



ANNUAL REPORT 2018-2019

FAMILY TRANSITION PLACE

20 BREDIN PARKWAY, ORANGEVILLE, ON 519-942-4122 WWW.FAMILYTRANSITIONPLACE.CA



WHO WE ARE

Since 1984, Family Transition Place (FTP) has been providing critical services to women and their children who have experienced abuse and unhealthy relationships. Inside FTP's doors, women find a warm and welcoming place where their safety and well-being is the most important thing in the world. Whether they need a safe place to live, or the services of a professional, skilled counsellor to assist them on their journey, FTP is there to help.

Over the years, FTP has become known not only for these core critical services but for also being a leader in the field of healthy relationship education. The extremely popular Youth Education programs in the schools are helping to build healthy communities, one classroom at a time. Through all of these measures, FTP strives to deliver services that provide safety, support and hope—so we can help create a healthy community, one relationship at a time.



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» The daisy is often the symbol of ending violence against women. The daisy's message is, ultimately, one of hope and renewal.



WELCOME

FROM OUR EXECUTIVE DIRECTOR

It has been a whirlwind of a year here at FTP. Apart from the ongoing work of housing, supporting, counselling and educating, FTP has been engaged in many other projects. One was the creation of a new three-year strategic plan. I'm proud to say we had significant movement on all of the objectives under all three pillars of the 2016-2019 plan; Service Excellence, Stability and Exploring and Engaging our Community included some audacious objectives—evolving service delivery, finding new revenue streams and creating new partnerships. Out of this plan came our award-winning Rural Response Program which provides crisis counselling to women in the rural communities in ways that meet the woman's needs, not the agency's. We were successful in obtaining grants to get this program off the ground, and now to sustain it for the next five years!* We increased our targets, stabilized our fundraising and created positive relationships with independent local donors and foundations. We actively created new collaborations with community partners and engaged in talks across the sector about the future of our work and the political realities that affect it.

Knowing that the timeline of this plan was drawing to an end, last fall we engaged our board, staff, community and service users in the creation of a new plan that will take us to 2022. This plan builds on the last one while recognizing the strong foundation FTP has built, the importance of a positive workplace culture and the necessity of strengthening our community partnerships even more. We go into this next chapter knowing that collaboration is the key to addressing the barriers that stand in the way of the people we all serve. At the same time, we embarked on a project to review the agency Values, Mission and Vision. This has involved every member of the staff, as we collectively set about to create a culture by design. The top value that strongly emerged from an in-depth staff values assessment was Compassion, from which we strive to ground all our work with our clients and with each other. Integrity and Respect are solid bases in which we embed our practices. Inclusiveness is critically important to us, as we struggle to ensure that all people are welcomed and provided with support, whether or not each of our programs is right for them. And Continuous

Learning and Innovation captures our spirit of always wanting to do better—for our own personal development but mostly so that we are not only able to meet the needs of those who come to us, but anticipate their needs and then provide more.

These values show up strongly in our updated vision statement. It was slightly altered from “a community free of abuse where all women, children and men” to become more inclusive and values based: “A community free of abuse where all individuals are treated with compassion, equity and respect and live their lives in healthy relationships.”

We want to ensure that, in our official statement, our vision of a safe, compassionate and respectful community embraces everyone.

We are proud of being a women's organization with a strong feminist history; we recognize that women have children and adults of all genders involved in their lives. When we include everyone in our vision, we make things better for women. In fact, we make things better. Period.

**Thanks to the Ontario provincial government, the Morningview Foundation and the Canadian federal government.*

MAKING THE FIRST PHONE CALL WAS SO HARD. I WAS SCARED. IF I KNEW THEN WHAT I KNOW NOW, IT WOULD HAVE BROUGHT ME HERE SOONER.

~FTP CLIENT



NORAH KENNEDY HAS BEEN
FTP'S EXECUTIVE DIRECTOR
FOR THE PAST 12 YEARS.
SHE HAS WORKED IN SOCIAL
SERVICES FOR OVER TWO
DECADES. HER PASSION
FOR THE WORK FTP DOES
IS EXCEEDED ONLY BY HER
PRIDE IN THE AGENCY AND
THE PEOPLE IT EMPLOYS
AND SERVES.

