



TODAY
Family Violence
Help Centre

Moving Forward
Annual Report 2018 – 2019

Message from our Leaders

“ *The first step towards getting somewhere is to decide that you are not going to stay where you are.*

— J. Pierpont Morgan ”

Truer words could not be spoken. The Today Family Violence Help Centre has been incredibly busy this past year, accomplishing many of the goals set by the Board of Directors in our Strategic Plan and by the staff in our Operational Work Plan. We held a successful Donor and Volunteer Recognition Event in September 2018, moved to our new location on the west end of Edmonton at the end of November 2018 and held an Open House in February 2019, where over 120 community stakeholders walked through our new office space. These events reaffirmed the importance of partnerships in this work and reminded us all that “it takes a village....” This year, with support from TELUS Community Board, we developed our Childminding Program with first hiring our Childminding Specialist, who quickly rolled up her sleeves and got to work making over our childminding room and planning trauma-informed activities for the children who come to the Today Centre with their parent. In addition, with funding from Immigration, Refugees and Citizenship Canada, we started a weekly drop-in support group for newcomer and immigrant women, creating a safe space to share experiences and receive support from kind peers and caring staff.

We are grateful to those who support our work including our committed Board of Directors, our small team of dedicated staff and volunteers, our hard-working community partners, our wonderful donors and funders.

We would not be able to provide quality services to victims of family violence, nor build capacity in others to recognize and respond to family violence, without the contribution of all who make our work possible. Special thanks and appreciation to our funding partners, including Government of Canada, Government of Alberta, City of Edmonton, United Way of the Alberta Capital Region, REALTORS® Community Foundation, Stollery Charitable Foundation, Devon Energy, TELUS Community Board and 100 Men YEG.

As we continue to move forward in the year ahead, we are excited to work with Women and Gender Equality who are supporting our project, Creating Financial Sustainability through Community Engagement. This project will increase our engagement with donors, funders, volunteers and partners, bringing further awareness to family violence and services of the Today Family Violence Help Centre. We will also celebrate our ten-year anniversary in November 2019, which coincides with Family Violence Prevention Month in Alberta.

Want to get connected and stay in touch with the Today Centre? Sign up for our newsletter, connect to us on social media, become a volunteer, or please donate to the Today Family Violence Help Centre. Together, we can build and maintain a healthy community safe and free from family violence. Together, we make a difference TODAY!

M. Richard Ouellet
Board of Directors Chair

Cindy Furlong
Executive Director



VISION

A healthy community,
safe and free of
family violence.

MISSION

The Today Family
Violence Help
Centre raises
awareness and
builds capacity
by providing
immediate, inclusive,
integrated services
for those impacted
by family violence.

One Step at a Time

Leaving an intimate partner who is violent and abusive is not easy nor does it come down to a single event. Leaving a situation of family violence is a process and like any journey, it begins with one step...

Riley walked into the Today Family Violence Help Centre, saw the Pride Flag and Safe Space logo and asked for help. Using the pronouns they/them, Riley met with a Family Violence Specialist and identified themselves as queer and intersex. Feeling safe, Riley disclosed to being very afraid. They spoke of calling police after having had an argument with their partner the night before. Police responded, but not having evidence to determine who was the victim, Riley's reach for help, unfortunately, went unanswered. Left with no choice but to barricade themselves in their room for the night, Riley left their home the next morning knowing they had nowhere safe to stay. Luckily the Today Centre was there...

Due to their sexual orientation and gender identity, Riley admitted to feeling unsafe staying in a shelter. With the support of a Family Violence Specialist advocating for help, thankfully, Riley did not have to return home. Emergency Social Services was able to provide Riley with a safe place to stay for a few nights. So they could call for help if needed, Riley was given a cell phone through the Today Centre's "Lives on the Line" Emergency Cell Phone Program — and in order to meet basic needs like food and clothing, Riley was given a few gift cards and self-care products. Luckily the Today Centre was there...

