

# 33rd Annual Report

## 2018/2019

June 11, 2019

Second Stage Shelter and Affordable  
Housing for Women with Children

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- Ending March 31, 2019

# Mission Statement

## MISSION

To provide comprehensive transition programs and independent living in a safe, secure, supportive and healthy environment for women with children who have experienced family violence. (revised May 2005)

## VISION

Women and children are empowered to live safe and independent lives within a supportive community that has zero tolerance for family violence. (revised May 2005)

## MAJOR OBJECTIVES

- To provide a financial basis for the operation of WINGS.
- To provide effective programs and services to facilitate the families in developing/enhancing living skills, i.e. decision making, assertiveness training.
- To develop and implement administrative and managerial systems to ensure the effective operation of WINGS i.e. policies and procedures.
- To provide a well-maintained attractive environment that will adequately meet the needs of the people involved.
- To evaluate various aspects of the WINGS operation as deemed necessary.

## DEPENDS ON:

- Commitment of the board, staff, and volunteers
- Support from the community
- Effective management, administration, financial system
- A sound financial base
- Credibility with referral agencies
- Ability to attract new board members

# Message from the President

This year we have moved forward with helping 106 women and 215 children at WINGS, HND and Community Outreach who have experienced family violence. This is a life changing experience for all of the families.

The Board members and Executive Director, Pat Garrett, have successfully completed our 3 year Strategic Plan. It was a large undertaking and required a significant amount of work. At the core of this strategic plan is a vision for WINGS that is focused on delivering new, creative and collaborative ways to maximize long term outcomes for the women and families we serve. As we pursue this strategy, everything we do will be designed to support the most critical of outcomes – a permanent transition to a life free of domestic violence. The Board will now be undertaking a review of our policies and bylaws which will serve as a roadmap for directors, and contain key information on the organization, its strategy, and its governance structures and processes.

This past fiscal year, new standing committees have been implemented which include Finance, Risk and Capital Planning, Governance & HR, and Community Engagement. Committee members have been working diligently on creating Terms of Reference and work plans so that the groups are functioning at their highest possible level.

Thank-you to our four board members who will be returning for a second term: Katie Clackson, Jonathan Kitteringham, Linda Churchill, and Cynthia Zutter. WINGS is grateful for all of the hard work you have put in, and is thankful for all you will continue to do for WINGS. The Board would not be able to do the work it does without the long-term commitment of our members.

To all of our members, thank you for your generosity and dedication to WINGS. The slower economy has been affecting all non-profits in Alberta and we appreciate the continued support. Our vision is to move forward with the help and support of many including our exceptional staff, collaborative sector partners, expert academics, generous funders and donors, and with the inspiring families we serve.

Cathy Jo Kickham  
President

# Executive Director's Report

Welcome to WINGS of Providence 33<sup>rd</sup> Annual General Meeting.

The issue of domestic violence is as complex as it is heart wrenching. Our holistic approach to support women and children creates the best possible chance for families to permanently flee a life defined by domestic violence.

This Year at WINGS, our commitment to women and children leaving domestic violence to provide the most effective and trauma informed services remains the top priority. Maintaining and operating WINGS -2<sup>nd</sup> Stage Shelter which offers 20 fully furnished self –contained apartments and the Home Next Door which offers affordable/social housing in 29 fully furnished apartments provides the core of our programming. The WINGS child care and Rocky Forest Daycare located in the Home Next Door also provide a safe, creative, and fun environment for children as well as remove barriers for their mothers to move forward with their lives. The wonderful new youth room provides a warm, safe and fun space for school aged children and teens to have fun, have groups that cover life skills, healthy relationships, family violence and bullying. The families living in the community who drop in for support and the teens who attend group or participate in teen outings. It certainly takes a dedicated group of concerned citizens to keep WINGS growing stronger.

As we move forward we are committed to our values. These values guide our decision making, our interactions with each other, our donors our supporters and friends. They set the tone for how we show up, how we work and how we respond to adversity. We live by the following values:

**Safety**-Nothing else matters if we are not safe.

**Inspire every day**- We are here to inspire everyone that crosses our path-clients, staff, supporters and friends.

**Excellence and integrity in action**- Excellence and integrity are at the forefront of every thought, decision, action, they result from a pattern of consistent behaviour, not a temporary focus.

