

# Annual Report

January 1, 2015 to December 31, 2015



peer  
Support Services  
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# Agency Staff & Contractors

Executive Director	Andrea Silverstone
Office Manager	Meghan Wright
Program Manager	Carrie McManus
Calgary Program Coordinator	Amy Munroe
Provincial Program Coordinator	Kristyn Schulz
LGBTQ* Program Coordinators	Brandi Kapell (until Oct, 2015) Rachel Braeuer (as of Nov, 2015)
LGBTQ* Consultant	Jane Oxenbury*
Bookkeeper	Shaune Thompson*
Graphic Designer	Melissa De Leon*
Practicum Students	Megan Howard Jenn Archer Jocelyne Carter
Summer Student	Alysha Cooper
CDVC Administrator	Susan Jackson
CDVC Coordinator	Heather Harden (until Feb, 2015)

\* Contractor

# Board of Directors

President	Melody Bundt
Vice President	Sarah Rosenfeld
Past President	Wayne Barkauskas
Treasurer	Rebecca Stephen
Secretary	Janice Huang
Directors	Bettina Pierre-Gilles Bev Sheckter Eseoghene Omatsone Judy Curry Karen Lee Pauline Murdock Margaret (Peggy) Lynch (until Feb, 2015)
Honourary Member	Rae-Ann Wood-Schatz

Thank you to all of our board members, staff, contractors, partner agencies, funders, volunteers, and supporters!



peer  
Support Services  
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# Partner Agencies

Alberta Business and Education Service

Fox Creek Community Resource Centre

Alcove

Homefront

Brenda Strafford Society

Hope Pointe Community Church

Bridges Family Programs

Jessica Martel Memorial Foundation

Calgary East Church of the Nazarene

Jewish Family Services

Calgary Legal Guidance

YWCA Lethbridge

Calgary Sexual Health Centre

McMan Journeys

Calgary Women's Emergency Shelter

Medicine Hat Women's Shelter Society

YWCA Calgary

Mustard Seed

Carya

Peace River Regional Women's Shelter

Central Alberta Sexual Assault Centre

Servants Anonymous Society

Child and Family Services

Sonshine Community Services

CUPS

The Kerby Centre

FCSS Chestermere

Waypoints

FCSS Cochrane

Wetaskawin Family Resource Centre

FCSS Paddle Prairie Metis Settlement

Wheatland Crisis Shelter

FCSS Valleyview

# Jen's Story

Jen came to our agency with complex social and medical needs. Based on a medical condition, she had been rejected from most other services in Calgary and was feeling stigmatized, unheard and alone when she came to us. Her medical condition was preventing her from being able to access the support she needed for the domestic violence she was experiencing. Based on her medical condition Jen was not able to work

and therefore was dependent on her partner for financial security.

In recent months her partner had become abusive, striking out in bouts of anger and leaving Jen feeling more isolated than she already had based on her medical conditions. While other services were unable to make accommodations for her medical needs, we quickly found ways to create space and safety for her to engage in our group programs.

Upon entering into our Finding Our Voices program, Jen was able to create connections with the other women in the program and almost immediately begin to reduce her social isolation. Through discussions within the groups about healthy relationships, values and beliefs, Jen was able to begin to see herself as a complete person, not simply identifying herself based on the medical condition she had.

Since completing the Finding Our Voices program Jen has created strong social connections with the women in her group and no longer feels isolated and alone. She has been able to communicate effectively with her partner and feels more able to keep herself and her children safe while they work through other issues related to the domestic violence.

## Did You Know?

**In 2015, the agency served 585 individual clients.**

**Additionally, the agency participated in 49 awareness-raising and community development events.**

**Through these efforts, we directly engaged with 1,957 people.**



# President & Executive Director's Report 2015

Peer Support Services for Abused Women continues to be committed to supporting individual and systemic change to promote healthy, respectful, peaceful relationships. In 2015 we operated beyond capacity for the majority of the year.

In 2015 PSSAW was able to serve over **585 clients**. Clients achieved some of the following outcomes in each of our programs:

## **Moving on With Mentors**

- 53% of Clients achieved the 'service targets' identified through the Partners For Change Outcome Measurement System (PCOMS).
- An average client engaged in 7 sessions

## **Peer Support Groups**

- 53% of Clients report increased social connectivity and reduced social isolation
- 58% of Clients report being able to appropriately respond to the violence in their lives (i.e., they have the tools to keep themselves and their family safe from violence).
- An average client engaged in 5 sessions

## **LGBTQ\* Domestic Violence Capacity Building**

- 80% of LGBTQ\* DV Capacity Building workshop participants report utilizing learning from in-house capacity building workshops with their clients
- 67% of agencies participating in the LGBTQ\* DV Capacity Building program implemented recommendations on organizational change.

