

Our Services

- **The Wellington Road Shelter** is a 40-bed, high-security, and universally accessible shelter with crisis intervention counselling services for abused women and their children.
- **The Clarke Road Shelter** is a 27-bed shelter with the same security features and accessibility as the Wellington Road shelter.
- **Second Stage Housing** is a 25-unit apartment building offering transitional, rent-geared-to-income housing with a focus on safety for women and their children who have experienced abuse. Tenants also have access to the government funded CAP computer site.
- **The Transitional Outreach Program** takes the strengths and experience of Women's Community House out into the community, providing support to those who have just left shelter, those who have been unaware of the services available, and those who do not wish to access shelter services.
- **The Abused Women's Helpline** is staffed by trained counsellors and provides telephone and TTY support, information, and local referrals for women in crisis, 24 hours a day.
- **Walk-In Crisis Support** is available at both the Wellington Road and Clarke Road Shelters to women and children in crisis, 24 hours a day.
- **Public Education** on abuse and women's issues in schools, community service agencies, service clubs, churches, and information fairs is an ongoing and fundamental part of our commitment to ending woman abuse.
- **New Beginnings** makes financial support available to abused women for essential needs.
- **Advocacy** takes place regionally, provincially, and internationally as Women's Community House actively promotes solutions to ending violence against women.

2010/11 Annual Report



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Phone: 519-642-3003 Fax: 519-642-3002
TTY 519-963-0427

Abused Women's Helpline: 519-642-3000
1-800-265-1576
www.shelterlondon.org

look for us on  facebook



President's Report

I have been honoured to serve on the Board of Women's Community House for the past year. The Board is dedicated to providing leadership and support to deliver the highest quality services to abused women and their children and to providing leadership in developing creative solutions and initiatives for prevention of woman abuse through engagement and partnerships with our community.

The members of the 2010/11 Women's Community House Board of Directors are: Rhonda Hallberg – President, Tammie Ross – Vice-President, Trevor Noye – Treasurer, Amy Gibbons – Secretary, Michael Cormier, Kelly Brander, Ken Savage, Winston McAuley, Sue Elliot, Alysha Crocker and Teresa de Genover.

In the past year, the dream of establishing a social enterprise was brought to fruition. Mine101 is a creative retail enterprise that we believe will contribute to our goal of greater sustainability of the organization. We have also dedicated resources and energies to achieving strategic directions of the strategic plan including developing a diversified funding plan, social marketing strategies, addressing gaps in services through building strategic partnerships, prevention strategies, and strengthening the Board's governance and accountability. Thanks to Janet Frood, Horizon Leadership, for her

on-going support of our Board processes. These efforts are guided under the agency's vision of "Ending Woman Abuse and its impact on families and communities".

This next year will continue to bring challenges, as well as exciting new opportunities. In many ways, the City of London and surrounding community is moving forward with strategies to strengthening neighbourhoods and community partnerships. Women's Community House is committed to contributing to neighbourhood-based strategies and services. Women's Community House will continue to offer outreach, shelter and services for women and their children who experience violence. The Board of Directors greatly appreciate the talent, skill, knowledge and dedication of the staff of Women's Community House who work tirelessly toward ending woman abuse.

Women's Community House and the Board of Directors are committed to maintaining strong and responsive services to meet the needs of abused women and their children. The year offers many opportunities as the Board and Staff work together to develop creative initiatives that will further strengthen services to women and collaborative working relationships.

Rhonda Hallberg
President



Board of Directors:

Back – left to right:
Winston McAuley,
Trevor Noye, Michael
Cormier, Ken Savage.

Front – left to right:
Kelly Brander, Rhonda
Hallberg, Amy Gibbons,
Tammie Ross.

Absent from photo:
Kate Wiggins and
Teresa de Genover.

Message from the Executive Director

As always, this year has been one of change and growth for Women's Community House. I continually marvel at how many opportunities we have to participate in amazing initiatives and to create many of our own that directly benefit the women and children that we serve. Let me highlight some of our exceptional achievements from this past year.

From a program perspective, we decided to hire an Addictions Specialist to help us provide exemplary service to those who are substance involved. We also developed and piloted a program for our 6- to 12-year-olds who witness violence. Additionally, we plan to create a similar program for our older youth.

