



**ANNUAL
REPORT
2021-2022**

Check out how Interval House of Ottawa has served survivors of violence in our community this past year.

2021-2022

94

survivors resided at IHO



102

dependents resided at IHO



16

pets resided at IHO



282

survivors were helped by the Transitional & Housing Support Program



540

hours were spent counselling in-shelter



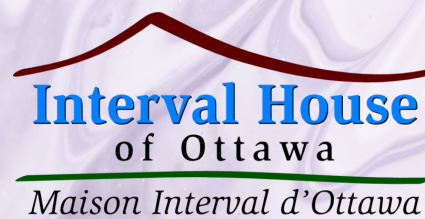
2986

calls were made to the crisis line



1086

texts & chats were received to the Unsafe at Home Ottawa text & chat line



Our Mission

Interval House of Ottawa provides safe shelter and support, intervention and prevention services, & advocacy to break the cycle of violence.

Who We Serve

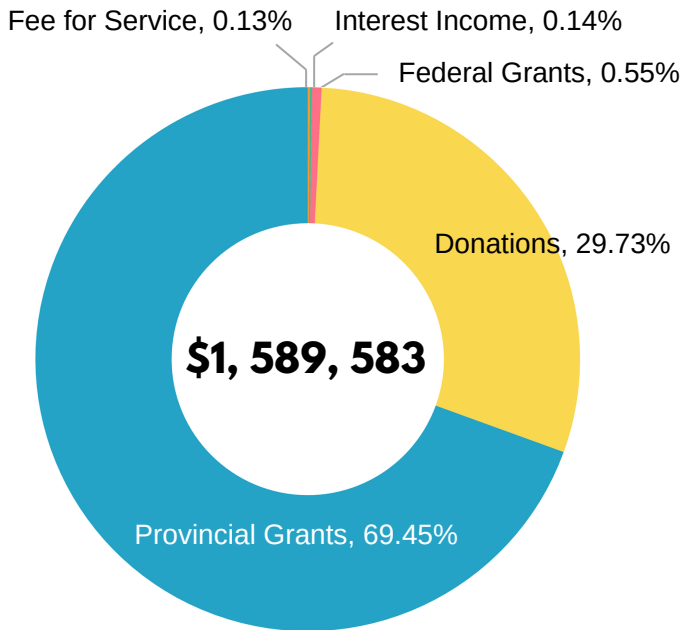
We work from an intersectional, feminist, and anti-oppressive approach to provide services for cis and trans women, two-spirit, non-binary and gender-diverse people alongside their dependents and pets.

Our Vision

Interval House of Ottawa leads the way in building a community committed to healthy and respectful relationships, free from all violence and abuse.

Our Values

- Accountability
- Empathy
- Client-centred
- Leadership
- Intersectionality
- Respect
- Empowerment

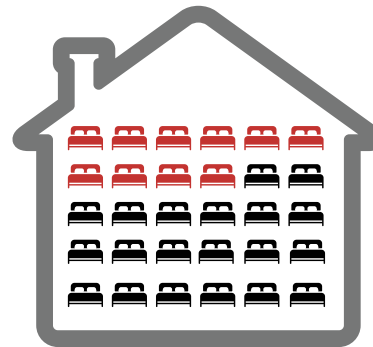


IHO's Revenue for 2021-2022



COVID-19 Considerations

Before the emergence of COVID-19, Interval House of Ottawa would receive funding from the Ministry of Children, Community and Social Services (MCCSS) to support 20 out of our 30 beds. We received **\$1,089,433**, or about 70% of our revenue for this fiscal year from them.



