



ANNUAL REPORT 2020-2021

Agape House-Eastman Crisis Centre, Inc.

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Steinbach, MB



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ANNUAL GENERAL MEETING AGENDA

6:30 P.M.

Welcome and Introductions - Board of Directors

6:45 P.M.

1. Call to Order of 2020-2021 Annual General Meeting
Motion: Second: all in favour
 2. Acceptance of 2020-2021 Annual General Meeting Agenda
Motion to accept agenda: Second: all in favour
 3. Minutes of 2019-2020 Annual General Meeting
Motion to accept 2019-2020 AGM minutes: Second: all in favour
 4. Message from the Board President
 5. Auditor's Report presented by Nadine Perrin, Treasurer
Motion to approve audit report 2020-2021: Second: all in favour
 6. Appointment of Auditor
Motion to appoint GTP as auditor for 2021-2022: Second: all in favour
 7. Message from the Executive Director
 8. Appointment of new Board members
Khrista Vogt, Carrie Sobering and Judy Stoddart
-

7:00 P.M.

Staff Recognition and Community Awards - Executive Director

Closing Remarks - Board of Directors

7:15 P.M.

Adjournment of Meeting

CONNECT AND COMMUNICATE

MESSAGE FROM THE BOARD OF DIRECTORS

Agape House – Eastman Crisis Centre Inc. plays a critical role in Southern Manitoba by providing a safe haven for those who experience domestic violence within a large area of Manitoba. We continue to see a significant number of clients supported by our staff and the services that the shelter provides. These services are a vital part of our neighbourhood, our community and our society that promote healthier families and stronger communities. Domestic violence does not discriminate against age, race, gender etc. and therefore the shelter and its services are instrumental in contributing to a healthier home, neighbourhood and community.

On behalf of the Board of Directors and myself, we would like to formally thank Tracy Whitby for her dedication and commitment to the shelter's fiscal management and overall leadership, the Agape staff for their commitment to carrying out the mission and direction of the Centre, as well as our many generous donors and volunteers. You are all valued contributors of what I feel is one of the most important teams in this city. We truly appreciate all of your hard work and tireless hours you spend going the extra mile to ensure the staff and clients are well served. Without you all, we could not provide the crucial services to our clients.

I would also like to personally thank the entire Board of Directors for your contributions to creating a healthier home which translates to a healthier and happier society. We have a great group of people working together for the "greater good". Your commitment to carry out our mission and to better the shelter is evident in all you do.

The many trials and struggles experienced as we have navigated through the Covid-19 pandemic, although extremely challenging at times, have brought new and improved changes in our practices and have been a sticking point in fostering deeper relationships across the board.

This past year we had a goal to "shore" up the Board vacancies. I am happy to announce we have met that goal and are prepared to meet the challenges and opportunities this next year will throw our way.

The shelter continues to receive public identification, increasing our community presence. This awareness brings increased clients through our doors as well as additional monetary donations that are greatly appreciated and necessary. Together, our mission is carried out on a daily basis. All those who are reliant on our services become better equipped to resume a healthy family life due to the generosity of our donors.

The Board and I look forward to continued success with the organization and are truly grateful for the committed relationships we have developed. Not only within the organization but also within all levels of the government as well as private, corporate and community support.

On behalf of the entire Board of Directors,

Val Fehr – Board President
Agape House – Eastman Crisis Centre, Inc.

BOARD TREASURER'S MESSAGE

It is hard to believe that it has been eighteen months since the start of the COVID-19 pandemic. In my Treasurer's Report for f2020, the pandemic was a small mention, and only that our donations had dipped slightly at the end of March, a result of the financial uncertainty felt by most people at that time. A year later and we've seen some of our highest ever donations, certainly not what we expected at this time last year.

Here are the highlights of the fiscal position of Eastman Crisis Centre for the fiscal year ended March 31, 2021, a full year of pandemic operations.

