Lupi Construction
Lutheran Church of Our Savior
Mac's Convenience Stores Inc.

A Heartfelt Thank You

Gift In Kind continued

| | |
|--|--|
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Thank you all very much for your support!