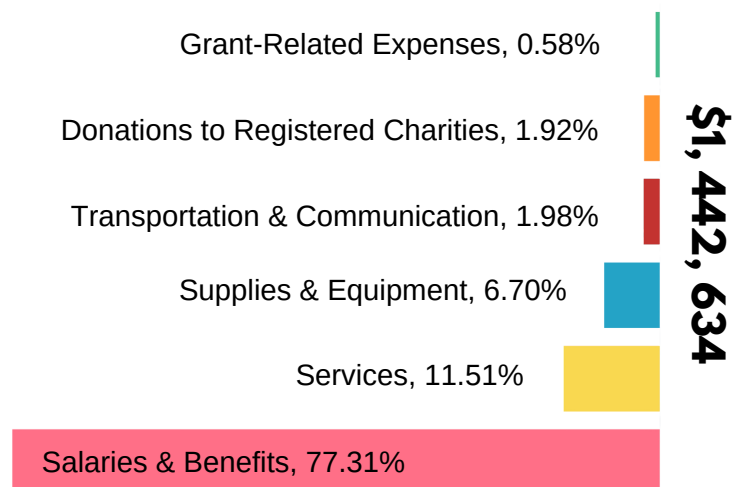
However, we received an additional **\$152,255** in grants for COVID-19 relief from MCCSS and Women's Shelters Canada. This increased IHO's total revenue to **\$1,720,838** to support the operation of our shelter during the pandemic.

Your donations totaling \$466,339 funded our remaining 10 beds.

Legend

- Grant-Related Expenses include costs associated with searching for new funding opportunities.
- Donations to Registered Charities include contributions that IHO has made to other charitable causes.
- Transportation & Communication include client transportation, administrative transportation, and telecom & postage services.
- Supplies & Equipment include groceries, program supplies, client needs, household supplies, and maintenance/repair supplies.
- Services include utilities, insurance, repair services, computer and IT services, equipment leases, advertising, and staff training.
- Salaries & Benefits include full-time staff wages, casual relief wages, benefits, and staff well-being.

IHO's Operations Expenses for 2021-2022





Our Neighbouring Property

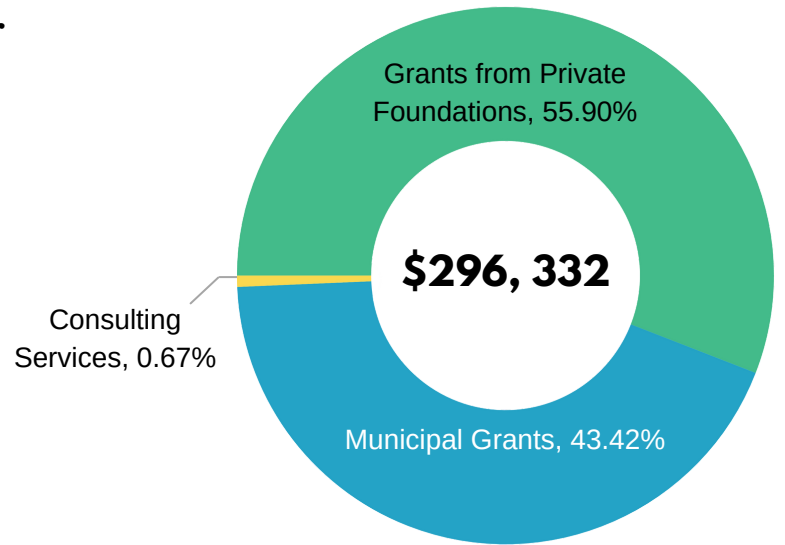
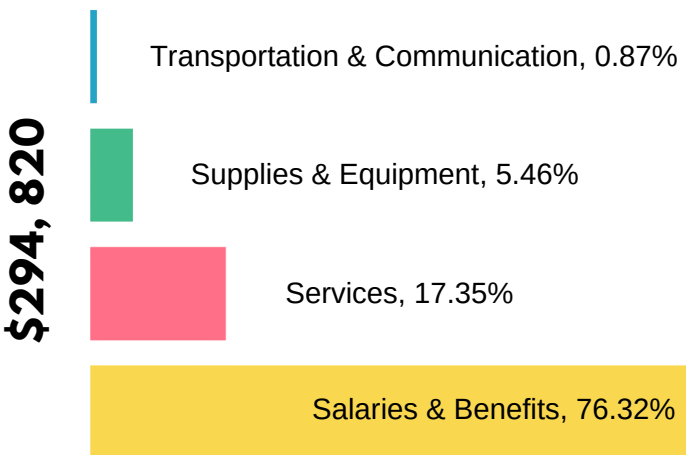
Due to the housing and homelessness state of emergency in Ottawa and the increase in demand for VAW shelter services, Interval House of Ottawa purchased the property next door to our main shelter in December 2020 and renovated it into 2 separate units for survivors fleeing violence. We were fortunate to have received \$27, 000 in donations from our community to revitalize the space. We opened it in March 2021 for families fleeing violence.