The journey continued... In order to keep Riley safe from their partner, Riley was supported to access an Emergency Protection Order. In order to keep their dogs safe from their partner while Riley searched for a new home, Riley was supported to access Alberta SPCA's Pet Safekeeping Program. With shortage in their last month's rent and needing to break their lease without financial penalty, Riley was supported through the Today Centre's Client Emergency Fund and was helped to apply for a Safer Spaces Certificate. Luckily the Today Centre was there...

As Riley needed someone to walk beside them on their continued journey to build a safer life, free from violence, Riley was connected to an outreach worker. Luckily the Today Centre was there...

TODAY, because Riley took one step forward... and left a violent and abusive relationship... and walked through the doors of the Today Family Violence Help Centre, Riley is healing... one step at a time.

"The worker made me feel safe and made each session relaxing. I feel like she understood my situation. Thank you Today Centre."

"I feel very blessed just to be able to get such guidance and comfort. I will forever be grateful for the support. Thank you"

"The Today Centre is amazing. They are very helpful and reliable. I am going to a perfect place for me and my three children to heal after family violence thanks to them!"

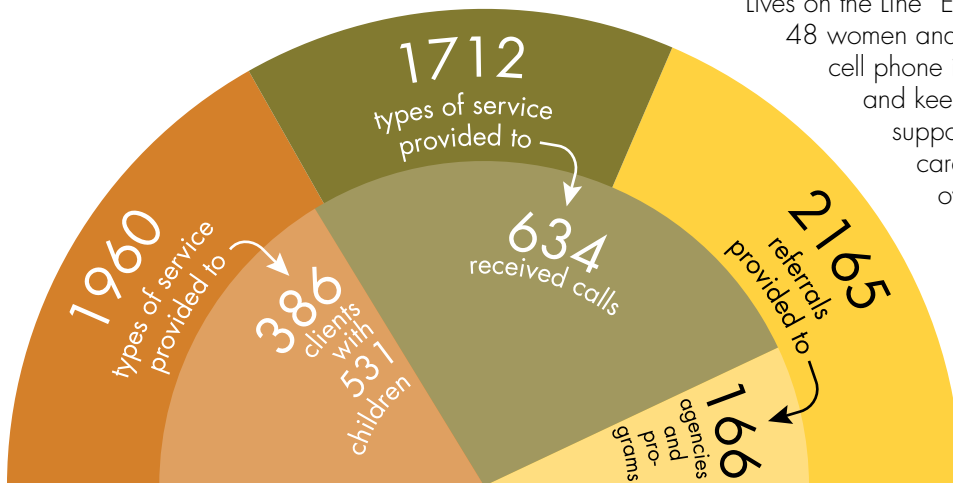
"Thank you for your clarity, professional direction and positive suggestions."



Client Services

It was an exciting year for our Intake and Assessment program. A Childminding Specialist was hired, which allowed for the enhancement of childminding care through the development of age-appropriate and trauma-informed activities. The It Starts Today booklet was translated into Arabic, French and Urdu, adding to the already translated Punjabi and Hindi booklets. Meeting the needs of newcomer and immigrant women, the support group was changed to a weekly evening drop-in group. A short-term Intake Specialist was hired which allowed the Today Centre to streamline the intake process and implement a six-week follow-up process to ensure victims of family violence continued to be safe.

"Lives on the Line" Emergency Cell Phone program provided 48 women and men, who were at high risk for violence, a cell phone in order to call for help. To reduce barriers and keep victims safe, our Client Emergency Fund supported 23 women and men with grocery gift cards, emergency transportation, emergency overnight hotel stays and costs for court process servers.