- We saw our bed nights drop by 38% as compared to the previous year. This was primarily due to limitations placed on our ability to intake new clients. Our per diems were also affected, as programming was limited during some periods to online activities. This resulted in variable government funding dropping by 29% as compared to the previous fiscal year (f2021 - \$43,890; f2020 - \$61,852)
- COVID-related wage subsidies, Women's Shelter Funding, and COVID-specific funding was received in the amount of \$166,441. We had budgeted only \$50,000, which indicates that the effects of COVID on our Shelter were far more significant than we anticipated in April 2020.
- Our community came through. While donations dropped off at the end of March 2020, we saw a slight increase in April/May. No fundraising events were possible, but we were still able to run our November mailout. The support from the community was incredible. We are truly grateful. Fundraising and donations totaled \$141,362 for f2021, up 77% from f2020.
- Expenses were up 22% from the previous year (f2021 - \$678,455; f2020 - \$555,074). This was primarily due to increased salary/wage expense, costs to improve security at the Shelter, and COVID-specific expenses. A new contract was negotiated between CUPE and Management in f2021, and staff received COVID-pay. The staff worked to maintain the level of service to our clients, even amid restrictions. Worklife looked and felt different this past year.
- We received the Canadian Emergency Business Account loan, which is interest-free to Dec 31, 2022. \$10,000 has been set up as Deferred Revenue and the remaining \$30,000 has been recognized as long term debt.
- We have begun the process of capital investment into the Shelter to improve the use of space, increased privacy, and localize services to one building. These expenditures will come out of an existing capital account.

The net effect was a f2021 surplus of \$138,205 (f2020 - \$16,208). COVID-related expenses are still being incurred, our surplus will insulate us against these additional costs, as well as help offset operational expenses that are not covered by our provincial funding source.

Respectfully submitted,

Nadine Perrin CPA, CGA, MBA
Treasurer, Eastman Crisis Centre, Inc

EXECUTIVE DIRECTOR'S MESSAGE

This past year has been a challenge for individuals and organizations – everyone has been affected by the COVID-19 pandemic. Despite the many negatives, multiple solutions have developed and many we hope to keep post-pandemic. All areas of shelter life have been and continue to be impacted, including capacity, crisis calls, service delivery methods, changes in violence and how we utilize our space. It has been a tough year, but with the unwavering support of my staff members, the guidance from my Board of Directors and the support received from our community I believe that we have emerged stronger and more resilient than ever. This past year has been unlike any other, and we can't forget that it has also brought us closer and strengthened relationships.

Addictions and mental health challenges oftentimes overshadow the domestic violence needs of some participants. As this continues to be the trend and will be exaggerated due to the pandemic, Agape House and her sister shelters advocate for the best service possible across the province. Manitoba Association of Women's Shelters (MAWS), our backbone organization, has been the recipient of multi-year grants that intend to build capacity and allow access to professionals within the addictions and mental health field. This is an exciting time and grant funding has allowed us to begin working towards systemic changes needed to continue to offer safe and trauma-informed care to our participants.

The structure of many non-profit organizations can present challenges in moving that agency forward. This past year, Agape House has begun the process of creating an organizational structure to strengthen our program and address gaps in capacity to allow our agency to thrive and grow. None of this could occur without the support and guidance from our dedicated group of Board members. They each bring vast knowledge to our agency and generously share their expertise to ensure our success. It has been my privilege to introduce Melissa Decelles as our Program Manager. She is a pivotal addition to the management team and brings an unmatched dedication to our mission. I feel fortunate to work alongside our devoted staff members who each have a passion to see our participants succeed. They have worked tirelessly this past year to ensure our clients are well-served and safe. In addition, I'm grateful for the ongoing encouragement received from our funder Family Violence Prevention Program (FVPP) and from the MAWS members. Many thanks to all!

