



ANNUAL REPORT

2020

LAND ACKNOWLEDGEMENT

With gratitude and a spirit of reconciliation, CASASC recognizes that we work and live within the traditional, unceded lands and travelling routes of the Indigenous Peoples represented in Treaty 6 and 7 and the home of the Métis Region III who also share a deep connection with these lands. We are thankful to offer services on these lands today.

A MESSAGE FROM THE EXECUTIVE DIRECTOR

"Love has always been transcendental, no matter the place, time, hour, experience ... Love is anywhere, especially in the most difficult moments."

Love in the Times of War – Adriana Esquivel

Love has also been present in the times of the pandemic. The pandemic caught us off guard, without any preparation, but we were full of love to face a world virus on attack.

Thanks to the love, dedication, responsibility and resilience of each of the CASASC team members, in one week after the start of the pandemic, we were ready to continue to care for and help victims of sexual violence.

As I said, within one week, we had Doxy, a platform that allows us to help counselling clients virtually. We also offered care by phone or in extreme cases, by email.

We added the program Eversign which allowed us to continue paying the bills without the need of a Board member physically coming to the office. Fortunately, we already had Pimsy our counselling client data base program and the most important – iCarol, the program that has allowed us to manage the crisis programs for more than six years.

Zoom became one of our best friends or enemies during this time. It's a friend, because through Zoom, it is possible to communicate and see each other, even if it's only virtual and to do our work. It's an enemy because we began to feel "Zoom fatigue."

Thanks to the Administration team with Sarah's leadership, we were always in the office, helping

and supporting each therapist and each client in their needs.

Thanks to the Clinical team and Jamie's leadership for their perseverance, dedication and the ability not only to change, but to face challenges. We did not stop serving clients, especially those most in need.

Thanks to the team of educators and Carlia's leadership, we were able to transform the face-to-face presentations into virtual ones. A classroom kit was created for the schools with videos and materials that the teachers would need to transmit the message of No Secrets to the children. With this action, we did not let the goal of involving children, parents and teachers in safety stop at any time.

A very important program that deserves a special mention is the Crisis Program with the leadership of Erin. Erin transformed the volunteer training from face-to-face to virtual, providing a more effective service for the volunteers.

I have to mention another important achievement in this program: the wide and professional relationship with Red Deer College (now known as Red Deer Polytechnic). The pandemic confronted us with the situation where the students did not have places complete their practicums, and at the same time we were in search of more volunteers for the help line. We reached an agreement to involve the students in the Crisis Program. With their teacher and Erin's leadership, we have reached 145 students attending the help lines – text, webchat and phone calls - 24 hours a day, seven days a week.

But this great organization did not stop there. Many other colleges and universities in the region have partnered with us with their students for practicums. It's the perfect match between the needs of the victim to speak and be listened to, the needs of the students to practice and the need from us to offer the most effective service to victims. The result is a win, win and win for all.

Also, with Ben's leadership, we started the Kinship Intervention Program (KIP). The project was created to help our Indigenous youth with behavioral concerns. We have a team of three people who are in charge of visiting the most important Indigenous communities in the region and promote CASASC services and programs.

Thank you to the Board of Directors. At no time did they stop supporting and guiding us in some of the most difficult moments of our existence.

It is very important to mention that during this time we did not lay off any members of the team. We needed each other to face the changes. Self-care, lunch 'n learns and recognitions continued to be present in our calendars, in different forms, but it remains.

Just as I stated at the beginning, I want to finish it with love. Love in the times of the pandemic was what kept us, guided us and gave us the resiliency we need to move forward without stopping.

Sincerely,

Patricia Arango
Executive Director

A MESSAGE FROM THE BOARD OF DIRECTORS

On behalf of the CASASC Board of Directors I would like to say how honored I am to share our gratitude to all of the extraordinary members of staff at the Central Alberta Sexual Assault Support Centre.

As we continue to navigate the throws of the pandemic, all of you have held strong in your dedication of service to the community of Central Alberta. Because of your strength and resiliency, CASASC has been able to not only continue service to existing clients, but to offer services to more clients in remote areas where physical access to our building and services would otherwise not be possible.

In a time when many shut their doors or limited services, CASASC's staff took the time to educate themselves in new ways of offering therapies in order to not interrupt the healing of our clients. No one had to be left alone!

The service of virtual counselling is now available to any and all clients who wish to access it and it is in turn helping keep everyone safe, connected and cared for. This would not have been possible without you the staff being willing to think and operate outside the box and putting in the time to learn new skills.