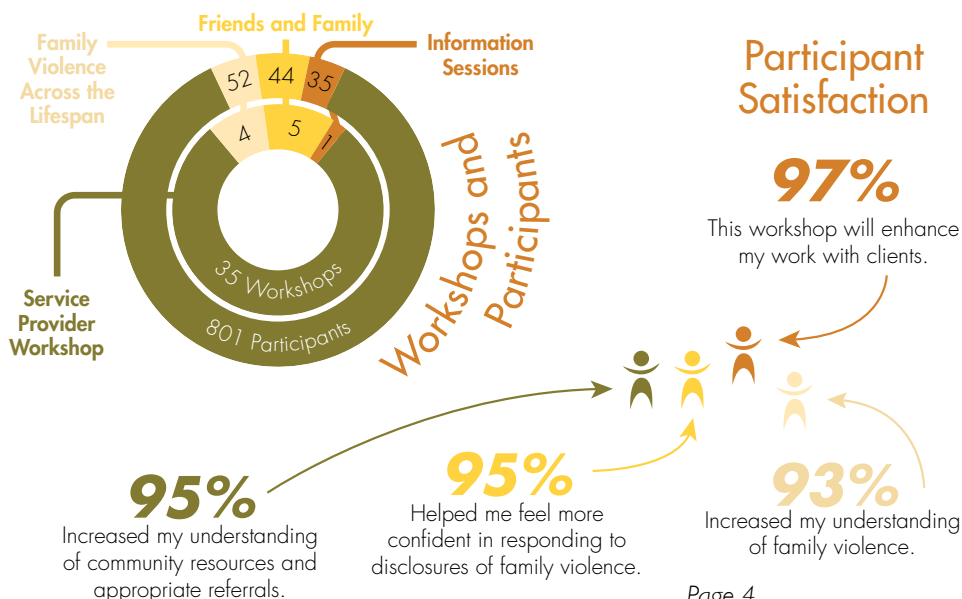
83% of clients felt supported to access counselling support groups or other resources for emotional mental health

"I feel much better equipped to deal with someone experiencing family violence."

Education

The Today Centre believes in raising awareness of family violence through education and training. We continue to partner with the City of Edmonton, Islamic Family Social Services Association, Seniors Protection Partnership and Children Services in the delivery of a two-day workshop called Family Violence Across the Lifespan. This past year the Today Centre joined the United Way of the Alberta Capital Region in delivering Cut It Out, an education program helping salon professionals to better understand family violence while giving them the tools needed to support clients.

"I know a lot more about community resources and I feel a lot more knowledgeable. I feel way more confident in helping clients."



"I will always listen to what the victim has to say. Always believe and never question that they have not been abused."

"I can now more effectively offer support (respond with empathy, respect, and self-determination) to those that disclose."

"As a co-located partner of the Today Family Violence Help Centre, we are helped immeasurably by the collaborative relationship and the proximity that enables quick case consultation, resource and information sharing. Their expertise often supplements and enhances our knowledge. We benefit from the way the Today Centre serves as a community hub for domestic violence education, consultation, and information, as well as the valuable function of being a meeting place for domestic violence agencies."

— William

Partnership



Collaboration with community partners is the cornerstone of the Today Centre's service delivery model. We are grateful to ASSIST Community Services Centre for moving with us and continuing to share space and expertise.

We continue to appreciate partnering with Community Initiatives Against Family Violence (CIAFV) on the Public Education and Awareness Raising (PEAR) initiative. This year we expanded our formal linking protocol (referral agreement) partnerships to include Multicultural Health Brokers and sought to increase our partnerships with other immigrant serving agencies including Alliance Jeunesse-Famille de L'Alberta Society and Edmonton Immigrant Services Association. The Today Centre, in partnership with City of Edmonton and YWCA, worked to strengthen our shared linking protocol so victims can receive a "warm hand-off" to each other's services. As a result of our relocation to the west end, a new partnership was formed with the Domestic Violence Coordinators from West Division Edmonton Police Services and City of Edmonton Domestic Abuse High Risk Team Social Worker. Available at the Today Centre on a weekly basis to meet with clients on policing matters related to family violence, together, we are ensuring victims are provided necessary information to support their safety.

Volunteers

Investing in our volunteers to help raise awareness of family violence and support much-needed services is as important as the work itself.

We increased the number of volunteers supporting our services while maintaining connection to those who have helped in the past. From Board members, committee members, event tabling volunteers and office volunteers, we value the contribution of every person, which made our Donor and Volunteer Appreciation event the perfect opportunity to recognize and thank our donors and volunteers for everything they do. We look forward to another appreciation event in the Spring of 2020. THANK YOU to all our dedicated volunteers!



