



WINGS

34th Annual Report 2019/2020

September 8, 2020
Second Stage Shelter & Affordable
Housing for Women with Children





ANNUAL REPORT 2020
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- Ending March 31, 2020



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

1. To provide a financial basis for the operation of WINGS.
2. To provide effective programs and services to facilitate the families in developing/enhancing living skills, i.e. Decision making, assertiveness training.
3. To develop and implement administrative and managerial systems to ensure the effective operation of WINGS i.e. Policies and procedures.
4. To provide a well-maintained attractive environment that will adequately meet the needs of the people involved.
5. 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



WINGS

MESSAGE FROM THE PRESIDENT

2020

This year we have important news to share with you. Our extraordinary Executive Director, Patricia Garrett, will be retiring at the end of September 2020 after 33 years of service. WINGS has prospered under Pat's direction and her list of accomplishments are many. She has led a team that has grown from an original shelter of 12 apartments to facilities that house 49 families. WINGS and our Home Next Door provide families access to extensive wrap around support services, childcare and outreach programs. It is truly remarkable how Pat has grown WINGS to the leading shelter it is today.

Pat's leadership has resulted in thousands of people's lives being changed for the better. The legacy of support that Pat leaves for her staff and the families served by WINGS is a testament to her dedication, skill and support.

Pat's unforgettable leadership, wisdom, and dedication will be greatly missed by WINGS staff, community, and the family violence prevention sector. The Board has relied on Pat's guidance and wisdom over the years and she has developed many friendships with past and present board members that I know will continue. Congratulations on your accomplishments and retirement Pat.

On behalf of the Board of Directors, I am pleased to announce that Kathy Collins has accepted the position of incoming Executive Director at WINGS of Providence. Kathy joins WINGS with a wealth of experience in both policy work with vulnerable populations and management of staff and financial responsibilities. Currently she is the Executive Director of Policy and Program Development Branch, Alberta Solicitor General and Public Security, Government of Alberta.

Kathy's career has focused on vulnerable populations with experience at the community level working with many agencies, and extensive work with Victim Services, Domestic Violence, Crime Prevention and Restorative Justice. Kathy has extensive experience leading large teams and managing multi-million-dollar budgets. Before her time with the GOA, Kathy had varied experience working on the front lines as a Residential Counselor at Alberta Hospital Edmonton, as a Probation Officer supervising young offenders and doing casework with female offenders for the Elizabeth Fry Society. We are very excited for Kathy to join us and we know that she will be a great asset to WINGS and a wonderful addition to our great team.

This fiscal year will continue to be a year of many changes for WINGS, all under the added stress of a global pandemic. We thank all of our dedicated members, generous funders and donors, volunteers, and collaborative sector partners for their continued support. The Board of Directors will continue to move forward with the help and support of many, including WINGS' exceptionally hard working and dedicated staff, who continue to serve the families with endless encouragement, kindness, and compassion. We look forward to connecting with you throughout the year and wish you continued health and happiness in 2020/2021.

Cathy Jo Kickham
President



WINGS

EXECUTIVE DIRECTOR REPORT

2020

Welcome to WINGS of Providence 34th Annual General Meeting

This year for all of us due to COVID-19, we are adjusting to our new reality and WINGS first virtual AGM. Thank you all for attending via ZOOM.

I am happy to report another successful year thanks to the hard work and dedication of the Board of Directors, supporters, volunteers and staff who work tirelessly to make a difference to the lives of women with children fleeing violence. We strive to provide safety, inspire every day and believe that the future for families will be better.

This past year WINGS served 51 women and 109 children at WINGS and the Home Next Door served 50 women and 91 children. WINGS also provided support to 673 callers from the community who asked for information, support, system navigation and referrals. Excellence and integrity are at the forefront of every thought, decision, action and staff are committed to providing the Best Practice's in supporting survivors of domestic violence. This year staff will be focusing on the collective impact of WINGS programs and services and listening to the voices of the families WINGS serves. The staff will be measuring the critical features of the programs and services and enhancing initiatives and strategies to support families by measuring resiliency and healing, parent/child relationships and addressing the basic needs of families. At WINGS we continue to serve high risk families with 60% of women scoring in the extreme level for risk of lethality and 30% scoring in the severe level of danger of lethality. At the Home Next Door 29% of women scored in the extreme level of danger of lethality and 43% scored in the severe level of risk of lethality.