Thank you for putting in extra hours. Thank you for being so determined to help all people who have been affected by sexual violence. Thank you for collaborating with outside agencies in order to expand services and thank you for caring so deeply and putting that care into every individual who walks through your door. You are all truly leaders in our community.

The hard and thoughtful work that is done by every member of staff is helping shape our communities into safer, more informed, respectful and loving places to live. This is setting us all up for a brighter future - a future with room to understand, respect and care for each other.

Please know that this does not go unnoticed and we are so grateful and proud to be Board Members for CASASC and that is because of you.

Respectfully,

Amber Mitten

Chairperson – Board of Directors

MISSION

The Central Alberta Sexual Assault Support Centre (CASASC) is committed to ending the culture of sexual violence and helping to build safer communities for all Central Albertans through promoting awareness and healing, education, empowerment and renewal.



2020-21 BOARD OF DIRECTORS

Suzanne Zukiwsky
Matthew Mowbrey
Rachel Hansma
Coralie Mobley
Amber Mitten
Karen Benoit
Kellie Cummings
Kyle Kisio
Chris Llewellyn
Lisa Spicer
Wynny Sillito
Travis Magee

VISION

Central Alberta will be a safer, healthier and more informed community surrounding the issues of sexual assault and sexual abuse.

2020 STAFF MEMBERS

Patricia Arango
Michelle Moger
Bailey Martineau
Erin Willmer
Lara Alhmidat
Brenda Cheney
Michele Kercher
Charity Hamm
Jamie Prowse-Turner
Jonathan Epp
Tracy Cross
Tara-Leigh Blankenstein
Sadia Khan
Dianne Macaulay
Sarah Maetche
Oscar

Carlia Schwab
Cathy Schelske-Bluett
Dwayne Merceus
Kailee Mears
Alyssa Shackleton
Amanda Kaplan
Ben Dunlop
Brittany Phillips
Kanwal Khan
Lysylle Del Rosario
Mark Ballantyne
Stefn Dodman
Sydney Layden
Kim Paschinski
Nancy McGuffie
Mackenzie Graham

Crisis Line Support Team

Francesca Debono
Cassandra Mierau
Morgan Mickelson
Alyssa Shackleton
Amy Long
Chelsey Stanyer
Taylore Mcfarlane

Students

Terri Phillips
Tyana Kerr
Amy Wu
Lynnea Friesen
Kendall Buxton
Chashna Walker
Ana Saskowski

SART Team

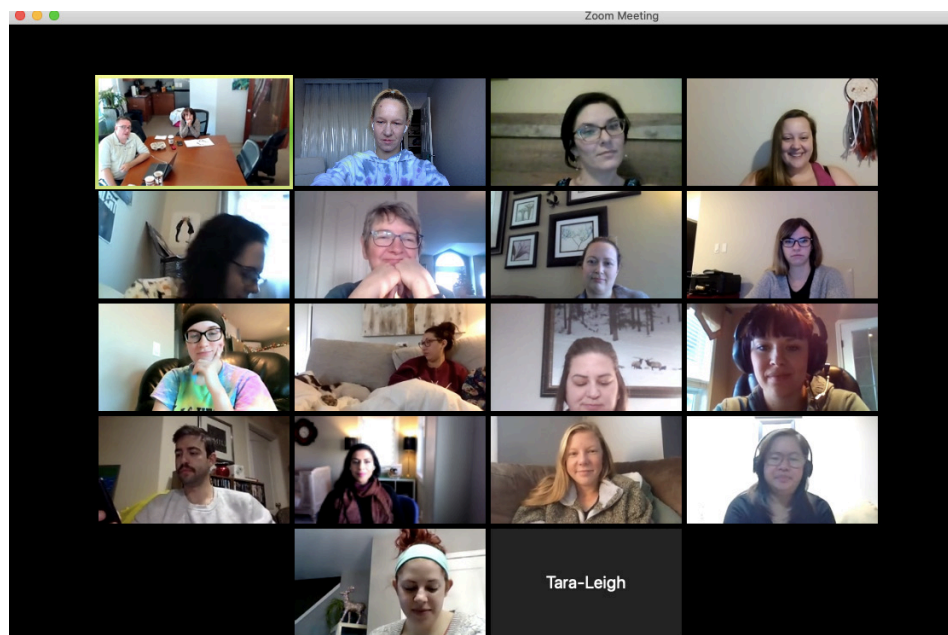
Amanda (Hoffer) Lindgren
Amy Long
Amber Mitten
Brenda Clark
Pam Marciborsky

OUR GOAL

Individuals will be empowered to make informed choices about personal safety, sexual interactions and/or emotional distress.