Agape House is fortunate to reside in this generous community, each donation is appreciated and greatly needed. This year, we have received more donations than I have ever witnessed in my ten years of service. In 2020-2021, over \$140,000 was donated to help us to serve vulnerable individuals in our region at their most critical time of need. We are always grateful – but the level of support we have received shows that our need has been heard and our work is valued – thank you.

It continues to be an honour to serve our region as Executive Director. My passion to see our individuals and families succeed and build resilience within our walls fills me with joy. I look forward to the opportunities this new year will bring and am focused on doing my best for Agape House, its participants, board, staff, and the communities of southeastern Manitoba.

Respectfully submitted,

Tracy Whitby, Executive Director
Agape House-Eastman Crisis Centre, Inc.

MESSAGE FROM FAMILY VIOLENCE PREVENTION PROGRAM

On behalf of the Family Violence Prevention Program and the Manitoba Status of Women Secretariat, I am pleased to share a message of appreciation to be included in the Agape House – Eastman Crisis Centre Annual Report. The pandemic has presented us all with challenges, personally and professionally. I want to acknowledge the hard work and dedication of the staff of Agape House during these challenges, their dedication, commitment and flexibility has ensured the safety of women and their children, while continuing to offer a warm and welcoming environment with quality services.

I would also like to commend the leadership of Agape House; as a team of Executive Director and Board Members, you have led the organization through a year of unprecedented challenges. Thank you for your service, and commitment to supporting those impacted by family violence.

We look forward to continuing our partnership and extend our best wishes to board, staff and volunteers for a successful AGM.

~ Jamie Carnegie, Executive Director, Manitoba Status of Women



OUR TEAM

Board of Directors

Board Executive

Val Fehr - President

Nadine Perrin - Treasurer

Brittany Friesen – Secretary

Board Members

Carmelle Friesen – Member

Cyndy Friesen – Member

Constable Dennis Redikop – Member

Joyce Plett-Vogan – Member

Milaine Rondeau – Member

Khrista Vogt – Member



*Heartfelt thanks and appreciation to our out-going Board Member: **Ann Lemon (Member)***

Agape House Staff

Management:

Tracy Whitby, Executive Director

Melissa Decelles, Program Manager

Administration:

Jessica Schugmann, Admin Assistant

Gianna Froese, Summer Student

Counsellor Advocates:

Helen Wiens-Laing, Residential Counsellor

Kim Heidinger, Non-Residential/Follow-Up Counsellor

Donna Garofalo, Children's Counsellor

Shelter Support Workers:

Marjorie Ammerman, Nicole Barber, Andrea Berg, Danica Champagne, Janet Desautels, Allyson Friesen, Tahnee Hoff, Melanie Martens, Hannah McQuay, and Bethany Peters.

TO OUR SUPPORTERS

Highlights and Successes

Creativity was absolutely essential this past year. COVID restrictions affected the outreach program by not allowing in-person meetings or gatherings, or being able to have LIVE presentations. To compensate for these activities, more time was invested in creating social media graphics and posts, as well as our monthly Wish List. Additionally, consistent electronic newsletters went out to our subscribers to keep them up to date and informed on our programming and events. We are active on Instagram and Facebook – follow us on social media and subscribe to our newsletter.

One of our long-term goals has been to offer programming to teens, who are oftentimes overlooked and so important to reach. This February, the Children's program began offering Teen Saturdays to a selected group of teenage clients from our community. There were two groups, one for boys and one for girls. We partnered with a male co-facilitator who started the group with lessons in Kali Martial Arts. The purpose of this group is to offset the mental health consequences of experiencing Covid-19 and domestic violence. Teen Saturdays was made possible by a grant provided by the Red Cross Emergency Community Support Fund.

Throughout this fiscal year, the pandemic influenced how we delivered counselling sessions and group programming. Our Follow-Up and Non-Residential program adapted quite easily moving to phone and Zoom platforms. Notably, this method has increased the number of counselling sessions by removing access to transportation as a barrier. Using Zoom has sometimes come with technological challenges but has allowed us to reach a wider audience for online programming. Participants joined our workshops from around the continent and connected us with a service provider from the USA who offers similar workshops. Participants were welcomed to join us for Smash Journaling, Colouring Class, Affirmation Workshops, Card Making, Stretch, Learn and Play for Kids and Painting with Ray classes through Zoom.