OUR VISION + MISSION

OUR VISION

A community free of abuse where all individuals are treated with compassion, equity and respect, and live their lives in healthy relationships.



» Each year, FTP participates in November's Woman Abuse Prevention Month purple scarf campaign, showing women that have experienced abuse that they are not alone. Scarves are sold during the month of November as a fundraiser.

OUR MISSION

Our mission is to support the holistic well-being of those affected by gender-based violence or trauma, and promote healthy relationships and community, through education and advocacy.

Therefore, we commit to:

PROVIDING SAFETY:

- Providing safe shelter for those identifying as women and their children
- Providing referrals and options to help ensure the safety of all individuals who reach out to us for help
- Creating safe, welcoming and inclusive spaces

PROVIDING SUPPORT:

- Providing respectful and compassionate counselling and supports to those who have experienced trauma and/or abuse so that they are empowered as they move forward on their life journey

INSPIRING HOPE:

- Educating to promote healthy relationships and end the cycle of abuse
- Advocating for systemic change; always learning and innovating to create positive impacts on the lives of the diverse individuals we serve
- Living and promoting the values of respect, integrity, compassion, and inclusivity at all times (within the agency and community)
- Providing responsible stewardship of resources and our community's goodwill through accountable and transparent processes

BOARD OF DIRECTORS



...INCLUSION OF SOMETHING GOOD

“...the overall culture at Family Transition Place is one of caring and support. Being an FTP Board Member, I feel my voice acknowledged and that it has an impactful role in the running of the organization.”

~FTP Board Member,
Focus Accreditation Final Report 2016-2019

WHO

FTP is governed by a volunteer board of directors consisting of individuals who have a broad range of experience and a commitment to ending violence in our community. New board members are recruited by FTP’s Governance Committee. This committee is also responsible for reviewing the terms, expertise, and diversity reflected in current members, and identifying expertise gaps.

WHAT WE DO

The board’s key role is to provide strategic leadership, while simultaneously ensuring that FTP’s mission and values are front and centre. Board members, individually and collectively, evaluate their effectiveness and efficiency annually, in order to identify areas for growth and development. They also oversee the financial well-being of the agency by reviewing and approving budgets and financial statements.

PROCESS

Annual general meetings are held each June. A slate of candidates is presented and elected. New members are given a comprehensive orientation as outlined by board policies and procedures. Board meetings are held monthly throughout the year, and require a 50% + 1 quorum for all votes that will affect the operation of the agency.

MESSAGE FROM OUR BOARD CHAIR

When I was in high school my mom gave me a bumper sticker that said “Real Men Don’t Abuse Women.” Instead of sticking it on the family car, I placed it on the cork board above the desk in my bedroom. When I took study breaks, I would contemplate the meaning of the message on that sticker. What did “abuse” mean? What was a “real” man? What was a “real” woman? When my parents yelled, was that “abuse”? What was “real” anyway?

Living life, studying women’s studies at Trent University, and serving five years on FTP’s Board of Directors has helped me answer some of those bumper sticker questions. Abuse comes in many forms, including verbal. Power differentials and societal gender constructs allow abuse to exist. If you believe something, then it’s real, and when love, compassion and empathy are present in relationships, kindness and respect flow.



.....

» Nicole is a Registered Dietitian and has academic degrees in nutrition, psychology and women’s studies. She is also a volunteer member of Headwaters Food and Farming Alliance’s Education, Access and Literacy group and Ontario Ecoschools. She has been on the board since 2014, and became board president as of 2018-19.





I am proud to be part of the new strategic plan for 2019-2023 that will guide FTP for the next three years and features love as a foundational pillar. Love is a conduit for trust, compassion, respect, empathy, and kindness. I have never been part of an organization that exemplifies these characteristics more authentically than FTP.

I know I speak for all the board of directors when I say how proud we are of our Rural Response Program, which just received five years of funding from the Department of Women and Gender Equality (formally Status of Women Canada). Living outside of Orangeville, I understand firsthand the importance of reducing barriers to service for women living in rural communities.