## Community Development

- 858 people participated in 34 community development initiatives aimed at a collaborative community response to end domestic violence

## Eat. Play. Love.

We held our fourth annual fundraising event “Eat. Play. Love.” in November and it was our best event yet! PSSAW is looking forward to this annual event getting bigger and better. We are very appreciative of all who donate to and sponsor this event, as well as those who volunteer their time and services to make this successful.

## Calgary Domestic Violence Collective

Our collaboration with other agencies and programs continues to flourish, enhanced through our role as backbone agency and co-chair of the Calgary Domestic Violence Collective.

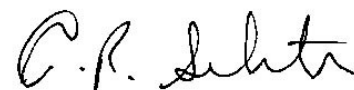
## Partnerships

We continue to expand our partnership model of programming for all of our programs. In 2015, we had partnerships with 12 provincial sites and 16 Calgary agencies.

We sincerely thank the Staff, Board, and all our Volunteers for continuing to amaze us with your skills, caring, dedication and innovation in providing service to our women, children and community.



**Melody Bundt**  
Board President



**Andrea Silverstone**  
Executive Director

# Treasurer's Report

While I will highlight some of the results in the attached financial statements, I encourage members to review these reports on our website.

The Statement of Financial Position reports assets of **\$663,473**.

The Statement of Operations shows a deficit of **\$2,209** for the year.

At the end of the year, the agency had sufficient cash balances to meet liabilities.

It is also important to mention that the financial statements do not reflect the value received from the contribution of volunteer services, without which the agency could not operate.

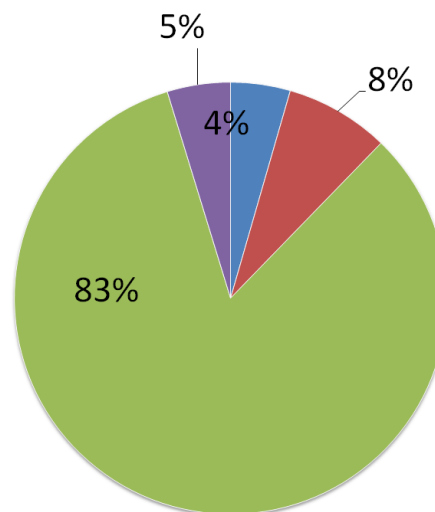
With the funds to be earned from our ongoing funding from United Way and FCSS, and continuing efforts to attract donations, PSSAW is in a good financial position to provide needed services for the upcoming year. I would like to use this opportunity to thank funders and donors in helping the agency.

Sincerely,



**Rebecca Stephen**

Treasurer



<b>Donations &amp; Fundraising</b>	<b>39,621</b>
<b>Casino</b>	<b>69,256</b>
<b>Grants*</b>	<b>737,522</b>
<b>Other*</b>	<b>42,018</b>

\*Grants included: Grants & United Way

\*Other included: Fiscal Agent Fees, Amortization, Interest and Other



# Dan's Story

Dan is a medical student who recently relocated to Calgary for school and participated in a workshop we delivered at a LGBTQ\* Health Forum. All throughout his undergrad Dan volunteered at a sexual health clinic in his home community and felt that he was well versed in issues related to LGBTQ\* specific health concerns.

During our workshop Dan participated in a spider web activity that is used to create understanding for participants of the experiences of a victim of domestic violence. When used within the context of our LGBTQ\* program, this activity is also delivered in a way designed to create understanding of the additional barriers that individuals from within the LGBTQ\* communities might experience when attempting to leave a domestic violence situation.

Throughout the workshop we discussed specific health concerns that may impact LGBTQ\* individuals, including many issues around trans\* health and how to use non binary or non gendered language.

Dan had many questions for the facilitators and participants and was comfortable getting it wrong and being corrected by others in the room in order to understand the correct language for supporting trans\* individuals. Dan disclosed that while volunteering in the sexual health clinic he

had worked with a trans woman who was experiencing domestic violence and he had never had the understanding of why they didn't just leave the abuse they were experiencing.

Over the course of the workshop he was able to see how his use of binary and gendered language had not created the safety that they needed in order to fully engage with Dan and get support for the violence they were experiencing.



## Did You Know?

**During the summer of 2015, we experienced a 40% increase in client calls.**

Through the safety created in the room by the facilitators and participants, hard conversations were made possible and everyone, including Dan was able to challenge their assumptions about the values and beliefs they held about LGBTQ\* domestic violence when walking into the workshop, using this safe learning environment as an opportunity to learn applicable tools for their work.

NO ONE  
GETS THROUGH LIFE  
WITHOUT SOMEONE  
ELSE'S HELP



Thank You To Our Volunteers!



105 NEW VOLUNTEERS  
CONTRIBUTED 3877  
HOURS

**2015**

The commitment of our wonderful and dedicated volunteers is a cornerstone of what we do. Thank you for everything you do!