The cost to operate this property is approximately **\$50, 000 a year**. Unfortunately, the funding we receive from the Ministry does not cover this. Therefore, the survival of this new space for families relies **solely** on donations from our generous community.

This year, with the opening of our new property, we served an additional **8 survivors & 32 children!**



UAHO's Operations Expenses for 2021-2022



UAHO's Revenue for 2021-2022

At the end of a survivor's stay at our shelter, we ask them to complete an evaluation form and satisfaction survey so that we can improve our services for future clients. There is an opportunity for survivors to leave comments. Here is what they had to say.



Amal*

"I was happy for the support and want to say thanks for everything I got. Anything I needed they were able to provide. They helped my daughter and I feel safe. They helped me to realize that the abuse I experienced wasn't my fault. I now have hope."

Bella*

"Interval House of Ottawa has such a welcoming atmosphere. This is not like other shelters. With everything that I had just dealt with, it was so nice to have my own space and my own room to get away from everything and heal.

Childcare for my kids was provided. I was given advice on how to wean my son from breastfeeding. Thank you so much to the staff at Interval House of Ottawa!"



Daliah*

"I am very grateful for everything that the staff here have offered me. I came here down, confused and not sure of what to do. But now I look and feel way better! Thank you so much to all of the staff here. You are always flexible and extend a listening ear without judging. I have also learned a ton from the women here, simply through observation or by story sharing. The experience I have gained here has certainly changed my life and I am forever thankful!"



*names have been changed for privacy reasons

Since 1976, we've supported & sheltered over

3700 survivors

&

5500 children

with the help of our community.

Thank you!



We awarded

\$30,062.16

in grants to current and past residents from the **Virginia Lorraine Stewart Fund** to support survivors with education, health, and wellness needs.



Unsafe at Home Ottawa turned 2 years old!



Unsafe at Home Ottawa was created in response to the increase in violence and abuse in the home from the COVID-19 pandemic. It is a secure and bilingual text and online chat service for women and members of LGBTQ2S+ communities in Ottawa and Lanark County who may be experiencing violence in the home. It has since transitioned into an accessible option for survivors of violence to reach out to if they need support or are looking for shelter space.

In its first two years, we have responded to **over 2400 texts, chats, and WhatsApp messages.**

An initiative operated by Interval House of Ottawa, in partnership with Crime Prevention Ottawa, Ottawa Coalition to End Violence Against Women, Ottawa Victim Services, Lanark County Victim Services, Eastern Ottawa Community Resource Centre, Western Ottawa Community Resource Centre, A Kind Space, and Immigrant Women Services Ottawa.

IHO's Strategic Plan

In 2021, Interval House of Ottawa launched a comprehensive strategic planning process centered on equity and on intersectional approaches to service delivery and change. We worked with board members and staff to get a deep understanding of our organization and define our ambitions for the future. We also engaged a diverse set of stakeholders, including former residents, community partners, and policy makers to help us better understand our strengths, the needs of IHO clients, the sector, and the gaps in our community. Finally, we completed our first externally-led equity audit, the results of which are reflected in our strategic priorities.

We are proud to share the following 5 priority areas that are intended to advance equity in our organization as a work place and as a service provider. Since then, we have already implemented some of the recommendations, including enhancing our in-house programming for survivors and their children.

#1

Changing how governance takes shape at IHO to meaningfully engage diverse communities, service users, and frontline voices in direction-setting.

#2

Ensuring IHO services reach and support marginalized community members and survivors in ways that are relevant and meaningful.

#3

Creating an inclusive workplace and living our aspirations of being a learning organization.

#4

Building deeper community connections & collaborations to improve outcomes for survivors and achieve our vision of a community free from violence & abuse.