The ever-changing economic landscape has afforded us the opportunity to work together with other social service agencies to solve our shared lack of affordable housing. The board is very excited to support FTP as we move forward with collaborative action and create wellness communities that support the physical, mental, and social needs of our community.

FTP is committed to ending abuse and nurturing children through our Youth Education programs which teach such important topics as empathy, healthy relationships, and stereotype busting. I recently had the chance to view one of FTP's Youth Education lessons and was overwhelmed by the positive impact it had on the children and how conscientious and accepting they were of diversity. Very hopeful indeed.

Mahatma Gandhi said "be the change you want to see in the world." Every day, the staff at FTP help women, children, and men step out of fear and choose love. Over the next three years, FTP has committed to promoting love, nurturing, and collaborative action—which is truly a reflection of what currently exists inside FTP's doors. I encourage community members to consider how they can "be the change" in their daily actions and help grow a community of love that will not only support FTP but the good of humankind. I look forward to buying a bumper sticker for my daughters that says "Real People Love."

OUR CORE VALUES

» **COMPASSION** The human quality of understanding a person's strengths and vulnerabilities along with the authentic desire to offer acceptance and support.

» **INTEGRITY** Upholding the fundamental ethical, operational and institutional principles of FTP in a transparent, trustworthy, honest and consistent manner.

» **RESPECT** Recognizing, acknowledging and accepting people as individuals with their own lived experiences.

» **INCLUSIVENESS** Treating all people fairly, respectfully and equitably.

» **CONTINUOUS LEARNING & INNOVATION**
The ongoing effort to stay current with trends and needs while recognizing and implementing opportunities to improve oneself, the team and service to clients.



WHEN YOUR VALUES
GUIDE YOUR BUSINESS
DECISIONS

VALUES ARE CLEAR
BECOME EASIER



THE AGENCY CULTURE PROJECT

“Values are the energetic drivers of our aspirations and intentions.” ~Richard Barrett

When a staff team can come together around a shared vision, purpose and set of values, there is not much they cannot accomplish. This past year, FTP embarked on a long-term agency culture project, taking a deep dive into reaffirming our purpose, our vision and naming our values. Last fall, we chose five core values: Compassion, Integrity, Inclusiveness, Respect, and Continuous Learning and Innovation.

A very engaged team of FTP staff known as the Values Team, or Values Ambassadors, has been working tirelessly to create definitions and behaviours for each of the five values. Because values are only words unless they are supported by beliefs and behaviours.

The Values Ambassadors are working to embed the values deep into the agency culture and are rolling out a plan to ensure that each staff member is supported in incorporating these values into every decision and action they take in the course of their work at FTP.

In a recent assessment through the use of a Cultural Transformation Tool from the Barrett Values Centre, it was revealed that FTP already has a very healthy organizational culture, with a very low (3%) cultural entropy (fear-based or negative responses) score. Although this is affirming, we don't ever want to become complacent! So, we continue to identify areas of challenge for ourselves and work for FTP to become an even more positive environment for our clients and our staff.

One of the comments we often hear from people walking into our facility for the first time is how welcoming and positive it feels. This is a reflection of the people within—and their commitment to living our values every day. Our “aspirations and intentions” are lofty, so the energy of firmly committed values truly drives our work forward, for the greater good of everyone.



CREATING NEW BEGINNINGS

THANK YOU FOR SAVING MY LIFE.

~FTP CLIENT

SINCE
1985

LAST YEAR, >1,000 WOMEN ACCESSED OUR PROGRAMS

“STATISTICS ARE HUMAN BEINGS WITH THEIR TEARS WIPED AWAY.” ~PAUL BRODEUR

NUMBERS DON'T TELL THE FULL STORY

» Emergency Shelter	73 women & 45 children
» Second-Stage Housing	11 women & 9 children
» Support Within Housing/Outreach	53 women
» 24-Hour Support Line	3,261 calls
» Woman Abuse Counselling	343 women
» Sexual Abuse Counselling	149 women & 17 men
» Child Witness	50 women & 52 children
» Transitional Support Services	324 women & 1 man
» Addictions & Outreach	50 women
» Rural Response Program	85 women
» Youth Education	1,663 students
» Caring Dads	16 men
» Housing Allowance Program	13 women/families

Because no call for help should ever go unanswered, there's always a friendly voice on the other end of the support/crisis line 24 hours a day. This line is available for anyone experiencing abuse, their families, friends and members of the community.



