

BEYOND

the obvious



ANNUAL REPORT 2021/2022



INTERVAL HOUSE
OF HAMILTON
Saving and changing lives every day
35 YEARS OF HOPE



VICTORIA
AND FRIENDS
Women's Shelter



Women's
Centre
of Hamilton



Hamborough
Women's
Resource
Centre



Jared's Place
Legal Advocacy & Resource Centre for Women



MentorAction
Mentoring a New Generation to End Gender-based Violence

OUR COMMUNITY PROGRAMS

www.intervalhousehamilton.org

MISSION, VISION & VALUES

Our Mission

Violence-free lives for all women, children and communities.

Our Vision

IHOH will be an innovative leader providing compassionate care and sustainable, highly integrated services in our quest for violence-free lives for women, children and communities.

A Balanced Score Card Approach to Strategic Goals of...

- Innovative Leadership
- Compassionate Care
- Sustainability
- Highly Integrated Services

Women & Community Stakeholder

- Quality and Accessible Compassionate Service
- Highly Integrated Partnerships
- Advocacy & Systems Navigation
- Prevention & Education

Internal Process

- Proactive Human Resource Plan
- Standard Operating Practices Across All Services
- Increase Use of Technology
- Improve Internal Team Building

Our Values

- Empowerment
- Confidentiality & Privacy
- Health & Safety
- Diversity & Inclusion
- Equity for Women
- Effective & Responsive Communication
- Responsible & Professional Service

Financial

- Development Plan
- Increase Revenue Funding & Sources

Learning & Growth

- Performance Management System in Place
- Improvement in Health, Safety and Wellness of Staff Teams
- Innovation and Knowledge Generation

Board of Directors (2021/2022)

Interim President

Mark MacDiarmid

Treasurer

Dr. Will Harper

Secretary

Leah Hogan

Members

Carolyn Rankin-Boutin
Krista Schmid
Dr. Mag Gardner
Sarah Edwards
Pank Kasturi
Dr. Maureen MacDonald

Board of Directors (2022/2023)

President

Mark MacDiarmid

Vice President

Dr. Mag Gardner

Treasurer

Dr. Will Harper

Secretary

Carolyn Rankin-Boutin

Officers

Sarah Edwards
Dr. Maureen MacDonald
Jennifer Swan
Scott Hayes
Connie Smith
Jeanine Risk

PRESIDENT'S REPORT

This past year, our shelter was renamed Victoria and Friends Women's Shelter. We are grateful to Victoria and the Mancinelli family for their generous and ongoing support.



On behalf of the Board of Directors, we sincerely thank the staff and volunteers at Interval House of Hamilton (IHOH). The dedicated team of exceptional individuals has gone above and beyond this past year. It is a remarkable accomplishment that IHOH shelter remained open, at full capacity, and full services continued at Women's Centre of Hamilton, Jared's Place, and Flamborough Women's Resource Centre. Despite a challenging year, the staff and volunteers of IHOH truly deserve to be called Heroes.

Our Mission is "Violence-free lives for all women, children, and communities". We could not pursue this mission without the generous financial support of our individual and corporate donors. This past year, our shelter was renamed Victoria and Friends Women's Shelter. We are grateful to Victoria and the Mancinelli family for their generous and ongoing support. We are also thankful for the public funding received from Ministry of Children, Community and Social Services, Ontario Women's Directorate, Ontario Trillium Foundation, and the City of Hamilton. Again, thank you to all who have supported IHOH this past year.

It is bittersweet that our Executive Director, Nancy Smith, has retired this year. For over 24 years, Nancy has been a champion for IHOH with an unwavering commitment to serving women in experiencing violence, abuse or human trafficking. In 2015, Nancy became the Executive Director and has been vital in ensuring IHOH provides safety and security, that counselling and legal services are available, and has been an advocate for all women and children. Nancy, we wish you all the best.

“

The dedicated team of exceptional individuals has gone above and beyond this past year.”

– MARK MACDIARMID

This year, we also announced Sue Taylor as the next Executive Director of IHOH. Sue has been with IHOH in a management role for 5 years and has 25 years of experience in Not-for-Profit organizations. Sue brings a wealth of experience, and we welcome her to the role. We are confident that IHOH is in good hands.