PROGRAMS

24 Hour Sexual Violence Text, Webchat + Phone Help Line
In-hospital accompaniment (SART)
Police, Community + Court Support
Supportive Reporting
One-on-one counselling
Group counselling
Play therapy
Volunteer Program
Outreach
Kinship Intervention Program (KIP)
Education
Sexual Behaviour Support Program (SBSP)
Administration
Pet therapy



CASASC Staff Zoom call Jan. 2021

REFLECTIONS ON 2020 - IN OUR WORDS

When compiling this report, I asked the team to share words or quotes that they associate with the last year (April 2020 to March 2021). As you know the AGM Report is a snapshot of our agency for the year. For this year's report, we wanted to go in a direction where the focus is on telling the CASASC story through our words and images.

Some of the highlights from my perspective include: our agency stayed in full operation during the entire year, we celebrated 35 years of service, we gained a new website, we added new staff to our team and we adapted our services to best serve those affected by sexual violence.

Some of the words that jump out at me over this time period are: adaptation, transformation and resiliency.

Adaptation – As we adapted to the pandemic and the revolving door of restrictions, challenges and triumphs.

Transformation – As we transformed, like a butterfly emerging from a cocoon, not only facing the challenges head on, but transforming our services into elevated offerings. Our services now reach more people through virtual counselling, the help line assists the entire province and *No Secrets* reaches classrooms across Central Alberta virtually. We transformed.

Resiliency – Not only did we face challenges, adapt and transform, but we were also resilient. That revolving door of changes did not bring us down. We kept on working, striving with the aim to support those Central Albertans affected by sexual violence. We never stopped. We showed resilience.

The theme of this "snapshot" is one of the most important words – **Resiliency**. In 2020, CASASC was resilient.

Throughout this report you have read and will read the amazing story of CASASC in its' 35th year. I present to you *In Our Words*. Here's what the CASASC team had to share in their own words.

Sincerely,

Sarah Maetche

Communications and Administration Manager

"A challenge only becomes an obstacle if we bow to it."

**-Mark Ballantyne,
CASASC Child Therapist**

HELLO OSCAR

By Ana Saskowski
Media and Communications Praticum Student

Oscar is a berne doodle who joined CASASC in October 2020.

Oscar came to us with joy: he is tender, calm, respectful, flirtatious, charming and very affectionate. Upon joining the team and starting his journey with CASASC, Oscar began obedience training, where he continues the process. Next, Oscar will complete a course accrediting him as a Dog of Compassion.

After becoming a Dog of Compassion, Oscar will join the Pet Therapy Society of Northern Alberta where he will be assigned a mentor therapy dog who will accompany Oscar on his visits. Once this process and training is complete, Oscar will graduate as a certified therapy dog.

From Monday to Friday, Oscar goes to work at the clinical building where he accompanies Dwayne, one of the Centre's counselors with whom Oscar has developed an extraordinary connection. Together they work, walk, and play all day.

We are beyond thrilled to have Oscar join the team as he brings a ray of sunshine with him everywhere he goes. We love you, Oscar!



Dwayne and Oscar



ABOUT ME - AS TOLD BY OSCAR

My Likes: Long walks on the beach (complete with big gulps of water to cool me down!) long walks with Dwayne... long walks right through the mud, right before work.

My Dislikes: Carrots, YUCK!!! Why are carrots a thing?

My Favourite Food: Dog treats and the cat's food! Why would I eat only my food when I can eat the cat's food, too?

My Favourite Past-Time: Being at the lake in the summer with all of the humans. Also, being able to run and play with my dog friends and take a dip to cool down.

My Hopes and Dreams: My hopes and dreams are to grow up and promote love, healing and empathy and to continue to spread peace and joy in this beautiful world I am a part of.

VOLUNTEER + SART PROGRAM

By Erin Willmer
Crisis Program Team Lead

Volunteer Program

When I first read the email, the word that came to my mind for the Volunteer Program was “adaptation,” as I feel like that is what the program has continually done over the past year.

For example, we were unable to hold in-person training sessions, so we adapted the training to an online platform.

We also experienced an increase in call volume, so we recruited more volunteers by expanding our recruitment “net” to include the entire province and neighbouring provinces. We also partnered with schools to host practicum placements. This brought more individuals who possess the foundational skills needed as well as a higher commitment level.