>3,200 CALLS WERE ANSWERED ON OUR 24-HOUR SUPPORT LINE
1-800-265-9178



~129,210
HOT MEALS A YEAR



~12,480
TISSUES TO DRY
THE TEARS



IMMEASURABLE
HOPE FOR A NEW LIFE

OUR PEOPLE

LEADERSHIP TEAM

WE ARE COMMITTED.

So much so, that our combined management experience equates to 148 years at FTP.



“DARING LEADERS WHO LIVE INTO THEIR VALUES ARE NEVER SILENT ABOUT HARD THINGS.” ~BRENE BROWN

THE STRENGTH OF OUR AGENCY LIES IN OUR HARD-WORKING STAFF



FTP employs 45 full-time, part-time and relief staff. Annually, each full-time staff member identifies a list of specific goals and objectives that relate to the agency's mission and strategic plan. The executive director and managers set operational goals that align with the strategic directives as identified by the board. Monthly executive director reports are delivered to the board to ensure the agency's goals are met, and to ensure that there is ongoing discussion of risks and challenges. Staff work tirelessly and in partnership with each

other in order to provide the best possible service to our community.

The agency cares about the staff and understands that by the very nature of our work—helping women overcome enormous barriers in their lives—every day can be demanding and difficult. Regular staff meetings are held for the departments to keep open lines of communication and allow for debriefing. FTP is a supportive employer and has ensured that it has incorporated this philosophy into the three-year strategic plan by stating, “We want

to retain skilled, experienced employees through the development of a recognition and reward strategy for staff contribution and loyalty.” This can be challenging in the not-for-profit environment, due to lack of resources; however, staff are shown they are valued by the agency through opportunities for flexible work arrangements, support for family/home needs, health and wellness initiatives, a good benefits package, and long-term service awards.

STRATEGIC PLAN UPDATE

PILLAR 1 - SERVICE EXCELLENCE

EVOLVE SERVICE DELIVERY

- In the shelter, created a new “emergency bed”
- Made second-stage housing pet friendly
- Decreased the rules regarding alcohol consumption in the second-stage houses
- Created the new Housing Allowance Program—with support from the County of Dufferin and the Morningview Foundation — helping to offset the cost of rent for women and their children
- Developed the Rural Response Program located in Shelburne, helping to address barriers faced by rural women in accessing service

DEVELOP AND MODEL BEST/ PROMISING PRACTICES

- Developed an internal agency culture project and utilized evidenced-based assessments and tools to become a values-driven organization
- Reduced barriers to accessing service, through extended hours, created an emergency bed and became more mobile

PILLAR 2 - CREATING STABILITY

- Actively worked on employee retention plans
- Created a values-driven approach to the work environment
- Increased overall fundraising over the past three years; our monthly giving program tripled over the past three years
- Participated at provincial ministry tables
- Maintained positive funder relations

ADVANCE INTERNAL CAPACITY

- Created an internal staff training fund, in addition to budgeted professional development funding
- Facilitated trainings on: intersectionality, diversity, 2SLGBTQQ++, Gallup Strengths, intensive team development
- Engaged in training: VAW/CAS Protocol—Engaging Men
- Created a peer supervision model

2015–2018 SUMMARY

PILLAR 3 - ENGAGE OUR COMMUNITY

- Received a grant from the Region of Peel to contract the Regional Diversity Roundtable to research changing demographics in Dufferin and provide recommendations on how to engage newcomers and various multicultural groups
- Worked collaboratively to host the Opioid Awareness Day in response to the opioid crisis
- Participated on the Human Trafficking Committee
- Engaged community partners around the idea of housing and collaboration
- Actively participated in the LHIN Sub-Region, Situation Table and Dufferin County Equity Coalition (DCEC)
- Created a Woman Abuse Campaign that involved all members of the community through sales of purple scarves, ties and pet bandanas

PLAN YOUR
WORK—
WORK
YOUR PLAN

RISKS & CHALLENGES

Once a year, FTP's Executive Director (ED) uses a Ministry of Community and Social Services risk assessment tool to help determine the level of risk for the agency.