Operations - Safety and Support for Victims of Abuse

Agape House is a charitable, non-profit organization funded through a grant from the Provincial Government Department of Family Services, as well as through community donations. We are governed by a volunteer Board of Directors. As one of 10 women's shelters in Manitoba, Agape House- Eastman Crisis Centre, Inc. serves an area that extends north to Beausejour, south to the U.S. border, west to Winnipeg and east to the Ontario border.

Agape House opened its doors in December 1985, out of a three-bedroom bungalow. Today, the shelter has 16 beds, and in an average year sees over 200 clients and responds to over 1,000 crisis calls from the area.

How we can help?

Our focus is to advocate for healthy relationships and a future free from abuse. Regardless of where you are in your journey, we can provide you with the resources, support and the safety you and your

children need. You can rest assured that every conversation and interaction is confidential and that our clients are always treated with the utmost dignity and respect.

- Support 24/7 – We operate 24 hours per day, 7 days per week, 365 days per year providing a safe place for women and their children in times of crisis – all services are provided at no cost.
- 24-Hour Crisis Line – We answer a 24-hour, toll-free regional crisis line which offers crisis counselling and referrals to appropriate resources.
- Residential Client Services – for those that stay in the shelter – we offer crisis and ongoing counselling, assistance with medical, legal, and social services, and the basic daily provisions: food, clothing and personal hygiene items at no cost.
- Community Support – We run support groups for women on various topics, including dealing with abuse, parenting support, self-esteem and more.
- Counselling and Care – Non-residential services are for individuals who may not have a need to stay in shelter – they can access free counselling services and supports for a variety of issues related to domestic and family abuse.
- Outreach Program – Our outreach program provides services such as counselling, information, referrals, and support groups to women and youth in our catchment area – outreach also promotes general awareness of our shelter, along with its services and programs.
- Transition Homes – We have two interim housing units which are in place to help women make the transition toward independent living, while allowing for access to support services.
- Educational Services – We offer no-cost public education workshops, presentations and services in our region, while promoting general awareness of our shelter services and programs, and of domestic violence issues.

We work proactively with all other agencies in the South Eastman region, Winnipeg and within the Province of Manitoba to address issues of domestic violence and abuse.

Stats

Our Impact

Based on 2020/2021



1138

Bed nights



98

Clients helped



1006

Crisis calls

EXCERPTS FROM SHELTER VOICES:

The Impact of COVID-19 on Violence Against Women (VAW) Shelters and Transition Houses (TH)

Women's Shelters Canada produced a special report on the impact of COVID-19 that is based on survey data gathered across Canada. The information in the report is consistent with the experience of Agape House. Below are excerpts pulled from the report to highlight key points. The entire report can be found at <http://endvaw.ca/wp-content/uploads/2020/11/Shelter-Voices-2020-2.pdf>