2020 was a year that forced us to reflect on current practices of the *24 Hour Help Line* and adapt each one to meet the needs of individuals not only in the Central Alberta community, but the entire province of Alberta.

SART Program

“Patience.” As you know, due to the COVID-19 Pandemic, SART was put on hold for much of 2020. The team was only operational from January – March 2020, July 2020 and October - November 2020.

While processes changed to align with the practices of AHS, the SART team needed to be patient with the ever-evolving situation. We did lose a couple of members, but for the most part, the SART team was resilient and took everything in stride.



2020 Central Alberta Yogathon
Virtual edition

VOLUNTEER SPOTLIGHT - RALPH SELAND

By Ana Saskowski

Media and Communications Practicum Student

"Life's most pertinent and urgent question is: What are you doing for others?"

--Martin Luther King, Jr.

2020 was a historic year like no other, a year that saw a call to action for change from the current status quo. It was a year that demanded adaptability and resiliency like many of us had never experienced before.

Because 2020 was also the Centre's 35th year, we were lucky enough to be able to hear from Ralph Seland who has been working the helpline for 25 years and is currently CASASC's longest running volunteer.

The evolution of the support centre

35 years is a long time in general and for Ralph to have spent 25 of those years on the crisis line is incredible. When asked about the early days of CASASC Ralph recalls:

"The support center was originally set up to be a sexual assault help-line, but the police asked if the agency would consider taking on other calls," said Ralph. "When I started, we dealt with anything from contemplated suicide, family violence, slashings, mental illness to sexual assault. We had excellent backup from the switchboard."

The traffic was usually mundane, but some calls were anything but. An operator at the switchboard would beep in occasionally to make sure that all was well. Those operators were fantastic and would call the police or ambulance if that was necessary. The office also gave great support on ideas and debriefings if necessary."

Ralph's most rewarding experience

When asked about his most rewarding experience while working the helpline, Ralph notes that in the case of survivors of sexual assault, the assault has already occurred. But in the case of a caller having suicidal thoughts, the act is still being contemplated.

"A man phoned the office and told them that it was the call that I took that saved his life," Ralph recalls. "I had to deal with a guy that had the phone in one hand and a loaded pistol in the other. He wasn't playing games. I was able to calm him down and give him hope."



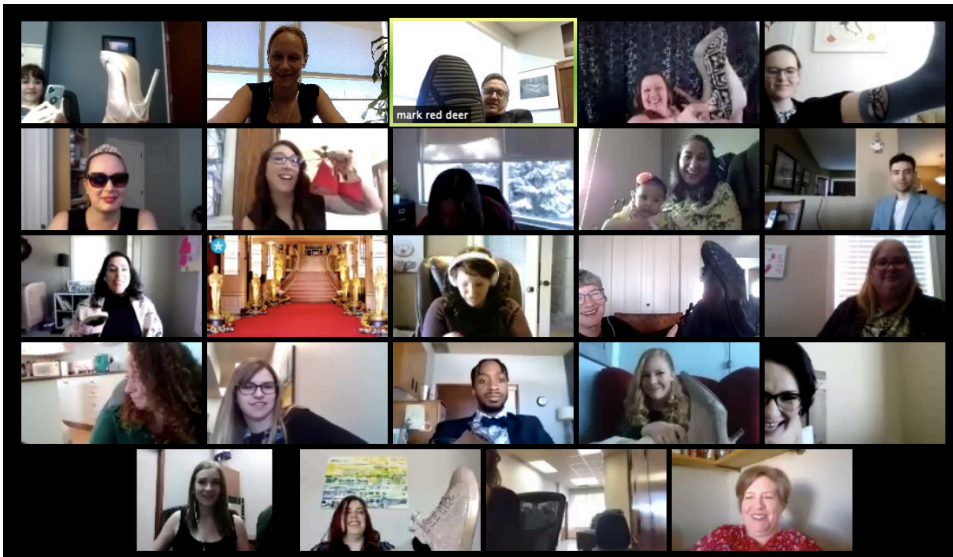
CASASC's longest serving volunteer
Ralph Seland

Words of advice from Ralph

As CASASC's longest running volunteer, we asked Ralph if he could provide any advice for new volunteers. He writes:

"A novice will not be sure if the call was done well," said Ralph. "Rest assured that you have excellent support to discuss this with. As for me, as the years roll by, I have a gut instinct which is usually right. The same will happen for you."