**Respect for all** - We serve with kindness and without judgement.

**Believe in the possible** - We believe that the future will always be better. Better is possible.

WINGS save women and children from domestic violence. We provide safe, long-term housing and wrap-around support services to help families 24/7- 365 days a year. Our counselling, social and youth programs encourage healing for the whole family. WINGS staff give women time to process and the tools they need to recover from the horrific trauma they have experienced. Our full –circle healing help women become stable, access new skills and set a course for their lives.

They say it takes a village and we need a large and powerful one to support our families. The impact we make is great but unfortunately the needs of our families are growing. Thank you for your support to keep our operations running. Without this our life-saving programming would not continue. There is **Still Much Work To Do to End Family Violence**. Together we can make a difference.

Patricia Garrett  
Executive Director

# Admissions Totals

WINGS Second Stage Shelter  
April 1, 2018 – March 31, 2019

TOTAL ADMITTED:	Women Served	53
	Children Served	115
	Women Admitted	37
	Children Admitted	73
UNABLE TO ACCOMMODATE DUE TO BEING AT CAPACITY	Women	68
	Children	157
TOTAL ADMISSION/INFORMATION REQUESTS:	Crisis	277
	Admission Requests	141
	Information Requests	1897
DISCHARGED:	Women	40
	Return to Partner	3
	Independent Living	23
	WINGS – Home Next Door	5
	Stay with friends/family	7
	unknown	2
AVERAGE LENGTH OF STAY		5.8

TO DATE:	
TOTAL WOMEN ADMITTED	1255
TOTAL CHILDREN ADMITTED	2845

2018-2019 FISCAL YEAR:		
TOTAL CALL CONTACTS	Callers – Potential for Residency	408
	Callers through Reception Inquiry	2264

## Year End Children's Statistics

April 1, 2018 – March 31, 2019

PROGRAMS:	NUMBER OF CHILDREN	
Monday Group	20	
Thursday Group	25	
Teen Group	8	
Summer Program	18	
Childcare	49	
Other:	Other Daycare: RFDC	2
	Total Preschoolers	59
	Morning Kindergarten	4
	Newborns (0-3)	3
<b>BREAKDOWN:</b>		
Total	115	
Males	52	
Females	63	

# Transition Program for Families at the Home Next Door/Community

April 1, 2019 – March 31, 2019

	Total	Home Next Door	Transition Program & Community Outreach
No. of Women in Program	53	38	15
No. of Children in Program	100	70	30
Discharged:			
Women	20	9	11
Children	36	14	22
Call Contacts/One of One Meetings	2991	2858	133
Basic Food Needs	593		
Food/Transportation/Bus Tickets	368		
Number of Women Admitted	14	12	2
Number of Children Admitted	30	26	4
All Contacts	3414	3254	160

## Calls from the Community

Agency Information/Program or Service Information	2169
Information about donations WINGS receives of gently used items	929
Community Crisis Calls/Support	336
Total Length of Calls	18,158 min

## Rocky Forest Daycare

Children Served – 3 months to 6 years	25
Out of School Care Children Served – 7 to 12 years	21

# Nominations Committee Report 2019

The WINGS of Providence Society Board of Directors is comprised of up to 15 members in accordance with the WINGS bylaws. After serving a 3 year term, Linda Churchill, Katie Clackson, Jonathan Kitteringham, and Cynthia Zutter have agreed to stand for re-election for a second 3 year term.

After taking her mandatory 1 year absence following 6 consecutive years of service, Dr. Moira F. Juliebo Walker will stand for election for a 3 year term. Moira has been instrumental in assisting WINGS' staff with the opening of the Rocky Forest Daycare, developing polices, as well as fund development. Hannah Barrington and Mika Friesen will each stand for election for a 3-year term. We are excited to have Moira, Mika and Hannah join the Board.

After 12 years of dedicated service, Ellie Merrick resigned from the Board of Directors in May 2019, however, she will remain close friends with WINGS and continue in a volunteer capacity. Ellie has been active in many areas and on multiple committees including the Executive in which she was Vice-President, Personnel, Special Events, and Governance & HR for which she was Chair.

In November of 2018, after 5 years of service, Leigh Newton resigned from the Board. Leigh contributed in many areas including the Executive Committee in which she was Treasurer, as well as the special events committee. Leigh will be greatly missed and Board members wish her the best of luck. In December of 2018, Tami Wetmore was appointed to the Treasurer position.

In April 2019, Nicholas Leong resigned from the Secretary position. Nicholas will remain on the Board of Directors and actively involved in fundraising and on the Community Engagement Committee. In March 2019, Sarah Doyle resigned; the Board wishes her all the best in her future endeavours.