Finally, we would like to finish by again thanking the staff and volunteers. Interval House of Hamilton continues to be an innovative leader, providing compassionate care and sustainable, highly integrated services. This is challenging work, and it is important you remember that you make a real difference in people's lives. Never forget that.

Mark MacDiarmid

Interim President, Board of Directors

EXECUTIVE DIRECTOR'S REPORT



“A great leader does not leave big shoes to fill, just footprints, so the next leader can wear her own shoes, have a path to follow while she secures her footing.”

– NANCY SMITH

It is heartfelt, this will be my last Executive Director report with Interval House of Hamilton. For over 24 years it has been an honour to work at a reputable and esteemed organization, a privilege to have worked at IHOH.

At IHOH, it has always been about people. Specifically, women, children, staff, volunteers and the community we live, work and survive in. Safety has always been and remains our priority and is the foundation to our work. I thank the women who have accessed our services, entrusted members of our staff to share a bit about her experiences. Allowing for an exploration of possibilities leading to a life free from abuse, violence, and human trafficking with a goal of healing trauma. I thank our community partners who have actively participated in courageous and challenging conversations with the spirit of true collaboration - with the goal of better outcomes for women, children and communities. After all, standards of quality, responsive and compassionate care due not change, people do. Our team at IHOH have remained steadfast.

Since early 2020, we have felt and witnessed the impact of the COVID-19 pandemic. The shadow pandemic to gender-based violence. The COVID-19 pandemic has taken its toll on everyone and created unthinkable horrors of abuse and violence on women and children. Impacting our essential workers who have remained committed day after day to ensure our services remained open and available for women and children. Women came for service and our staff came to

work to serve. Through tireless efforts, thank you for your unwavering dedication.

Thank you to our funders and donors. You have made our vital work possible and allowed us to keep our doors open. Thank you to the Ministry of Children, Community and Social Services (MCCSS), Ontario Women's Directorate, Womens Shelters Canada, the City of Hamilton and, to every donor – your trust in our work through successful funding allowed us to be available to women and children. For this we are truly grateful.

I leave IHOH knowing that the organization is grounded in its Mission, Vision and Values. Our team, committed to professional standards and research-based practices. Our community partners, willing to have riveting conversations for the betterment of coordinated responses. I leave IHOH knowing that my successor, Sue Taylor, incoming Executive Director, now has the baton I have passed. I'm confident that Sue and the team at IHOH will continue to be leaders in women's services...as they have the heart, dedication to standards and the tenacity for saving and changing the lives of women and children everyday.

I leave IHOH and the people I have worked alongside, with a piece of my heart...and remain an ambassador to a great organization.

Nancy Smith
Executive Director



DIRECTOR OF PROGRAMS AND SERVICES REPORT

The resilience of women, children, staff, volunteers and our many community partners remain one of our biggest resources.



Resiliency is the ability to overcome adverse and challenging situations—resiliency is a strength and an asset. The resilience of women, children, staff, volunteers and our many community partners remain one of our biggest resources. Throughout this past year, barriers were systematically dismantled ensuring women and children fleeing violence and abuse continued to receive safe and supportive services. Experiencing the strength of staff and volunteers committed to keeping our doors open was inspiring. Equally inspiring was seeing women and children walk through our doors and begin their journey of violence-free living. The decision for a woman to leave family violence does not come easy—she must balance the safety and well-being of herself, her children, and the incredible adversities she will face. Women accessing our services are truly resilient and their strength guides our work. As we continue to pivot and adjust to the evolving challenges of the pandemic, we remain passionate and committed to meet our vision of “violence-free lives for all women, children and communities.”

“

Women accessing our services are truly resilient and their strength guides our work.”

– SUE TAYLOR

Sue Taylor

Director of Programs
and Services



SHELTER PROGRAM – VICTORIA AND FRIENDS REPORT



Looking beyond the obvious...

“

Our staff work tirelessly to support women in reaching their goals and come to work energized to support good outcomes for women and children.”

– RENEE KOWALCHYK

“The staff were very compassionate, attentive, and knowledgeable, highly professional in all areas.”