Thank you Ralph. On behalf of CASASC and your community, thank you for 25 years of service.



The 2020 Cassies
CASASC staff appreciation and
award ceremony
Held virtually Feb. 2020
"Everyone gets a Cassie."





Purple Day 2020
November 2020, Family Violence
Prevention Month



Orange Shirt Day 2020



(From left to right)
Sarah, Mark, Patricia
CACAC Car Bingo Race

OUR COMMUNITY IS RESILIENT - EDUCATION REFLECTION

By Kailee Mears
CASASC Educator

What has always impressed me about CASASC is the great levels of compassion and sense of community this organization has for both staff and their clients. This has rung true since I became a volunteer in 2019 and moved into an educator role currently.

Starting this career in a pandemic provided me with interesting challenges. I appreciated the downtime to research and develop new programs, but I have loved the upswing in getting to know my coworkers and community better both in-person and virtually.

My heart goes out to everyone who has struggled in this pandemic, but I believe our community's resiliency, compassion and respect for our neighbours has and will continue to carry us through.

I can only hope that our in-person or virtual programs have helped our clients and students feel more supported, secure and understood as they navigate their relationships and themselves in this ever-changing world.



Educators Bailey and Kailee on Orange Shirt Day 2020



Admin team members Alyssa and Brittany

COMMUNITY SUPPORT SERVICES - EDUCATION + COMMUNITY RELATIONS

A YEAR IN REFLECTION

By Carlia Schwab
Education and Community Relations Manager

What's New?

CASASC looked to grow their school-based education presentations by moving the team from its self-directed actions into a more directed and consolidated education program.

Program adaptations and revisions occurred on current education presentations. Alberta Education curriculum alignments, COVID restrictions and transitions into virtual models of teaching were all taken into consideration.

Healthy Relationships for Highschool Students - was revised and adapted to the current version of *Healthy Dating Relationships 101* (Grades 7-12) both an in-person and virtual program.

No Secrets Part 1 and No Secrets Part 2 (Grades K-8) - was revised, re-written and adapted to the current version *No Secrets (K-4)*, delivered in-person only in two 30-45 minute sessions. Presentation topics include safe and unsafe touching and secrets, public vs. private, everyone has a body, understanding our bodies and personal safety networks.

Programs Newly Developed

No Secrets Video Kit (teacher delivered video model) – This is our method for meeting delivery needs in schools during COVID where in-person delivery by our educator team is not possible. The video program allows teachers to deliver a portion of the *No Secrets* program content to their students using pre-recorded videos, a teacher lesson guide and student workbooks.

Introduction to Sexual Violence & CASASC Services presentation – For community members, adults, and partner organizations (both an in-person and virtual program delivery). This presentation focuses on educating the public about sexual violence concepts and definitions. We review and dispel myths related to sexual violence and victim blaming. We will discuss steps for support and responding to disclosures from adults and/or children and end the presentation with an overview of the programs and services available at CASASC.

No Secrets: iRespect MYSELF (Grade 5/6) - Available in both an in-person and virtual delivery option. Affectionately called *iRespect MYSELF*, this program focuses on empowering students to grow their self-esteem and respect for themselves. We help to develop a respectful understanding of concepts and issues like emotions, diversity, communication, labels and stereotypes. Our goal is to build off the K-4 *No Secrets* programming by building a foundation of understanding and respect for oneself and the people around them.

No Secrets: iRespect US – Session 1 (Grade 5/6) - Available in both an in-person and virtual delivery model. *iRespect US* session one builds off the *iRespect MYSELF* program with a focus on our relationships and how we interact with others. Helping our Grades 5 and 6 students to build and maintain respectful peer relationships and contribute to healthy schools. Topics will include healthy school environments, healthy relationships with friends and peers, understanding our personal power and how to communicate through conflict and disagreements.

Community Relations

With the addition of our Manager, we are renewing our dedication to Central Alberta communities and increasing our attendance at local interagency and committee meetings. Our goal is to increase the awareness of programs, services and supportive education related to the prevention of, intervention and response to sexual violence incidents.

The Future

The future is bright for CASASC education and community relations. We are continuing to develop school and community-based prevention education programs like session two of the *No Secrets: iRespect US* program, consent lessons for K-12 and programming for our post-secondary institutions.

As our Grade 5/6 programs were the most recent to be developed we anticipate a large uptake of interest and bookings starting in the new school year 2021-2022.