In 2015, **105** volunteers contributed **3,877** hours towards creating individual and systemic change to promote respectful, healthy and peaceful relationships.


Very special congratulations go out to **Alexandra Goojha** and **Rhona Beaumont**, our inspiring 2015 Volunteers of the Year!








# Thank You To Our Supporters



## DONATIONS IN KIND

 28 Augusta Fund    A Space for Possibility    Adventures in Scuba    Aida's Bistro    Allira Aromatics    Aveda Institute Calgary    Blue Grass Garden Centre    Brahm Silverstone    Butter Beauty Parlour    Calgary Show Services Ltd.    Calaway Park    Calgary Folk Music Festival    Clayground    Cococo Chocolatiers Inc.    Cora Breakfast and Lunch    Decidedly Jazz Dance Studio    Diva Direct    Dragonfly Wellness    Gemstars Consulting    Gina Rino Acupuncture    Healing Soul by Sole    Heritage Park    Hotel Elan    Hudson's Bay Co.    Jeff Albert    Jenna King    JoAnne Murray    Judy Dandurand    Katherine Calnan Photography    Karen Veitch    Knickers 'n Lace Inc.    Laser Quest Calgary    Linda White    Lori Pollock    Marcy McPherson & EVOL'V Distribution    Mariana Claire    Market Collective    Moksha Yoga    Morigeau Consulting Group Inc.    Nancy Ogden    NOtaBLE    Odysia Fine Arts & Design    Osteria De Medici    R and R Wellness Spa    Rebecca Sperry    Rhona Beaumont    Royal Tyrell Museum    Russ Albert    Sage Natural Wellness    Sandra Blackwell    Story Book Theatre    TELUS Spark Science Centre    Theatre Calgary    Truly U    The Wellness Body Spa



**“The desire to reach the  
stars is ambitious.**

**The desire to reach hearts  
is wise and most possible.”**

**- Maya Angelou**



# Thank You To Our Supporters



## DONATIONS UP TO \$500

★ Marla Allard Marilyn Bankowski Stephanie Berman Donna Broshko Melody Bundt Calgary Ladies Dart Association Canada Helps Lianne Chilton Tanya Chisholm Shakeh Dayal Patricia Derbyshire Alana Devlin Noranne Dickin Kendra Doyle Encana Cares Linda Eirikson Wendy Ellen Inc. Tracy Eriksen Mary Flanagan Janice Fraser Kya Frenzel Tamara Fric Tami Fric Megan Gammack Alexandra Goojha Kristen Graham Gift Funds Canada Gillian Hazan Nissim Hazan Dale Henshaw Gordon Hoffman Stephen Hope Dawn Horn Janice Huang Darlene Hyatt Heather Khan Pam Krause Ilana Krygier Lapidés Kim Laybolt Karen Lee Candace Lind Melanie Lind-Kosten Shawna Lindsay Robin Lipton Eunice Loudon Bretta Maloff Beverley Martin Susan McAleer Linda McCracken Karen McManus Sherry McMurray Elizabeth Mills Anita Miltimore Janine Monteiro Brandi Montgomery Cyndy Morin Jocelyne Mui Pauline Murdock JoAnne Murray Tanya Muschanov Eseoghene Omatsone Lorraine Pawluk Gio Pena Tina Pringle Loretta Ramsay Sarah Rosenfeld Tammy Runions Alex Rzepa Russ Scullen Barbara Senger Evelyn Sheftel-Shapiro Bev Sheckter Arnold Sherman Victoria Sidhom Andrea Silverstone Kathleen Sim Karen Skoretz Mary Spensley Beth Steinberg Rebecca Stephen Mavis Stokes Beverly Wallace Kathy Wedin Lisa Williams Lori Wolf Arleen Yee Linda Zaferis Megan Zybutz ★

# Thank You to Our Supporters

## Up to \$500,000



**United Way**  
of Calgary and Area

*Alberta*

Human Services

## Up to \$100,000



CANADIAN  
WOMEN'S  
FOUNDATION



FCSS  
Family and Community  
Support Services



## Up to \$10,000

City of Chestermere UW & FCSS

Laurie M. Anderson

Devon

Nickle Family Foundation

Edith Cavell Chapter OES

Primiani Medicine  
Professional Corporation

Harry and Martha Cohen  
Foundation

WestGen Services Inc.

Judy and Steele Curry

## Up to \$1,000

Barbara Dare

Rosslyn Steinberg

Nancy Flatters

L. Deborah Sword

Social Venture Partners

CREATING INDIVIDUAL AND  
SYSTEMIC CHANGE TO  
PROMOTE RESPECTFUL,  
HEALTHY, & PEACEFUL  
RELATIONSHIPS



peer  
Support Services



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