– *Client*

Our staff is a team of professionals working to support women and children through two pandemics—the pandemics of COVID-19 and gender-based violence. One pandemic is the reason for women’s shelters and the second pandemic has a profound affect on women and shelters (congregate living) and housing within our community. Women and children fleeing abuse or violence, who continue to face barriers yet continue to pull on all their strengths to overcome adversities. Staff continue to come to work every

day, refusing to succumb to the challenges of this work so that women and her children have the support they need to move forward in their journeys. After all, safe, affordable housing free of infestations is a place we all want to live; yet, for many women, a momentous hurdle to overcome and acquire. Our staff work tirelessly to support women in reaching their goals and come to work energized to support good outcomes for women and children.

I’m proud to be a member of a team that strives to provide quality care to women and children. A team that faces challenges so that women can live a life free from abuse, violence and human trafficking. I thank our funders and community partners for their efforts in supporting our work. We could not do this without the amazing supports of our community, volunteers, and donors. THANK YOU.

This year we are so proud to have our shelter named after a remarkable advocate for women—Victoria Mancinelli graciously allowed us to name our shelter after her and recruited others to join in. We are proud to have our shelter named **VICTORIA AND FRIENDS**. Thank you, Victoria, and LiUNA and for your ongoing support of our work. Thank you to friends of Victoria and LiUNA for jumping on board. You have made our work easier and most importantly, allowed us to keep our doors open.

Renee Kowalchuk

Manager of Residential Services



SHELTER PROGRAMS... A YEAR IN REVIEW



The pandemic has impacted women's shelters and the housing crisis has impacted women finding safe, affordable housing. Over this past year we have experienced women and their children staying longer in shelters. We are proud to be open and available to women and children during this extreme time.



THE CHILDREN'S AID SOCIETY OF HAMILTON STATS... A YEAR IN REVIEW



We are honoured to partner with The Children's Aid Society of Hamilton and support a true collaboration when women are involved with both services. This partnership allows for a quick response in connecting with services that will support her journey towards safer and healthier lives for her and her children.

COMMUNITY PROGRAMS REPORT



The Women's Centre of Hamilton
Jared's Place
Flamborough Women's Resource Centre

“

Outreach staff have done an exceptional job ensuring women, children, and families remain connected to services and are able to build safer lives for themselves and their loved ones.”

– LIZA RITCHIE

“I have been a client of the Interval House for many years because of my specific situation where the abuse continued even after leaving the partner. The staff that worked with me connected with me in a warm personal way and helped me in so many ways. From practical things like advocating for me, helping with having enough food in my fridge, connecting me with other groups and healing programs to just being there to always listen, believe, encourage and support. I can't really express my gratitude for all the ways they have helped me and I am just hoping to one day be able to give a bit of what I received to other survivors.”

– Client

Our community programs have navigated another challenging year with the lasting pressures of the COVID-19 pandemic. Despite another year of shifting service delivery and how frontline staff connect with women and community, outreach staff have done an exceptional job ensuring women, children, and families remain connected to services and are able to build safer lives for themselves and their loved ones.

Beyond our existing programs and services, the Women's Centre of Hamilton and Flamborough Women's Resource Centre have welcomed many new services to further support the unique experiences of women including the S.T.E.P. Employment Program, the Mobile VAW Worker, the Black Women's Community Outreach Worker, and a new MentorAction team lead. We have also revised our peer training course to help engage more peer support volunteers and make the service more widely available. These services aim to provide more community specific supports so that more women can access safety planning, gender-based violence services, and more intensive, wrap-around supports. We have also strengthened partnerships with many community service providers to ensure women receive service where they feel safest. And with the changes to the Divorce Act and the expanded definition of family violence, our legal advocate has been working hard to ensure women have better access to justice and legal supports that recognize the impact of family violence.

With all of these exciting changes, a final addition will be the launch of our new website where women can access program specific information and self-refer online. The pandemic has impacted our visibility and accessibility and we hope this change will further support accessibility and speak to our continued efforts to eradicate gender-based violence and build safer communities and lives for all.