The WINGS' Board of Directors is a strong group of dedicated community based volunteers who govern WINGS. This year there are a total of 9 Board positions to be filled. One position will be filled by appointment from the Sisters of Providence. For this appointment we welcome back Sister Margarete (Maggie) St. John, SP.

The nominating committee is pleased to report that eight of the nine Board vacancies will be filled:

1. *One position is filled by appointment from the Sisters of Providence. For this appointment we welcome back Sister Margarete (Maggie) St. John, SP.*
2. Linda Churchill has agreed to stand for re-election for a 3-year term.
3. Katie Clackson has agreed to stand for re-election for a 3-year term.
4. Jonathan Kitteringham has agreed to stand for re-election for a 3-year term.



5. Cynthia Zutter has agreed to stand for re-election for a 3-year term.
6. Hannah Barrington will stand for election for a 3-year term.
7. Mika Friesen will stand for election for a 3-year term.
8. Moira F. Juliebo Walker will stand for election for a 3-year term.

This will bring the WINGS' Board of Directors to 14 members out of 15 members. WINGS' Nominating Committee will be looking for experience in governance and HR, communications, social media marketing and design, or within the police community.

**For 2019 - 2020 the Nominees are:**

### Hannah Barrington

Hannah is a Registered Nurse, currently working at a busy pediatric clinic that specializes in medically fragile children with multiple diagnoses. She is the past president of the Junior League of Edmonton (JLE), a women's development charity that has partnered with WINGS on a number of projects. JLE dedicates countless volunteer hours to women's leadership training, as well as their impact area of girls' self-esteem and mental health. In 2017, Hannah was recognized as one of Avenue Magazine's Top 40 under 40 for her volunteer work in the community. She was one of the organizers of the Ladies on the Green Charity Golf Classic, from 2014 to 2018; which is a third-party fundraiser, powered by a small committee of community-minded women in Edmonton that has raised over 300K for the Zebra Child Protection Centre. Hannah sits on the Lois Hole Hospital Women's Society Steering Committee, as well as their Community Engagement and Corporate Relations Committee. Hannah is raising 4 feminist children, (three of whom are daughters) with her husband of 19 years, David Jones.

Hannah is passionate about combatting the epidemic that is intimate partner and family violence, and is very proud to have her name put forward as a candidate for the WINGS Board of Directors.

### Linda Churchill

Linda began her career at WINGS when it opened in 1987. She will say this is the best career she could have chosen. With a background in accounting and social work Linda began as the Office Manager, and took on the role of Manager of Resources and Development going into the first capital campaign in 2003. Linda was instrumental in the success of this campaign and a pivotal force behind the Home Next Door development, and the successful building completion. Linda always said that WINGS was never just her job; it was her passion. To observe and be part of such important and effective work was always a motive for Linda to give more, push harder, be better, and do her part to eradicate family violence. Then to see all this effort relate to positive changes for the women and children – how can you NOT do this work.

After 28 years of service to WINGS, Linda Churchill announced her retirement in December 2014. WINGS is incredibly grateful to Linda for her hard work and dedication for so many years, as well as for her genuine desire to help women and children affected by family violence in the community. While Linda embraced retirement she whole heartedly decided to join WINGS Special Events Committee and 30<sup>th</sup> Anniversary Committee, and now will let her name stand for election to the Board of Directors for a second term. Linda's knowledge of WINGS programs and services as well as her 28 years of working hand in hand with the world's best volunteers, staff, and generous donors will make Linda an invaluable addition to WINGS Board. As the Board moves forward with a Strategic Plan, Linda is a valued member of the newly formed Community Engagement Committee.

Although Linda couldn't stay away from WINGS for too long – she is enjoying her retirement with her husband Ken and fur baby Meadow, and is a proud mother and grandmother. Linda and Ken enjoy the warm weather in Arizona from January to mid-April but by then Linda is anxious to get back to her life in Edmonton.

### Katie Clackson

Katie is a criminal lawyer at an Edmonton law firm. In her practice, Katie regularly sees families impacted by domestic violence. She was motivated to join the Board of WINGS to help end the cycle which brings people in contact with the criminal justice system.

Katie joined the Board in the fall of 2016 (shortly after the birth of her first daughter). Katie is proud to be a member of the Community Engagement Committee, which allows her to do two things she loves: connect people and plan events.