The ED presents a "risk assessment dashboard" quarterly to the board to identify any potential risks to the agency. Risk mitigation strategies are also presented.

Current areas for mitigation include having a current succession plan for the executive director and senior leadership position.

FTP's ongoing accreditation plan also allows us to examine policies and procedures with an in-depth focus to ensure that risk management is in place.

Agency Risk: Low Level

Each year, FTP scores a very low level of risk, determined by an in-depth risk assessment tool. Factors that are considered risks to the agency include, but are not limited to, the overall risk score, environmental factors, program level risks, the ED's experience with the agency, the appropriateness of the risk mitigation strategies, and/or estimates of likelihood and the impact of the risks materializing.

Governance Risk: Low Level

The Governance and Organizational risk structure scored low risk for various reasons, one being the regular ED interaction with the board of directors. The board consists of nine community members who reflect a variety of diverse skills and experience. They meet monthly and review financial statements and projections regularly, and help guide a strategic planning process every three years.

Service Delivery Risk: Low Level

Service delivery also scored low in risk management due to the regular review and processes currently in place. Staff sit at numerous community planning and advisory tables to ensure we are meeting the needs of our community and our service users. The low risk score is also due to good service delivery processes that include an internal complaints process and emergency protocols.

Finance Risk: Low Level

In the finance category, FTP scored very low risk because the agency has no outstanding loans, has clean financial audits, and follows all Ministry, Canada Revenue Agency, and accounting guidelines for financial policies.

CHALLENGES:

This year, we were challenged by longer stays in the shelter and longer wait lists in counselling. Shelter stays are longer due to the lack of affordable housing, and wait lists are longer because women need more sessions to deal with their complex trauma.

The change in the Ontario Health Curriculum made maintaining a balance between the needs of the students and restrictions of the curriculum more challenging.



YEAR IN REVIEW

IN 2018, FAMILY TRANSITION PLACE WON THE ASSOCIATION OF THE YEAR AWARD FROM THE DUFFERIN BOARD OF TRADE.



+NEW FOCUS

As we continue to forge forward, the agency created a new strategic plan, engaged in values work and a revised vision.



+RURAL RESPONSE PROGRAM (RRP)

We are thrilled to receive \$800,000 over five years from the federal Department of Women and Gender Equality to continue our RRP. The program offers crisis counselling and support services to women in rural Dufferin County, and was originally created as a pilot program operating on a one-time grant.



+SEXUAL ASSAULT SUPPORT

As a partner in the Sexual Assault Centre for our region, we underwent a mapping process with Headwaters Healthcare and Dufferin Child & Family Services to identify and realign services so all sexual assault survivors will feel fully supported, no matter which agency partner is contacted.



+HOUSING ALLOWANCE PROGRAM

Our new rent subsidy program assisted four single women and seven women with children to maintain housing.



+YOUTH EDUCATION

This program continues to be in high demand. The 2018/2019 school year was fully booked prior to the start of the year. Educators have revised curricula and delivery modalities to serve the complex and changing needs of the classroom.



+OVERDOSE AWARENESS DAY

In partnership with a number of community agencies and members, we held the second annual Overdose Awareness Event to unite and educate the community about the stereotypes and myths about addiction and the services available to those affected by addiction.



+NEW THERAPY PROGRAM

In partnership with DAFHT and CMHA, we brought the Dufferin Dialectical Behavioural Therapy (DBT) program to the community to help clients with complex needs. DBT is an evidence-based model that helps people learn and use new skills and strategies so that they build lives they feel are worth living.



+COMMITMENT TO GREEN EFFORTS

We implemented an electronic payment processing option for our vendors, reducing cheque processing by about 50%. We replaced all lighting with LED; long-term savings for the agency.



+CARING DADS

Facilitated in partnership with Dufferin Child & Family Services we have seen a growth in referrals coming from our community and surrounding areas (including Peel and Newmarket) as these other cities don't have the program.