Liza Ritchie

Manager of Community Services

VOLUNTEER ACKNOWLEDGEMENTS

VOLUNTEER UPDATE

While the pandemic has impacted our ability to run our regular volunteer program over the past two years, there have been a handful of dedicated volunteers who have continued to support Interval House of Hamilton's mission, vision, and values by offering their time and talents in meaningful ways. By serving on event committees, providing administrative support, and running staff training workshops, these individuals continue to exemplify the idea that when we work together, we can accomplish great things. On behalf of our staff and Board of Directors, **thank you to our amazing volunteers** who have helped us in our mission of violence-free lives for all women, children, and communities.

SPECIAL NOTE

We would like to provide a special thank you to one of our longstanding volunteers, Angela. Angela has continued to provide peer support services to women accessing the program throughout the pandemic. Angela's commitment and dedication to providing peer-based services has meant women can continue to access a space to feel heard, supported, and continue to work on their goals. **Thank you, Angela.** We here at Interval House of Hamilton appreciate your work and efforts enormously.



Anything and everything is possible with the efforts by all... a great team of dedicated professionals.



AWARDS FOR 2022

Congratulations to **Flamborough Women's Resource Centre** for receiving the Flamborough Chamber of Commerce Award, Outstanding Business Achievement Award – Resilience Award



"I have been working with the Flamborough Women's Resource Centre for the last few years. The workers I have talked to have helped me a great deal and have a wide range of knowledge. I would be lost without them. Thank you FWRC!"

– Client



MentorAction

Mentoring a New Generation to End Gender-based Violence

MENTORACTION PROGRAM REPORT

In 2021, MentorAction received a three-year grant from Women and Gender Equality Canada

MentorAction continues to engage men, boys and allies and challenge the frameworks that perpetuate gender-based violence. In 2021, MentorAction received a three-year grant from Women and Gender Equality Canada to scale-up the Be More Than a Bystander program. Through this initiative, youth are provided the tools they need to end gender-based violence through safe and effective bystander training. Throughout 2021, Be More Than a Bystander provided bystander intervention training to high schools, Mohawk College of Applied Arts and Technology, McMaster University, and youth sport team coaches through SportHamilton. We invite everyone to become a Steel City Ally. Please visit our website to join at mentoraction.org.

Maddie Brockbank

MentorAction Lead



LET'S END
GENDER-BASED
VIOLENCE.

STEEL CITY
allies

JOIN THE
STEEL CITY
allies





Thank you

JUST A LITTLE SOMETHING
TO SAY **THANK YOU.**

Thank you for working.

In recognition for:

- Your dedication, resilience, and strength
- Challenging barriers and finding solutions
- Finding pathways.
- Supporting women and children through all our programs.
- Creating programs that were delivered virtually.
- Working as a team.
- Ongoing professionalism, determination, and commitment.



Thank you to all the staff who are supporting our programs during these very challenging times — so we can continue to serve women and children in a place of safety.

Bravery

in the face of a pandemic.

Determination

in the face of exhaustion.

A kind soul

in the face of a woman and child.

A gentle heart

in the face of adversity.

Solution focused

in the face of controversy.

A curious mind

in the face of the unknown.

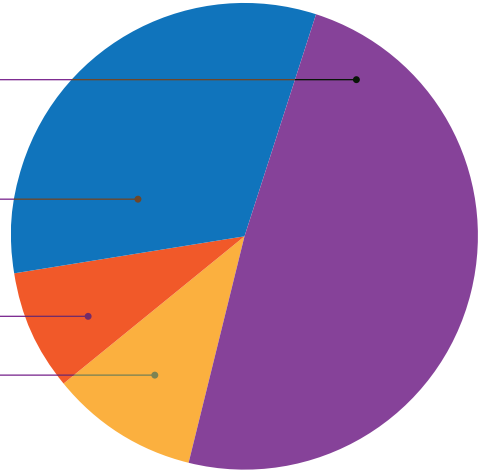
**That is our staff...
the face of IHOH.**