- Survey data demonstrates that crisis calls and requests for support varied during different phases of the pandemic. Phase I refers to March-May 2020, when many parts of Canada were in lockdown. Phase II refers to June-October 2020, when lockdown measures eased.
- The data suggests that it was difficult for women to reach out for help or leave their homes during the pandemic lockdown periods. Comments indicated a variety of reasons for this, including fear of contracting the virus – “There is a greater reluctance for women to come into shelters as they are worried about COVID outbreaks in shelters.” Survivors may have been unable to call or leave because their abuser was monitoring their phones and other devices as well as their movements.
- The majority (71%) of VAW shelter/TH respondents had to reduce capacity to meet public health regulations. Bedrooms (and therefore beds) were reduced to ensure that there was an isolation unit on-site and to maintain physical distancing. Shared bathrooms also created challenges for physical distancing, with shelters/THs limiting shared rooms and bathrooms to one resident/family, further reducing capacity. Communal areas such as kitchens, lounges, family rooms, and children's play areas were significantly altered as well.
- *“Not only is our shelter at full capacity, but the number of violence cases that we deal with has also dramatically increased as has the seriousness of these cases.”* This comment points to a disturbing trend reported by shelters/THs across the country who have seen an escalation in the severity of violence against women during the pandemic.
- While many shelters/THs were appreciative of the federal government's emergency COVID-19 funding, with some saying it was the only way they could remain open during the pandemic, others commented that it was not enough. They were concerned about the lack of sustainable funding to help them endure the pandemic and remain open. Some had to lay-off staff due to financial difficulties.
- Overall, VAW shelters/THs are working in incredibly challenging and ever-changing environments as the pandemic continues to unfold. However, they have continued to keep countless women and children safe, both from violence and from COVID-19, in what some have called the double pandemic.

THANK YOU

DONORS

Abundance Canada

Barkman Concrete Foundation Inc.

Harv and Lorraine Barkman

Gary Coleman

Dairy Queen, Steinbach

Rachel Davis

Kyle and Laura Friesen

Eileen and Alvin Funk

Randy Hiebert

Janzen Family Foundation - 2021 Recipient of the Lead with Love Award

Loewen Body Shop

Mark and Pat Loewen

Northbridge Financial Corporation

Helmut and Dolores Pankratz

Allen and Simone Penner

Ken and Doreen Penner

RM of Hanover

SDM/PHX Life Foundation

Southeast Truck Show

Southland Community Church

Steinbach Credit Union Limited

Steinbach Dental Corporation

Ethel M Teetaert

T & L Neufeld Trust – Three Way Builders

Thou Mayest Inc.

Henry Van De Velde

Shari Wright

Agape House is grateful to all donors – every donation makes a difference! The listed donors have donated a value of \$500 or more in the past year. THANK YOU!

SUPPORTERS

Canadian Women's Foundation (through Winners, Steinbach) – clothing and household goods

Carillon News – supporter, our sincere thanks for helping us reach out to community

Derksen Printers - Recipient of the 2021 Community Partner Award

Donated print services, AGM Annual Reports

Fairway Ford Sales Ltd. – Recipient of the 2019 Community Partner Award

Fairway Ford generously offered us free Board meeting space throughout 2018-19

Golden West Radio – supporter, our thanks for helping us share our message

Brian Hammond – donation of beautiful handmade wooden trucks

Hello Taxi - Recipient of the 2021 Community Partner Award

Donated multiple items to our shelter programs and offers consistent, safe transportation to our residents

Jake Epp Library - Recipient of the 2020 Community Partner Award

Jake Epp Library accepts clothing and household donations for Agape House

KFC Harvest Program - Recipient of the 2021 Helping Hands Award

Donated 212 meals in 2020 and 449 meals to Agape House to date

Maurices, Steinbach – donor of clothing and household goods

Pat Porter Active Living Centre – *Recipient of the 2020 Community Partner Award*

Pat Porter partnered with Agape House to present the Women, Wine & Theatre event held in 2020

Second Harvest – food donations and donation of gift cards for participants

St. Paul's Lutheran Church – *2020 Recipient of Lead with Love Award*

St. Paul's Church generously offered us free space to hold Board meetings and Programs throughout 2019-20

South East Helping Hands – *Recipient of the 2020 Helping Hands Award*

Helping Hands generously shares excess food donations and offers us free meeting space

Steinbach Arts Council – *Recipient of the 2019 Community Partner Award*

SAC partnered with Agape House to present the Women, Wine & Theatre event held in 2019

Steinbach United Church

Steinbach United Church accepts food and household donations on our behalf and gives us free meeting space

Tobano Solutions Inc. – donation of gorgeous ceramics from Mexico

Agape House is grateful to all supporters – we appreciate every contribution - THANK YOU!