#5

Strengthening advocacy efforts on key issues in partnership with alliances, coalitions, and community and elevating our public profile.

The Feminist Brain Drain

While IHO has been working hard to improve its services for survivors, it is not without its challenges. Like the rest of the Violence Against Women/Gender-Based Violence sector, we are experiencing high rates of turnover and having difficulties retaining staff. This challenge is known as the *Feminist Brain Drain*.

Prior research done by Women's Shelters Canada identified competitive salaries and benefits as barrier to retaining staff. Furthermore, staff burnout and stress has contributed to this trend, making it difficult for shelters to stay on stable footing.

Interval House of Ottawa is not a stranger to this phenomenon, but we are working hard to improve the situation. We have participated in the national study on the *Feminist Brain Drain* to fill the gaps in knowledge and explore potential supports and solutions for shelters and the wider anti-violence sector. This past year, we have invested a larger portion of our funds to enhance staff wellness, salaries, and benefits. This will ultimately improve outcomes for the survivors & families we serve.



Folks in caring professions and the VAW/GBV sector are leaving their positions for higher salaries and improved well-being.

Donor Anniversaries

5 YEARS 🎉

David B Assad
Joanne Curran
Elizabeth Hay
Tanya Hewitt
Lynn Kellner
Nancy MacDonald
Chantal (Monique) Fortin
Faith and Gerd Schneider
ICCC Social Network of Women (SNOW)

Douglas Stoltz
Nicole Zehrt
Heather May
Kirstyn McGauley
Barbara Newbegin

10 YEARS 🎉

Darryl Damude
Danny Globerman
Judith Hart
Michael Hartney
Nancy McLeod
Ross and Patricia Mercer
Irwin Pencer
Sharon Weglo



IHO's staff team enjoying a day at the beach.

15 YEARS 🎉

Dr. Kevin Bell
Carolyn Bullock
Canadian Women's Foundation
Geraldine Davidson
David and Susan Kriger
Gladys McQueen
Aron Spector
United Way Toronto
Phil Wilcox

20 YEARS 🎉

S.L. Bolton
Cumberland United Church Women
Dominion Chalmers United Church Women
Calvin and Katherine Smith
United Way East Ontario

A Message from the Executive Director & Board President

The 2021-2022 year was a time of reflection for the staff and board at Interval House of Ottawa. The ongoing COVID-19 pandemic lay bare the existing and persistent social inequities we see in our community. These include the rising costs of living, the lack of affordable housing, and the increase in rates of violence against women and gender-based violence.



In response to these crises, IHO embarked on both an equity audit and strategic plan to guide us, both as a service provider and as an employer, over the next 3 to 5 years. The plan centres around equity and intersectional approaches to service delivery. Our aim was to discover how we can best address the existing inequities in our city and contribute to solutions that make a substantive and meaningful difference for people who have experienced violence in our community.

Part of providing excellent care to our service users and community members involves ensuring that our internal policies are up to date and reflect best practices in the sector. Our team launched a review of our operational and personnel policies and procedures. To support us in this review, we recruited past service users to provide their valuable insights on our shelter policies and practices. This way, we ensured that the changes made to our policies are borne out of our clients' lived experiences with our services and prove most beneficial to future service users.

We are already starting to see some incredible changes within our organization, including an increase in quality and frequency of programming for residents, children, and community clients. We continue this important work into the coming year, as we understand that foundational changes require care and time.

As always, we are grateful to our community for supporting our efforts through donations, raising awareness about our services, and time spent volunteering. We truly appreciate your support.

Sincerely,

Handwritten signature of Keri Lewis in black ink.

Keri Lewis
Executive Director

Handwritten signature of Jennifer Baldwin in black ink.

Jennifer Baldwin
Board President

Board of Directors 2021-2022

Jennifer Baldwin
Kristen Holinsky
Christina Lynch

Marie Fraser
Salimah Mitha
Antonia Stieda-Sanne

Sandra Leduc
Jaisie Walker
Namrata Goyes

Marni Francis
Nish Patel
Emilia de Somma

ALL YOU NEED IS

within.