FINANCE REPORT

Year Ending is March 31, 2021 – update to: March 31, 2022

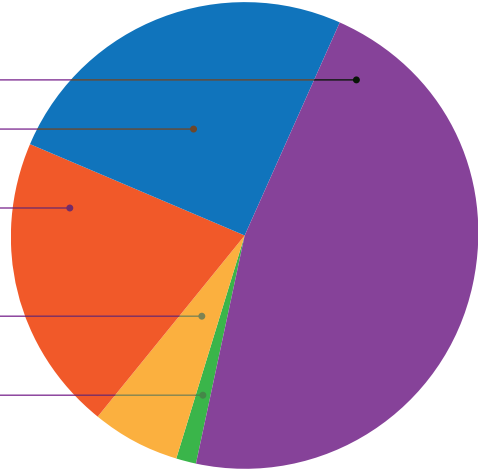
REVENUE BY PROGRAM

Ministry of Community and Social Services/Ministry of Children and Youth Services	\$1,309,685
Private Donors, Grants, Foundations and Fundraising Events	\$873,951
City of Hamilton	\$226,431
Ontario Women's Directorate	\$268,266
Total Revenue	\$2,678,333



EXPENDITURES BY PROGRAM

Emergency Shelter	\$1,172,789
Crisis Phone, Counselling & Capacity Building	\$628,004
Administrative Expenses (including insurance and professional fees)	\$512,683
Flamborough Women's Resource Centre	\$153,993
MentorAction	\$33,133
Total Expenditures	\$2,500,602



A portion of Administrative Expenses reflect professional fees paid to external services, during periods of COVID outbreaks within the shelter, to assist with direct service provision.

Does not include \$80,081 in deferred contributions and \$87,390 in amortization.

Jodi Hunt
Manager of Finance and Operations

Carol Ogruk
Administration Support

Daniella Doyon
Reception

Funding Sources



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



Disclaimer: The views and opinions expressed in this publication do not necessarily reflect those of our funders above. They explicitly express the opinion of Interval House of Hamilton.

Charitable Registration #107513137RR0001

EVENT/VOLUNTEER REPORT

We are so appreciative to our community for the ongoing support during these challenging times.

Last year, we hosted several fundraisers and events throughout the year and found creative ways to shift the way we run our events to align with COVID-19 mandates.

The **19th Annual Drives for Lives Golf Tournament** was a big success which raised over \$40,000 net! We could not have done it without Shannon Mastaler from P.S. MediaHouse and Allyson Wenzowski from Publicity Works, as well as our volunteer committee members who each contributed their time and expertise to ensure the event was a success: Bill Brooks, Tracey Chomos, Steve Davy, and Shelley Morin. Thank you also to our Title Sponsor LiUNA and Eagle Sponsor Darling Ingredients!

The Women's League of Oak Gables once again organized the annual **Freedom and Hope Ladies Golf Tournament** which generated \$22,000 in net proceeds for our Jared's Place Legal Advocacy Clinic. A huge thanks to the planning committee led by Cathie Rickert, and to our Hope Sponsor Tweedle Productions!

The **9th Annual Chili Fest** was a great success which raised \$13,335 net to support our work with women in rural parts of the Hamilton area through our Flamborough Women's Resource Centre. A huge thanks to our Title Sponsor Cogeco and to the many local restaurants who took part!

Some events were sadly cancelled due to the pandemic, such as our annual gala. We are so appreciative to our community for the ongoing support during these challenging times.

Amy Comtois
Events & Volunteer Coordinator



“

If our hopes of building a better and safer world are to become more than wishful thinking, we will need the engagement of volunteers more than ever.”

– KOFI ANNAN

Seventh Secretary-General of the United Nations from 1997 to 2006



RECOGNITION OF

Thank you to our media sponsors:

- 900 CHML
- Cable 14
- CHCH
- Corus Entertainment
- Hamilton Mountain News
- Snapd Hamilton
- The Hamilton Spectator
- TSN 1150 Hamilton
- Tweedle Productions

A sincere thank you to our volunteers who offered their time and talents. Your efforts are integral to our organization's success!

- Gigi Briennesse
- Judy Cowan & family
- Joan Hutchinson
- Sharon Jima
- Judi Park
- Debbie Pellerin
- Marjorie Pilgrim
- Angela Rocchi
- Mindy Tweedle & family
- Pearl Wolfe

A special thank you to our donors and friends!