As a mom of two young girls, Katie is passionate about women's issues and giving young women the tools to be strong and confident in their relationships.

### Mika Friesen

Mika is a Chartered Professional Accountant (CPA) who has worked in various industries including property management and not-for-profit throughout her professional career.

For the past two decades, she moved across Canada eleven times with her husband, Trevor, and their two children while he served in the Canadian Forces as a military engineer. With Trevor now retired from the Regular Force, Mika and her family chose Edmonton as the place to call home for its diverse mix of opportunity and activities.

If not confined in an office surrounded by papers, Mika can be found riding her motorcycle or playing with her family. She is excited to be part of the WINGS Board of Directors and utilize her energy and creative thinking to make a positive difference in the community.

## Jonathan Kitteringham

Jonathan has been a WINGS board member since 2009, contributing this past decade on the Special Events Committee, the Building Committee for the Home Next Door and Communications Committee.

A few years ago, Jon put his professional IT skills and digital expertise towards building and launching a new website for WINGS. He is keen to enhance the public profile of WINGS and increase our reach with new and potential supporters through his current work with the Community Engagement Committee.

Jonathan and his wife Salena live in south west Edmonton with their two sons. The family spends a great deal of time in city rinks as both boys play hockey with Jonathan coaching.

## Moira F Juliebo Walker

Moira F. Juliebo Walker, M.Sc.Ph.D., Thouron Fellow, University of Pennsylvania 1967-68, is a graduate of Jordanhill College (Scotland), Froebel College (London), the University of Pennsylvania, and the University of Alberta.

She has taught at all elementary school levels and at various universities in Great Britain and North America.

Presently, she is Professor Emeritus at the University of Alberta where she taught courses in diagnostic reading, early literacy development, and integration of language arts, drama, and language research. She is also the former Director of The Reading and Language Centre.

Her research interests included writing (grades 1-6) intervention programs for young 'at risk' language learners; reading and cognition; teacher education; and autistic children.

She was a sought-after speaker around the world, and has engaged in consulting in the United Kingdom, Continental Europe, the Far East, the Middle East, Canada and the United States.

In her academic life she has been on the Scientific Advisory Board of the International Center for the Enhancement of Learning Potential, Jerusalem, Israel and has worked extensively in Hungary advising on the teaching of English. She holds the Rutherford Award for Excellence in Undergraduate Teaching from the University of Alberta.

Moira was constantly engaged in professional development workshops. Numerous academic publications reflect her teaching and research interests.

On the creative side, with Lita Ericson, she authored "The Phonological Awareness Handbook for Kindergarten and Primary Teachers" published by the International Reading Association. She is also the author of the Read-More series of twenty-four books and a Teacher-Parent guide for early readers and older children with reading difficulties.

As content architect, she developed OWL, an on-line and CD product to teach language arts to children in grades three to six in the United Kingdom and United States. The product consisted of twenty-four narratives carrying interactive language activities and was supported by a massive teacher and parent site. An article on OWL was given The Telisphere Award in 1999 by The Journal of Educational Media.

Throughout her life she has held numerous voluntary positions in the community. At present she is a counselor, clinical hypnotist, a Standardized Patient with Health Sciences University of Alberta, Grant McEwan University and NAIT, a Board Member of the Alberta Lung Association and has co-authored a book on prostate cancer with author Norman Sacuta. Moira is also an artist and published poet.

### Cynthia Zutter

Cynthia is an anthropology professor at MacEwan University. For the past two decades, she has been working at MacEwan where her time is spent both mentoring and guiding students to understand their local communities and make choices that are respectful for all. She uses both the classroom and extra-curriculum events to educate students about those communities that are less fortunate than themselves. For example, she hosted the "Wardrobe for Women" event March/2019, whereby faculty, administrators and students donated and purchased clothing with the proceeds going to organizations that help women return to the workforce.

Cynthia comes from a family of seven who were born and raised here in Edmonton. She and her four sisters have been participating with the WINGS organization for over ten years and have wonderful memories from the Mother's Day Tea celebrations, Ladies Night Out and other events. She is excited to be part of the WINGS Board of Directors for a second term, and will support the strategic direction of the organization as it moves towards new and innovative ways to support for women in need.