THANK YOU to our Volunteers and Community Partners

VOLUNTEERS

David Ammerman – Repairs, maintenance, lawn care – thank you

Carly Koop – *2019 Recipient of Lead with Love Award*

A creative and inspiring photographer, Carly generously volunteered her professional services to offer our clients a private photoshoot and took amazing photos of our shelter. Our heartfelt appreciation for making our families shine!

Shear Effects

Led by Amanda and Ewald, the Shear Effects team generously volunteered their time and space to offer a special Spa Day event for our clients. Our heartfelt appreciation for making our families feel amazing!

Gilles Decelles – Events, repairs, maintenance and much more!

Ray Heidinger – Ray generously shares his creative gifts through Paint Classes for our participants, he also offers his support at events, and volunteers to complete maintenance!

Les and Annette Schewe

Master gardener Annette and her spouse, Les, have generously committed to support our staff at both our shelter and the interim housing properties. A butterfly garden for our children and women to enjoy was the project in 2020!

COMMUNITY PARTNERS

Addictions Foundation Manitoba

Borderland School Division

Child and Family Services Steinbach

Crisis Stabilization Unit Steinbach

Eastman Immigration Services

Eastman Region Assessment Committee (ERAC)

Family Violence Prevention Program

Family Violence Consortium of Manitoba

Ginew Wellness Centre

Headstart Steinbach

Healthy Child Coalition-South East

Hanover School Division

Manitoba Association of Women's Shelters

Manitoba Housing

Manitoba Moon Voices

MCC Thrift Store – Steinbach

Premium Disinfect

Red River College

Royal Bank, Steinbach branch

RCMP Steinbach Detachment

Seine River School Division

Sexual Exploitation Strategy Manitoba (Tracia's Trust)

Steinbach Cultural Arts Centre

Steinbach Community Outreach
Steinbach Family Resource Centre
Steinbach United Church
Southeast Wellness Pharmacy
Southern Chiefs Organization
Southern Health-Santé Sud
South East Helping Hands
South Eastman Employment Synergy Network (SEES)
Southland Church Distribution Centre
St. Paul's Lutheran Church
The Chrysalis Fund
Today House
Vita and District Interagency Committee
WEST Centre – Steinbach
Women's Shelters Canada – Shelter Safe



MINUTES FROM THE 2019-2020 AGM

Welcome and Introductions – Board of Directors

6:30 P.M.

1. **Call to order of 2019-2020 Annual General Meeting**
Motion: Milaine Rondeau, Second: Brittany Friesen, all in favour
2. **Acceptance of 2019-2020 Annual General Meeting Agenda**
Motion to accept agenda: Dennis Redikop, Second: Ann Lemon, all in favour
3. **Minutes of 2018-2019 Annual General Meeting**
Motion to accept 2018-2019 AGM minutes: Ann Lemon, Second: Dennis Redikop, all in favour
4. **Message from the Board President - Val Fehr**
5. **Auditor's Report presented by Nadine Perrin, Treasurer**
Motion to approve audit report 2019-2020: Nadine Perrin, Second: Dennis Redikop, all in favour
6. **Appointment of Auditor - Nadine Perrin**
Motion to appoint GTP as auditor for 2020-2021: Nadine Perrin, Second: Cyndy Friesen, all in favour
7. **Message from the Executive Director – Tracy Whitby**
8. **Appointment of New Board Members**
No new members to appoint

6:45 P.M.

Staff and Volunteer Recognition, and Community Awards – Tracy Whitby

Community Partner Award: Pat Porter Active Living Centre

Community Partner Award: Jake Epp Library

Helping Hands Award: Hank Klassen – South East Helping Hands

Lead with Love Award: St. Paul's Lutheran Church

5 Year Loyalty Award: Doreen Penner

Closing Remarks – Board of Directors

7:08 P.M.

Adjournment of Meeting

Motion to adjourn (7:08 p.m.): Nadine Perrin, Second: Dennis Redikop, all in favour