Corporate:

- ArcelorMittal – Dofasco Inc.
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- Brownlow Partners
- Chedoke Hospital Prosthetic/Orthotics Dept.
- Chuggy's Tap & Grill
- Cogeco
- Connect Marketing
- Costco Ancaster
- Darling Ingredients
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- Diamante Development Corp.

- Earth to Table: Bread Bar
- FedEx Burlington
- Fengate Asset Management
- First Ontario Credit Union
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- Hamilton Bulldogs Foundation
- Hamilton Honey Badgers
- Hamilton Tiger-Cats Football Club (2007) Corp.
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- Holden's Florists
- H Williams Jewellers – Upper James
- Jaden Printing Services
- John Bruce Robinson Construction
- Julie DiLorenzo
- KD Sign Systems Inc.
- KMB Law
- KPLG Advisory Services – Kevin Golding
- LiUNA Local 837
- Margaret Good
- Marshall's – Upper James
- The Mazza Team (Royal LePage Realty)
- Mega City Ruff Riders
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- West Avenue Cider

Room With a View:

- Anonymous
- Bennett Mechanical Installations (2001) Ltd.
- Donna Tiqui-Shebib Law
- Hamilton Professional Firefighters Association Local 288
- Purple Butterfly of Hope Foundation

Bequests:

- Estate of Beatrice Berry
- Estate of James Doan
- Jameson's Keepers
- Estate of Richard Quist

Community (Churches, Service Clubs, Schools)

- 100 Women Who Care Hamilton
- Burkholder United Church
- Church of Our Saviour the Redeemer
- Dovetail Community
- Freelon Lions Club
- King Nash Candles
- Knox Presbyterian Church
- MacBain Family
- Rotary Club of Flamborough
- Sherry Lynn Psychotherapy
- St. John United Church Outreach
- St. Maria of Paris Orthodox Mission
- Trauma Tech
- Westdale United Church
- Women of Fifty United Church
- Zonta Club of Hamilton

DONORS & FRIENDS

Foundations/Funds:

- Chabot Family Foundation
- CHML Children's Fund
- Forest City Funding Inc.
- Foundation for Human Development
- Jane E. Lowry Foundation
- Homeless Cars
- Kelly Dunham Memorial Foundation
- Lewis & Ruth Sherman Foundation
- Lucky Lacey Foundation
- RBC Foundation
- The Robert McLaughlin Foundation
- Royal LePage Shelter Foundation
- Shoppers Drug Mart LIFE Foundation
- Unifor Social Justice Fund
- Whitehead-Jarrett Family Foundation

Individuals:

- John Baker
- David Borsellino
- Bill Brooks
- Victor Culotta

- Colleen & Richard Dawson
- John Farrell
- Annette Francis
- Anne Klassen
- Tanya Laurens
- Patel Maltibehn
- Victoria Mancinelli
- Kirsten Patten
- Lee Pearson
- Eva Pine
- Kathy & John Rigg
- Connie Smith
- Joel Tanner
- Laura & Sjoerd VanKooy
- Finlay Whillans
- Joanne Fox-Threlkeld
- Johanne-Louise Giroux
- Lynne Graham
- Amir Hadjebneali
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- Andrew Bome
- Karen Broe
- Christina Brook
- Barbara Campbell
- Betty Carlyle
- Pierrette Cayen
- Maureen Clement
- Blake Duncan
- John Farrell
- Dayna Firth



"The counsellor I worked with has truly changed my life. I honestly don't think I'd be where I am right now without her. She validated my experience of abuse and when I questioned and second guessed myself, she kept me going and helped me resist the urge to return to an abuser. She is amazing at listening, validating, and providing suggestions to keep myself and my child safe. I felt lost and alone and she made me feel like I had people to reach out to in our individual and group counselling. It always feels like a safe place to open up and talk. I am incredibly grateful for her support. She is an amazing counsellor who I would highly, highly recommend."

– Client



WE ARE
HERE
FOR YOU

"I just want to thank
Interval House for giving
us a safe and warm
place to lay our heads."

– *Client*

INTERVALHOUSEHAMILTON.ORG



INTERVAL HOUSE
OF HAMILTON

Saving and changing lives every day

35 YEARS OF HOPE