The staff also measure the acuity of the families which speaks to the complexity of issues woman experience by incorporating acuity indicators associated with violence risk levels, parenting stress levels, poverty-related issues, the presence or absence of addictions and mental health concerns. This past year 74% of woman scored in the very high level of acuity and 19% scored in the high level of acuity. Now more than ever WINGS provides the essential support and services that woman and children need to move forward on their journey of healing.

What will stand out in my heart and mind as I look back at the past thirty-three years of working at WINGS is the commitment of Board Members, volunteers, supporters and staff. You have made a difference to the lives of women and children we serve seven days a week, three hundred sixty five days a year by providing safety, affordable safe housing and support.

When I started at WINGS we were located in a City of Edmonton apartment building on ninety-first street and Jasper Avenue. Board Members and volunteers at the time cleaned out pigeons, mice and created WINGS. A safe place to call home for women and their children escaping domestic violence.

In 2002 WINGS Board of Directors, volunteers and staff completed a capital campaign and built a twenty-unit apartment building with program space including a childcare. We were able to increase our capacity to serve more families. In 2012 WINGS Board of Directors, volunteers and staff completed The Home Next Door and Rocky Forest Daycare. The first of its kind in Edmonton - affordable social housing for women with children leaving domestic violence and are employed or in school. This is what we do at WINGS, reduce the barriers and create hope for women and children.

Every day when I drive into the shared driveway of WINGS and The Home Next Door I am in awe and so grateful of what we have accomplished through dedication and hard work. Never underestimate what a concerned group of citizens can accomplish!

It has been an honour and a privilege to be part of a dedicated and committed organization. I have met so many wonderful caring people who want to make a difference and make the community a better place. I will be retiring at the end of September and the Board of Directors has been working diligently to recruit a new Executive Director. Kathy Collins has been hired and it will be an exciting time of new leadership as WINGS continues to grow stronger.

Patricia Garrett
Executive Director

ADMISSION TOTALS - WINGS SECOND-STAGE SHELTER

April 1, 2019 - March 31, 2020

TOTAL ADMITTED:	Women Served	51
	Children Served	109
	Women Admitted	38
	Children Admitted	86
UNABLE TO ACCOMMODATE DUE TO BEING AT CAPACITY	Women	44
	Children	112
TOTAL ADMISSION/ INFORMATION REQUESTS:	Crisis	673
	Admission Requests	158
	Information Requests	2,611
DISCHARGED:	Women	39
	Return to Partner	1
	Independent Living	18
	WINGS - Home Next Door	11
	Stay with friends/family	6
	Treatment Facility (addiction/mental health)	3
AVERAGE LENGTH OF STAY		4.5
TO DATE:		
TOTAL WOMEN ADMITTED		1,293
TOTAL CHILDREN ADMITTED		2,927
2019-2020 FISCAL YEAR:		
TOTAL CALL CONTACTS ALL	Callers -Potential for residency	609
	Callers through reception inquiry	3324

YEAR END CHILDREN'S STATISTICS

April 1, 2019 - March 31, 2020

PROGRAMS:	NUMBER OF CHILDREN	
MONDAY GROUP	23	
THURSDAY GROUP	10	
TEEN GROUP	12	
SUMMER PROGRAM	13	
CHILDCARE	61	
OTHER:	Other Daycare	3
	TOTAL PRESCHOOLERS	61
	MORNING KINDERGARTEN	6
	NEWBORNS (0-3)	10
BREAKDOWN:		
TOTAL	109	
MALES	58	
FEMALES	51	

TRANSITION PROGRAM FOR FAMILIES AT HOME NEXT

DOOR/COMMUNITY

April 1, 2019 – March 31, 2020

	Total	Home Next Door	Transition Program & Community Outreach
No. of Women in Program	50	42	8
No. of Children in Program	91	78	14
Discharged:			
Women	27	25	2
Children	50	47	3
Basic Needs			
Food/Transportation/Bus Tickets			
Number of Women Admitted	16	14	2
Number of Children Admitted	26	22	4
All Contacts/Support Sessions	2,839	2,556	192

CALLS FROM THE COMMUNITY

WINGS & HND

Agency Information/Program or Service Information	2,590
Information about donations WINGS receives of gently used items	1,955
Community Crisis Calls/Support (security/potential & admission request)	781
Total Length of Calls	26,612 min.