We make every effort to collaborate and invest in partnerships.

Together, we are stronger. Together, we make a difference. Our partnerships include (but are not limited to):

- Bethell House
- Caledon OPP
- Canadian Mental Health Association Peel-Dufferin
- Community Living Dufferin
- Catholic Family Services Peel/Dufferin
- Central West LHIN
- Choices Youth Shelter
- Compass Community Church
- County of Dufferin
- Dufferin Area Family Health Team
- Dufferin Child and Family Services (DCAFS)
- Dufferin County Cultural Resource Circle
- Dufferin OPP
- Early Years Centre
- Good Friends Fellowship Church
- Habitat for Humanity
- Headwaters Health Care Centre
- Métis Nation of Ontario
- Orangeville Food Bank
- Orangeville Police Services
- Salvation Army
- Services and Housing In the Province
- Shelburne Police
- Soup Sisters/Lavender Blue
- Theatre Orangeville
- The Klein-Panneton Foundation
- Victim Services
- Victim Witness Assistance Program
- White Owl Native Ancestry Association

ENGAGE W



WITH OUR PARTNERS

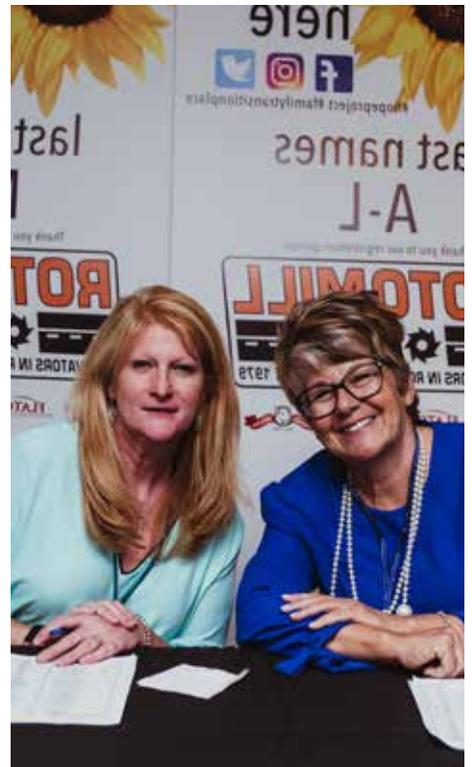


VOLUNTEERS

In conjunction with Volunteer Appreciation Week, we host an annual appreciation event to celebrate our volunteers. These loyal and committed individuals bring diverse experiences and perspectives that improve the quality of our programs and services, and of life in general in our community.

Thank you to our dedicated volunteers.

Jeff Bennett	Trish Keachie	Adriana Roche
Paulina Bertoia-Vrozoz	Melyssa Kerr	Sheralyn Roman
Jessica Beukema	Brenda Laird	Blair Russell
Adrian Bitz	Stephanie Lefebvre	Sabina Soltys
Gus Bogner	Nichole MacPherson	Andrea Stewart
Penny Bogner	Mary Maw	Jill Sutherland
Kevyn Bois	Tony Maxwell	Carol Terentiak
Carissa Burton	Jeanette McCurdy	Jim Waddington
Stacey Coupland	Jodi McKenzie	Cory Williams
Paulene Deifel	Nancy Mongeon	Jamie Van Horssen
Liesje Doldersum	Paul Nancekivell	Gillian Vanderburgh
Robyn Gonsalves	David Nairn	Debbie VanWyck
Danielle Gray	Lenora Netzke	Blaze Vrozoz
Nicole Hambleton	Lisa Post	Leisa Way
Sheila Harris	Mike Post	Karen Webster
Jennifer Innis	Kelley Potter	Tabitha Wells
Manda Jones	Preeya Rateja	
Rapinder Kaur	Lori Robertshaw	



FUNDRAISING

Every donation helps us to provide safety, support and hope to the women and children who need our services, and to create a community free of violence through education initiatives.

Our fundraising allows us to operate our school programs. We believe that by educating youth about the importance of respect, self-esteem, and non-aggressive behaviours, we can influence the next generation of families and break the cycle of violence. We also use fundraised dollars to help offset the cost of delivery of our agency programs.

