

Report to the Community

A breakdown of services between April 1, 2021 - March 31, 2022

SHELTER PROGRAM



1,753 Calls/Texts to Support Line

Admissions:

147 89 Adults
58 Children

Average Length of Stay:

18.75 days

Longest: 67
Shortest: 1



Turnaways:

578 401 Adults
177 Children

Reasons:



- Shelter at Capacity ¹
- Priority Level ²
- Unable to Accommodate Needs ³
- Other ⁴

CHILDREN'S PROGRAM

74

Unique Visitors
(Shelter + Outreach)



886

Total Visits to Program



1,692.57

Hours Spent
Directly with Children



34

Calm Boxes Created



24

Youth Safety Plans
Completed

Demographics - Age:



Average

Children

Youngest: 3 Days Old

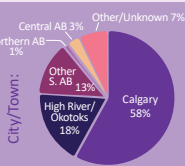
Oldest: 17 Years Old

Adults

Youngest: 18 | Oldest: 64 | Average: 36

Cultural Background:

English Canadian	22%
Indigenous	16%
European	03%
African	02%
Latin America	02%
Asian	01%
East Indian	01%
Metis	01%
American	01%
Caribbean	01%
Middle Eastern	01%
Other/Unknown	49%



Groceries Consumed:



202

Cartons



335

Tomatoes



194

4L Jugs



76

Coffee Tins

OUTREACH PROGRAM



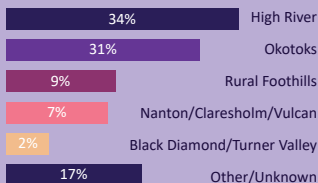
89

Total Clients Served
1-1 in Their
Community

2 Clients Were Male/Male-Identifying

68 Clients Were New This Year

Outreach Clients by City/Town:



"I learned a lot from Healthy Relationships education. I really enjoyed reading the book When Love Hurts. I noticed my relationship was getting worse, and the cycle of abuse was getting shorter. After completing a danger assessment and creating a safety plan, I was able to obtain an emergency protection order and leave my partner. I am now living in a peaceful and safe environment. Thank you for all your support and compassion throughout this difficult time." - Outreach Client

PREVENTATIVE EDUCATION

57 School Presentations

to **1,352**
Students
(all in-person)



6 Community Presentations to **25** Participants

18 New Create Change Online Learners

597 Podcast Episode Downloads (1,583 all time)



Notes: 1 - The shelter was still operating at reduced capacity from April 2021 - February 2022 due to Covid, increasing turnaways at that time
2 - Caller was not experiencing abuse
3 - Needs we may not be able to support include: health, addictions, pets, male/male-identifying
4 - Other reasons include: shelter in outbreak status, caller chose not to come, caller compromised the safety of staff/other clients

Thank you!



2021-2022 was once again a challenging one for Rowan House, our clients and the areas we serve. This year has highlighted the importance of community and how a strong circle of hands can make a difference to those most vulnerable and, as we look ahead, your ongoing support gives us hope.

PROGRAM HIGHLIGHTS

- Were able to provide a number of important staff trainings to address the more complex needs of clients coming through shelter including:
 - De-escalation training
 - Solution Focused training
 - Addictions/Mental Health
 - Ethics and Boundaries
- Enacted strong Covid Health & Safety Measures that balanced keeping staff and clients safe, while ensuring we could re-open the facility to full capacity in a timely fashion to reduce Turnaways.
- Child Development Workers and our Family Resource Worker were trained in the “Zones of Regulation”. This will further help to support the program by giving kids tools to work through their emotions at all age levels.
- Were invited to participate in Okotoks Pride and painted the purple stripe on the sidewalk flag.
- Held another successful virtual Breakfast with the Guys event.
- Our Youth-focused Instagram Page grew it’s 13-17 aged audience from 0.3% to 1.8% this past year.
- Began a partnership with Alberta Health Service’s Domestic Abuse Response Team (DART) to help provided quicker, more seamless supports for individuals arriving at hospital experiencing domestic violence and abuse.

TRENDS

- We saw a further complexity in clients needs with increased mental health concerns, substance-use increase, and medication over-use.
- Emotional/Psychological abuse continues to be the most common form of abuse experienced by shelter clients. (73 out of 89).
- The increase in technology-use over Covid also resulted in an increase in cyber-stalking for clients.
- We served more single clients (49) than families (36) in shelter.
- Staff hiring and staff retention has been complex. Covid has been an opportunity for staff to look at realigning their life and focusing more on life/work balance.



www.rowanhouse.ca

A huge thank-you to everyone who made our work possible!



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