

Report to the Community

A breakdown of services between April 1, 2020 - March 31, 2021

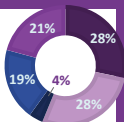
Calls/Texts to Crisis Line: 1,037
Admissions: 99 (56 women • 43 children)
Average Stay: 15 days (Longest: 49 • Shortest: 2)
Turnaways: 322 (243 adults • 79 Children)

EMERGENCY SHELTER



Reasons for Turnaways:

- Capacity
- Doesn't Meet Priority Level (not experiencing abuse)
- Compromises Safety
- Unable to Accommodate Needs (addictions, health, pets, male)
- Chose Not to Come



CHILDREN'S PROGRAM



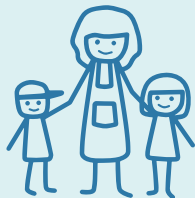
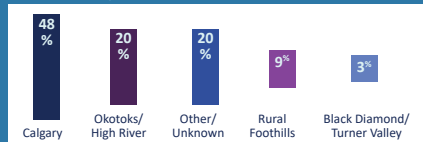
Unique Visitors: 55 (includes children from Outreach and the Healthy Relationship Group as well)
Hours Spent with Children: 913
Specialized Play Therapy Program: 16 children • 25.5 hours

Women's Ages:
 Average: 36
 Oldest: early 80's
 Youngest: 20

Children's Ages:
 Average: 4
 Oldest: 12
 Youngest: 3 months

DEMOGRAPHICS

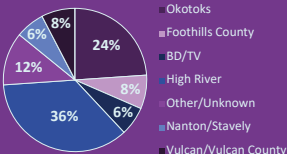
Town/City:



OUTREACH PROGRAM



92 women were served 1-1 in their community



Virtual School Presentations: 67
Total Student Participants: 1,424
Create Change Online Registrants: 31
Healthy Relationship Group Participants: 9

PREVENTATIVE EDUCATION



Did you know? 41% of Rowan House residents were self-referred or referred by friends or family.

During this last fiscal year we purchased:

JUST FOR FUN!



101
4L Jugs of Milk



22
Cartons of Eggs



27
Bags of Oranges

TRENDS

- We found that calls to our crisis line were closely related to the waves of the pandemic. Lines were quieter each time Covid cases peaked but overall we still served approximately half the number of our typical annual admissions.
- We were unable to accommodate 5 men and 4 children requesting space because we do not have the ability to house men in-shelter at this time. We can, however, support them in Outreach if they choose.
- Emotional/Psychological abuse was the most common form of abuse experienced among residents (50 out of 56), followed by Physical (37) and then Financial abuse (32).
- Of the residents who completed our Danger Assessment Tool, nearly 58% scored 18 or More - meaning they were at Extreme Risk of being killed by their partner.

HIGHLIGHTS

- Text-enabled our 24-Hr Support Line to reduce barriers for those needing to reach out while isolating with their partners.
- Front-line staff received a provincial award for their seamless response to a positive Covid case in-shelter early in the pandemic.
- Expanded options for youth to access supports outside of the classroom by adding a specific page for Youth Resources to our website and moving to fully youth-focused content on our Instagram Page.
- Our 3rd annual Breakfast with the Guys went virtual and created a wonderful opportunity for dialogue between our speaker, Next Gen Men's Jake Stika and participants.
- Developed a new self-guided online education course for the Public to learn about Healthy Relationships and the affects of abuse.
- Officially launched operation of our new Safe at Home men's facility in Claresholm.
- Opened a new Community Office space in Okotoks, primarily to increase access to face-to-face services for Outreach clients in the town and surrounding area. The space will also be used for working with volunteers, donor meetings and donation drop-offs to eliminate the need to give out the shelter location to the general public.

HOPE & HEALING

"After coming from an unstable and unsafe place, Rowan House has showed me that a safe environment still exists. Staff have inspired me throughout my stay with daily reminders of how strong I am and will continue to be." - a shelter resident