The agency's cost of fundraising is monitored by the executive director and finance committee. We strive to be efficient, transparent, and effective with our donor dollars.

Fundraising efforts consist of various year-round activities including direct-mail asks, engaging the community to encourage support for third-party event fundraisers, the Wrapped in Courage purple scarf campaign (and other fundraising merchandise), annual lottery, online/social media solicitation, and two major fundraising events—our spring International Women's Day Celebration Luncheon and the HOPE Project fundraiser held in the fall. Our fundraising events account for approximately one-third of our fundraising revenue.



» MONTHLY DONOR PROGRAM

Our monthly donor program continues to grow with a 192% increase—almost tripled over the past three years!

» ENGAGING MEN IN OUR EFFORTS

We believe it is important to engage men in our fundraising and awareness efforts. Last year, we developed the 10 Guys, 25 Ties campaign. Ten men from the community supported the campaign by committing to selling 25 purple ties as a fundraiser in support of Woman Abuse Prevention Month, while educating their network about ending violence against women and the services offered at FTP.

» CREATIVE FUNDRAISING

Building on the success of Woman Abuse Prevention Month, the purple scarf campaign and 10 Guys, 25 Ties campaign, this past year we introduced purple pet bandanas. These were used as a fundraiser to teach the community that one of the barriers to leaving an abusive situation is not wanting to leave a beloved pet behind. FTP is currently working on solutions to reduce this barrier for women.

» SMART FUNDRAISING

Our fundraising strategies align with our mission, vision, and values, and allow us to simultaneously fundraise while advocating for systemic change. This strategy is reflected in the two magazines we publish each year—*Celebrating Women* and *HOPE* magazine. Both publications feature stories and articles that provoke reflection and discussion about women's issues and serve as an additional fundraising source.

» THIRD-PARTY FUNDRAISING

We count on the funds raised at numerous third-party events hosted throughout the year on our behalf. These events—big and small—accounted for just over \$36,000 of our overall revenue this past year. The Ferguson Memorial Walk has raised \$120,000 in support of our programs and services over the last seven years.

» MOBILE GIVING

In alignment with valuing Continuous Learning and Innovation, we adopted mobile giving and are working on ways to engage donors that prefer to give in this format.

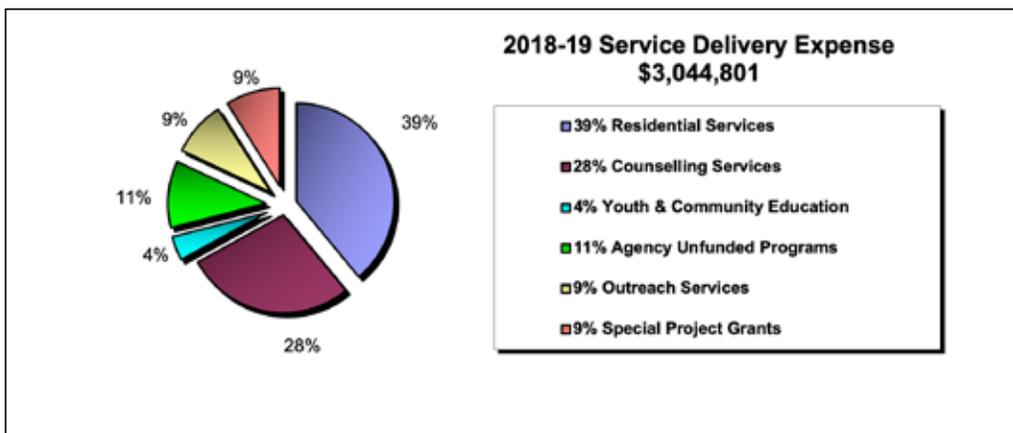
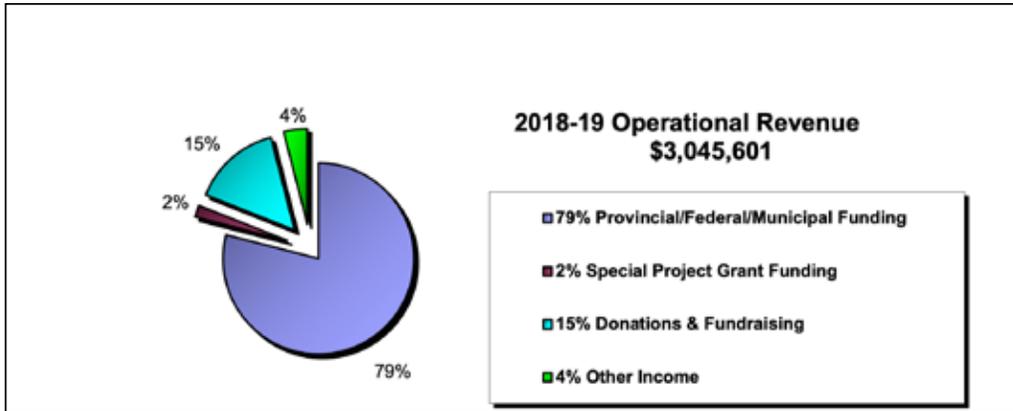
ADVOCACY & COMMUNITY RELATIONS