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*Filled by appointment from the Sisters of Providence -*

### Sister Margarete (Maggie) St. John, SP.

Sister Maggie experienced a call to serve the people of God as a Sister of Providence. She has worked in various ministries in her life: early childhood teacher, addictions, crisis intervention violence, psycho-social counselling, health care, domestic violence, pastoral care, spiritual direction, hospitality and palliative care. Presently she is serving on the leadership team for the Sisters of Providence in Western Canada as Provincial Councillor/Secretary. Sister Maggie was born on Prince Edward Island and is called "an Islander".

Therefore, the Nominations Committee proposes election of the following people for a three-year term each, bringing the number of Board members to fourteen:

1. Linda Churchill
2. Katie Clackson

3. Mika Friesen
4. Jonathan Kitteringham
5. Dr. Cynthia Zutter
6. Dr. Moira F Juliebo Walker
7. Hannah Barrington

*(a WINGS' member will second this motion and a vote will be carried out)*

\*These nominations were duly submitted in writing 30 days prior to the annual meeting.

Submitted by the Governance & HR Committee

Once all nominees are elected the WINGS Board of Directors for 2019-20 fiscal year will be:

Cathy Jo Kickham	Jonathan Kitteringham
Mika Friesen	Nicholas Leong
Tami Wetmore	Glenn Quinn
Mark Thibeault	Sister Margarete St. John
Hannah Barrington	Moira F Juliebo Walker
Linda Churchill	Heidi Watson
Katie Clackson	Cynthia Zutter

# Board of Directors

June 11, 2019

Cathy Jo Kickham, President

Tami Wetmore, Treasurer

Nicholas Leong, Secretary

Linda Churchill

Katie Clackson

Jonathan Kitteringham

Glenn Quinn

Sister Margarete St. John

Mark Thibeault

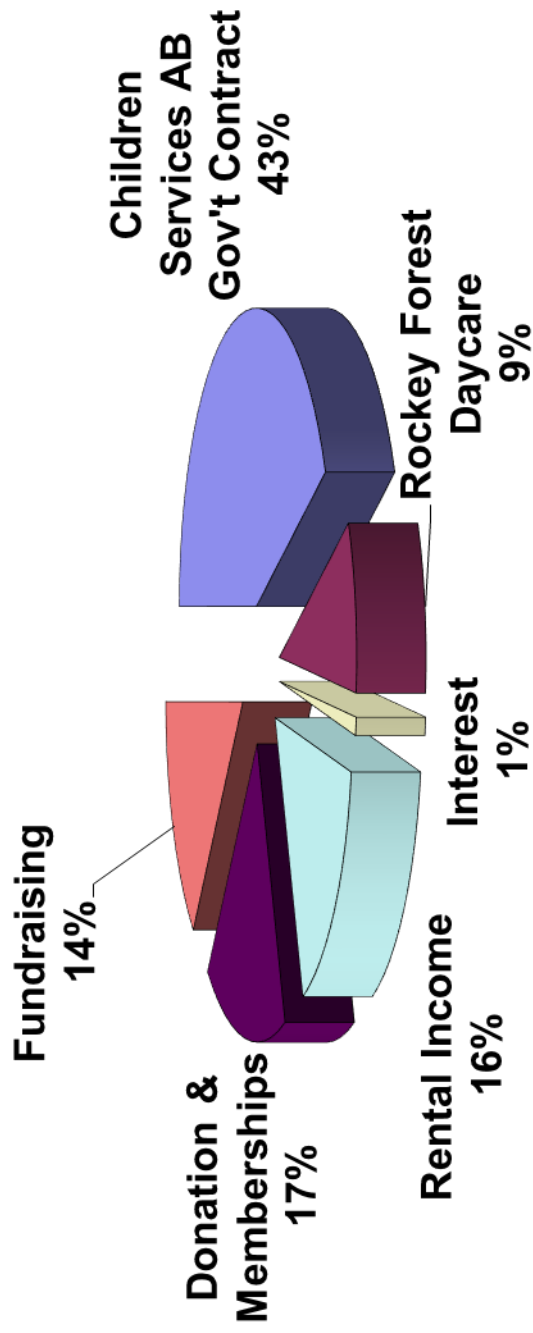
Heidi Watson

Cynthia Zutter

(prior to 2019 election)

# WINGS OF PROVIDENCE SOCIETY

## Operating Revenues for the year ended March 31, 2019 (Total \$2,150,525)



**WINGS OF PROVIDENCE SOCIETY**  
**Expenses of the Operating Fund**  
**for the Year**  
**Ended March 31, 2019 (Total \$2,604,268)**