CHILDREN & YOUTH PROGRAMS

Rocky Forest Daycare	18
Home Next Door Youth Program	56



NOMINATIONS REPORT

2020

The WINGS of Providence Society Board of Directors is comprised of up to 15 members in accordance with the WINGS bylaws. After each serving a 3 year term, Heidi Watson and Nicholas Leong have agreed to stand for re-election for a second 3 year term. Thank you to Heidi and Nicholas for your continued hard work and dedication to ending domestic violence. Glenn Quinn resigned from the Board of Directors in April 2020. We wish Glenn continued success and we hope he will keep in touch with WINGS.

This year there are 5 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 St. John, S.P. In addition, the Board of Directors warmly welcomes Marcia McDonald who will stand for election for a 3 year term.

The Board is pleased to report that 4 out of 5 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. Nicholas Leong has agreed to stand for re-election for a 3-year term.
3. Heidi Watson has agreed to stand for re-election for a 3-year term.
4. Marcia McDonald 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 is looking for future Board members to have experience in governance and HR, communications, fund development and special events, social media marketing and design, or within the police community.

For 2020 - 2021 the Nominees are:

Nicholas Leong

Born and raised in Edmonton, Nick Leong is a graduate from the University of Alberta's Faculty of Pharmacy. He is the owner of two Shoppers Drug Mart locations in Edmonton.

Nick was introduced to WINGS by way of Shoppers Drug Mart's annual Growing Women's Health campaign; a fundraising program through which local women's health charities and initiatives are supported.

Nick is the father to 2 young children (Olivia and Edward) of whom he and his spouse, Kelly, are very proud of.

Marcia McDonald

Marcia believes it is important to be part of a community and give back. She has been volunteering with WINGS since 2018 at various events and is a member of the Community Engagement Committee.

Marcia has spent 13 years in Project Management and Real Estate. Throughout her career her main focus has been in the commercial construction industry. She has worked with a large group of project teams across Canada on project execution, along with mentoring, and training new hires. She has a proven history of streamlining processes, improving efficiencies, and ensuring projects are completed on time and on budget.

In 2020 Marcia changed her career focus to Real Estate and is currently working for a Real Estate developer. In her spare time she enjoys traveling, golfing, gardening, and skiing.

Heidi Watson

Heidi was born and raised in southern Alberta but has been a native of the Edmonton area since 1988. Since that time Heidi worked in the legal community as a paralegal while completing an undergraduate degree in psychology and a Masters of Social Work degree with a clinical specialization. For the last few years Heidi has been working in private practice as a child therapist, providing emotional and practical support to families of children with mental health concerns. Heidi works with parents, caregivers, and educators to provide information and assistance while supporting a child's behavioural and emotional needs.

Heidi and her husband, John, run a small community karate club which is part of the internationally known Japan Karate Federation; she holds the rank of third degree black belt. She has been involved in various community and non-profit organizations, including the Juvenile Diabetes Research Foundation and Unlimited Potential Community Services, formerly Bosco Homes.

Heidi has been on the Board of Directors of WINGS of Providence since 2017 and the Chair of the Governance Committee since 2019. She hopes to continue dedicating her time and knowledge to WINGS wherever she is able.

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

1. Nicholas Leong
2. Marcia McDonald
3. Heidi Watson

(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 the 2020-21 fiscal year will be:

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



BOARD OF DIRECTORS

September 8, 2020

Cathy Jo Kickham, President

Tami Wetmore, Vice-President

Mika Friesen, Treasurer

Jonathan Kitteringham, Secretary

Hannah Barrington

Linda Churchill

Katie Clackson

Nicholas Leong

Sister Margarete St. John

Mark Thibeault

Moira Walker

Heidi Watson

Cynthia Zutter

(prior to 2020 election)