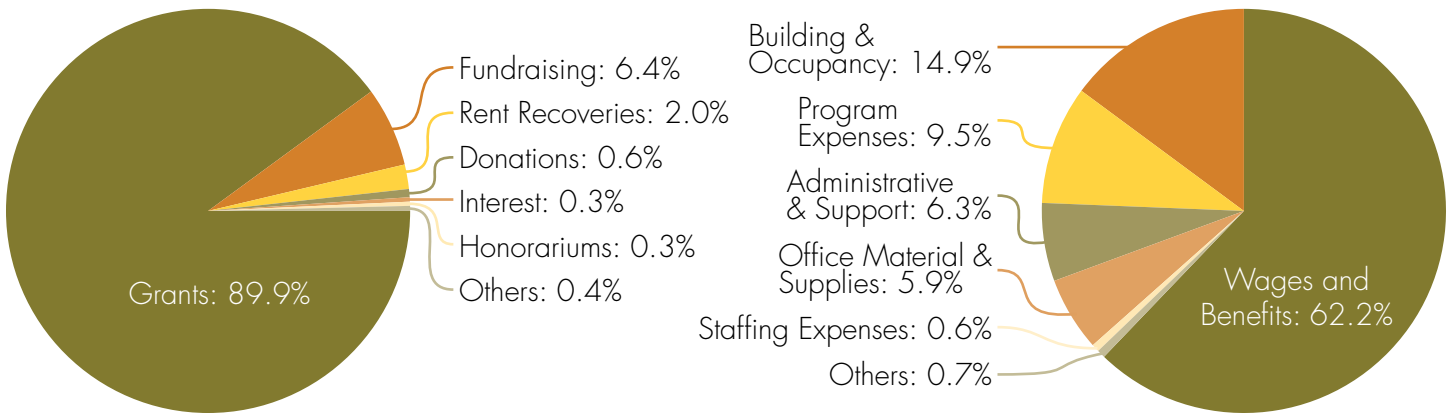
Community Engagement

No one person, group or agency can do this work alone. With support this past year from Devon Energy, REALTORS® Community Foundation and 100 Men YEG, we were able to help victims of family violence through our "Lives on the Line" Emergency Cell Phone Program and Client Emergency Fund. Paris Jewellers selected the Today Centre as one of their charities of choice in their Pay It Forward initiative. TELUS Community Ambassadors continued to provide plush animals for each child who walks through our doors and the Edmonton Food Bank continued to support us with Emergency Food Hampers. The Today Centre attended the National Philanthropy Day Awards and nominated two long-time supporters, Earl Shindruk and the United Way of the Capital Region. Believing in giving back to our community, Today Centre staff volunteered as a group at the Edmonton Food Bank.

Moving Forward



Financials



Revenue

Grants	\$786,342
Fundraising	\$55,580
Rent Recoveries	\$17,203
Donations	\$5,663
Interest	\$3,035
Honorariums	\$2,938
Workshops	\$2,346
Office Support	\$1,000
Memberships	\$200
Others	\$-
Total	\$874,307

Expenses

Wages and Employee Benefits	\$513,707
Building and Occupancy	\$122,862
Program Expenses	\$78,448
Administrative and Support Services	\$51,673
Office Material and Supplies	\$49,093
Staffing Expenses	\$5,064
Travel and Subsistence Expenses	\$2,927
Fundraising Expenses	\$2,563
Total	\$826,337
Net	\$47,970

With thanks and appreciation to our individual and in-kind donors and funders for your continued generosity and support!



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Support Today

www.todaycentre.ca



780-455-6880

Fax: 780-455-9036



info@todaycentre.ca

17724 102 Avenue
Edmonton, AB T5S 1H5



@TodayFV



facebook.com/todaycentre



Safe. Confidential. Supportive.

Today Family Violence Help Centre offers a safe, inclusive place for adults of all genders who have been victimized by family violence to access free, confidential, emotional and practical support.

Registered Charitable Business Number: 854912664 RR0001