



ANNUAL REPORT 2021-2022



RESPOND TO THE NEEDS OF OUR EMERGING AND DIVERSE CLIENTELE

STRATEGIC AREA 1

- We have built on our partnerships with other shelter oriented services, organizations offering longer-term counselling in the city (i.e. Prairie Spirit, Regina Family Services, Eagle Heart, Regina Sexual Assault Centre), and an average of 77% of client survey respondents reported being made aware of or were linked to other community services.
- We made new partnerships with White Pony Lodge, Aids Program South Saskatchewan, Saskatchewan Animal Protection Services, and Immigrant Women's Centre employment program.
- We continue to work on providing a trauma informed environment and blending a harm reduction approach with the safety needs of staff and clients. Staff responding to a poll on our trauma informed care practices identified that our service delivery has been flexible, we "meet clients where they are at", the environment is more home like than institutional, we have safe individual rooms, and that we make good referrals to other reputable resources.
- We are expanding program options and filling service gaps with Emergency Outreach Services, Addiction's Support on-site, and by adding emergency Pet-Friendly Shelter spaces to the broader community's safety net.



758 SUPPORTIVE CALLS, TEXTS, MESSAGES WERE COMPLETED WITH EMERGENCY
OUTREACH CLIENTS

67% OF CLIENT SURVEY RESPONDENTS REPORTED BEING OFFERED AND ACCESSING
ADDICTION'S SUPPORT BETWEEN NOVEMBER AND MARCH ALONE

1341 INDIVIDUALS REQUESTED SPACE ON CRISIS LINE, WE WERE ONLY ABLE TO HELP
251 OF THOSE INDIVIDUALS

New bunk beds and single beds
have been put in over 50% of
our rooms.

FOSTER COMMUNITY ENGAGEMENT

STRATEGIC AREA 2

Marketing and awareness efforts

120 Facebook and Instagram posts were made, advancing awareness about intimate partner violence, gender based violence, service gaps, our services, helpful community agencies, acknowledging special dates, promoting our events, and thanking our donors and supporters.

We commissioned radio ads featuring our programs and answered many calls for media coverage and interviews in two languages, thus reaching a new francophone audience in Saskatchewan.

We hosted an Eat and Empower virtual edition panel discussion focused on supporting women who have experienced trauma and have substance misuse challenges. We partnered with White Pony Lodge and Prairie Harm Reduction in Saskatoon.

Advocacy on service gaps

Our work to develop emergency pet friendly shelter spaces is being recognized on a national level now, and we are set to officially launch this exciting new service in Saskatchewan.

Our Emergency Outreach Services are designed to help women meet various safety and support needs while they wait for shelter space or to avoid having them reach a point where they must come in to a shelter.

Our stats indicate that 43% of our women clients struggle with substance misuse and resources for assessment, treatment and detox are limited in our community –the Addiction’s Support worker is our answer to that service gap, many of these women come in as single women who are working to regain care of their children

FOSTER A STRONG AND INCLUSIVE ENVIRONMENT

STRATEGIC AREA 3

Invest in the development of staff and board members.

Staff participated in another round of drug poisoning prevention training with APSS

We all completed our annual trauma informed care review and staff had the opportunity to provide reflection and feedback on our trauma informed practices in a survey that was summarized and shared for expanded learning.

Three staff members completed the in-person ATTACH training with researchers from the University of Calgary. We hosted this training and included SOFIA House and Family Service Saskatoon trainees. Two of our staff members are in the final stages of full certification to become qualified to deliver the ATTACH curriculum to our clients.

One new Board member met with me at the shelter and participated in a tour and asked about our services.

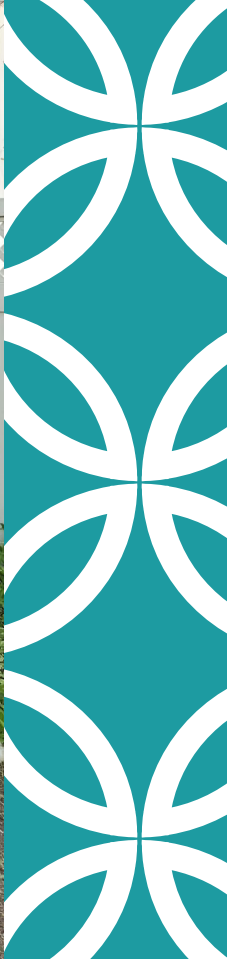
Develop a plan focused on retention and operational efficiencies.

Consideration of staff experiences of vicarious trauma, compassion fatigue, and possible burnout considered in provision of sick leave and on-site debriefing of critical incidents that have a significant impact on staff mindset.

Trauma informed care training honed in on the staff experience of a trauma informed work place as well as the client experience of our services.

Develop a technology plan.

Some cyber-security training completed, and upcoming staff training interventions scheduled.



Enhance funding.

4th Annual Eat and Empower virtual edition, continued support from Shopper's Drug Mart, planning partnered fundraiser with SOFIA House

Build capacity to effectively measure and report on outcomes.

Recently commissioned an IT professional to rebuild a more functional waitlist and grant statistic collection methods.

Adopt environmentally sustainable practices and policies.

Regina ESF Focus Group: Incorporating an Equity Lens, promote access to public transit for clients, switch to more sustainable lighting in some spaces, meter reading on gas and water to catch any waste or leaks.

ENSURE LONG-TERM FINANCIAL STABILITY

STRATEGIC AREA 4

LOOKING AHEAD

WHAT WILL WE ASPIRE TO ACCOMPLISH IN 2022-2023?

- ❑ Host between 12-18 families with pets in our emergency pet friendly shelter spaces. Develop a full compliment of supports, policy, and procedure for this program. Find additional funds to continue this program past March 2023. Help 85% of these families secure long-term affordable housing with their pets.
- ❑ Have significant year long engagement with clients who need support for substance misuse challenges through our Addiction's Support program. To have hosted up to 60 Addiction's Support groups to in-shelter and outreach clients.
- ❑ Return to 100% capacity in-shelter this summer while minimizing the transmission of COVID-19 between clients and staff in-shelter. Reduce the total # of cases of COVID-19 believed to be due to the shelter environment for this fiscal year. Using mobile crisis when isolation for clients due to COVID-19 is needed. Increasing our percentage of individuals helped when calling for emergency safe shelter, ideally back to 325 individuals/year
- ❑ Co-host a gala event to raise funds for our new emergency pet-friendly shelter program in partnership with SOFIA House.
- ❑ Find full year's worth of funding for Emergency Outreach to continue to divert clients from waitlist or provide immediate support while they are on the waitlist.
- ❑ Support PATHS' implementation of the Safer Together Model in the province.

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