In terms of community collaborations, we continued to participate in the provincial shelter research project and look forward to the results of the study in the fall of 2011. We were also successful in partnering with Changing Ways, Family Consultants, London Police Service, the John Howard Society and the Centre for Research and Education on Violence Against Women and Children in receiving funds from Victim Justice to run a high-risk victim safety project that produced incredible results. Furthermore, we met with many of our shelter partners.



Fundraising targets for 2010-2011 were again exceeded through the generosity of our community and donors as they supported our events and campaigns, from dancing on the specially installed dance floor at the Grand House Party 8 Disco Fever to donning red high heels at the 3rd Annual Walk a Mile in Her Shoes and making their way around Victoria Park. Women's Community House benefited greatly, too, from the 2010 CAW Bob White Charity Classic golf tournament. We are very grateful for the commitment of each and every donor who gives to Women's Community House.

None of what we have achieved this year could have happened without a wonderfully visionary board, a remarkably dedicated group of managers and staff, an exceptionally gifted group of volunteers, a supportive government and an amazingly generous community. To all of you, my sincere appreciation for all of the inspiration and hope you provide to the women and children who seek our help!

Peace,
Kate Wiggins
Executive Director

CAW/TCA Champions Award:

Board President
Rhonda Hallberg
presents
Bob Nickerson,
CAW Bob White
Charity Classic
chair with the
Champions Award
at the Group
Hug event.



RBC Financial Leadership Award:

Board President
Rhonda Hallberg
presents Lisa
VanderWal, Branch
Manager of White
Oaks Branch of
RBC Financial,
with the Leadership
Award at the
Group Hug event.



Treasurer's Report

Women's Community House successfully weathered the storm created by the economic downturn in 2009 and remains financially strong. Our net assets are **\$5,200,000**.

During 2010 /11 we made a number of strategic investments focused on strengthening our core services as well as investing in a new venture, our retail store Mine 101. Some of the investments in Core Services included: continuation of our Clinical Specialist program, expansion of Child Advocate support, and development of an in-house Child Witness program.

We strive to provide women and their children with a positive and supportive environment during their stay with us. Over **\$400,000** of funding from the Federal and Provincial governments allowed us to upgrade our facilities and to increase accessibility. We are very excited about the new look and feel of our properties and how they will create a positive environment.

In February 2011, we opened Mine 101, specializing in quality, gently used clothing. This was the realization of a long-held dream for the team at Women's Community House. Initial results are very encouraging and we look forward to being able to use the net proceeds to invest in further program expansion for the needs of children.

Our fundraising activities were successful again this past year, generating almost **\$540,000**. Walk a Mile in Her Shoes is now gaining national attention and other communities are stepping into those red heels and supporting the cause. We continue to be amazed at the strong support we receive from the community. We can't thank you enough.

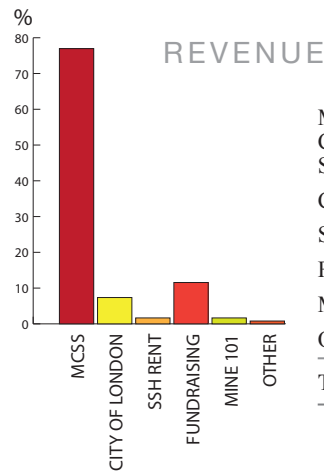
Statistics 2010/11

Total Residents	540
Number of Women	316
Number of Children	224
Women & children referred elsewhere	383
Helpline calls	4,841
Tenants at Second Stage Housing	96
Transitional Outreach Clients ..	381 women / 8 men

We continue to maintain prudent and conservative investment policies for our funds. We are reviewing our investment policies to ensure that we are achieving the right balance of liquidity and return.

The coming year will see us maintaining our focus on the strategic initiatives we began in 2010/2011. We will continue to invest in our core services and we look forward to our first full year with Mine 101.

Trevor Noye
Treasurer



Ministry of Community & Social Services	\$ 3,580,852
City of London	342,269
Second Stage Rent	77,457
Fundraising	537,667
Mine 101	77,683
Other	36,735
Total Revenue	\$ 4,652,663



Wellington & Clarke Shelters	\$ 3,675,238
Second Stage Expenses	563,474
Mine101 Expenses	64,883
Administration	330,500
Total Expenses	\$ 4,634,095
Excess Revenue over Expenses	\$ 18,568