We strive to influence, educate, and partner with the community to end violence against women and to promote the array of services that the agency offers.

WE CONNECT COMMUNITY.



FINANCIAL REPORT



FTP's program and service delivery is made possible by the stable funding and continued support of:

- Ministry of Children, Community and Social Services
- Central West Local Health Integrated Network
- Headwaters Health Care Centre
- The County of Dufferin
- The Department of Women and Gender Equality
- Ministry of Attorney General
- Service Canada

WE THANK OUR FUNDERS AND DONORS FOR ENSURING THE ONGOING FINANCIAL VIABILITY THAT IS NECESSARY TO DELIVER OUR CRITICAL SERVICES AND PROGRAMS.

WE WOULD LOVE TO HEAR FROM YOU.

Do you need information about emergency shelter or woman-abuse or sexual-assault counselling, or do you have general inquiries about how to get help for someone else?

OUR SUPPORT LINE IS AVAILABLE 24 HOURS A DAY:

519-941-4357 | 905-584-4357
1-800-265-9178

SUPPORT OUR WORK

Are you interested in donating, sponsorship or fundraising events?

contact: Stacey Tarrant
Manager of Development & Community Relations
stacey@familytransitionplace.ca or x 240

VOLUNTEER INQUIRIES

Do you want to get involved and make a difference?

contact: Kelly Lee
Events & Community Relations Coordinator
kelly@familytransitionplace.ca or x 243

BOARD OF DIRECTORS

Do you want to join a progressive team of board of directors?

contact: Bonnie Waterfield
Executive Assistant
bonnie@familytransitionplace.ca or x 222

FEEDBACK ON OUR REPORT OR ANYTHING ELSE

We would love to hear from you.

contact: Norah Kennedy
Executive Director
norah@familytransitionplace.ca or x 255

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**CONNECTION IS WHY WE ARE HERE.
WE ARE HARD WIRED TO CONNECT
WITH OTHERS, IT IS WHAT GIVES US
PURPOSE AND MEANING TO OUR LIVES,
AND WITHOUT IT, THERE IS SUFFERING.**

~ BRENE BROWN

THANK YOU TO OUR FUNDERS, OUR STAFF, OUR DONORS AND SUPPORTERS, AND MOST OF ALL, THE WOMEN AND CHILDREN AND USERS OF OUR SERVICES WHO PLACE THEIR TRUST IN US AND TEACH US SO MUCH EVERY DAY. WE WILL CONTINUE TO LEARN AND CHANGE WHENEVER AND WHEREVER IT IS NECESSARY, SO THAT WE CAN DO THE BEST POSSIBLE WORK AND BE WORTHY OF THAT TRUST.

OUR COMMITMENT

FTP WILL REMAIN STEADFAST IN OUR WORK TO EDUCATE AND ADVOCATE FOR HEALTHY RELATIONSHIPS AND VIOLENCE-FREE LIVES
TO HELP MAKE OUR WORLD A BETTER PLACE.