MEET RESSIE

Meet Ressie, our unicorn assistant for the *No Secrets* program.

Ressie has officially become our education mascot and frequently makes their appearance in our social media and education programs.

Ressie goes by they/them pronouns and is a great asset to our team. We are glad to welcome Ressie to CASASC and look forward to all the joy and engaging attitudes they will bring to our programs.

TEACHING ONE CHILD AT A TIME - EDUCATION REFLECTION

By Bailey Martineau
CASASC Educator

An agency such as CASASC is vital to the community.

As an Educator, I visit schools throughout Central Alberta teaching children and youth about sexual abuse prevention. I am focused on helping one child, one youth at a time. If I can teach one child to use their voice and not let the 'bad' things happen to them, I will have done my job well.

Given the nature of our work in the community, the pandemic was particularly hard on our program. Not wanting to lose momentum with such an important program, we modified the program, making it virtual, complete with a video kit for our No Secrets program. It was important to us to ensure the program be as interactive and age appropriate as the in-person program.

Personally, as a 'sensor', it was a real challenge for me to adapt to online teaching. It seemed like a daunting task to deliver these important topics without reading every child's facial expression and body gestures, since watching how they react to certain topics is critical to how we teach and adjust our program. Despite this, I'm pleased to say that the program was a success and very well received.

Although not as interactive as in-person teaching, I believe virtual learning is here to stay and is a great tool if needed. It was our experience that the virtual program was most popular with the middle and high school-aged youth.

I especially like that the programs build upon one another so, as the children progress through the grades, the program grows and changes with them – even into adulthood.



Education Team - Carlia, Kailee and Bailey



Sydney and Patricia
2020 Chamber Chase event

REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

To the Board of Directors of:
Central Alberta Sexual Assault Support Centre

Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2021, and the summary statement of operations for the year then ended, are derived from the audited financial statements of Central Alberta Sexual Assault Support Centre for the year ended March 31, 2021. We expressed a qualified audit opinion on those financial statements in our report dated August 24, 2021.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, in accordance with Canadian accounting standards for not-for-profit organizations.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements and the auditors' report of Central Alberta Sexual Assault Support Centre.

The Audited Financial Statements and Our Report Thereon

We expressed a qualified opinion on the audited financial statements in our report dated August 24, 2021. In common with many not-for-profit organizations, Central Alberta Sexual Assault Support Centre derives a material amount of revenue from donations and fundraising activities, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of Central Alberta Sexual Assault Support Centre. Therefore, we were not able to determine whether any adjustments might be necessary to donation and fundraising revenue, excess revenues over expenses, and cash flows from operations.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation and fair presentation of the summary of the audited financial statements in accordance with Canadian accounting standards for not-for-profit organizations.

Auditors' Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard 810, "Engagements to Report on Summary Financial Statements".

Red Deer County, Alberta
August 24, 2021

Pivotal LLP

Chartered Professional Accountants

CENTRAL ALBERTA SEXUAL ASSAULT SUPPORT CENTRE

SUMMARY STATEMENT OF FINANCIAL POSITION

MARCH 31, 2021

ASSETS

	2021	2020
CURRENT ASSETS	\$ 572,902	\$ 807,888
LONG TERM INVESTMENTS	241,590	-
CAPITAL ASSETS	268,847	281,719
	<u>\$ 1,083,339</u>	<u>\$ 1,089,607</u>

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES	\$ 451,416	\$ 516,821
LONG TERM DEBT	40,000	
DEFERRED CAPITAL CONTRIBUTIONS	173,094	193,546
NET ASSETS		
Net assets invested in capital assets	95,753	88,171
Internally restricted net assets	339,965	338,560
Unrestricted net assets	(16,889)	(47,491)
	<u>\$ 1,083,339</u>	<u>\$ 1,089,607</u>

SUMMARY STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31, 2021

	2021 (twelve months)	2020 (three months)
REVENUE	<u>\$ 1,479,720</u>	<u>\$ 422,202</u>
EXPENSES		
Amortization of capital assets	23,362	5,079
General and administrative	1,453,559	422,795
	<u>1,476,921</u>	<u>427,874</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES, BEFORE THE FOLLOWING	2,799	(5,672)
AMORTIZATION OF DEFERRED CAPITAL CONTRIBUTIONS	20,452	5,113
INTEREST INCOME	16,338	3,336
EXCESS OF REVENUES OVER EXPENSES	<u>\$ 39,589</u>	<u>\$ 2,777</u>

