



WINGS

# 35th Annual Report

## 2020/2021

June 8, 2021

Second Stage Shelter & Affordable  
Housing for Women with Children





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## Mission, Vision, Values and Goals

### Mission

We save lives, and create futures for women and children fleeing domestic violence.

### Vision

We find, fund, create and deliver the most effective programs to help women and children achieve a life defined by safety and independence. We want to have a life free from family violence for every woman and child.

### Values

WINGS lives by the following values:

- **Safety** - Nothing else matters if we are not safe.
- **Inspire every day** - We're here to inspire everyone that crosses our path – clients, staff, supporters and friends.
- **Excellence and integrity in action** - Excellence and integrity are at the forefront of every thought, decision, action; they result from a pattern of consistent behaviour, not a temporary focus.
- **Respect for all** - We serve with kindness and without judgement.
- **Believe in the possible** - We believe that the future will always be better. Better is possible.

### Goals

#### **Visionary**

WINGS will be visionary in providing a comprehensive, family centered approach to meet complex needs. The WINGS organization will be recognized as a progressive leader demonstrating quality, effectiveness and success. In the path to excellence, WINGS will continue to integrate trauma-informed services and data-informed planning.

#### **Vocal**

WINGS will be vocal in amplifying our brand in the community. We will invest in telling our story, and utilizing an amplified brand to shape our communications and engagement. We will be distinctively vocal about the social justice agenda, breaking the normalization of domestic violence.

#### **Viable**

WINGS will be viable by developing collaborative partnerships within the community that further extend its ability to break the cycle of family violence, and contribute to providing permanent stability factors. It is about the sustainability of our organization, which includes community collaboration.



## **MESSAGE FROM THE PRESIDENT**

**2021**

There have been many wonderful accomplishments at WINGS over the past year. With the recent transition of leadership in October 2020, Kathy Collins has done an exceptional job leading WINGS staff and families through the challenges of the pandemic.

Over the past several months, the Board of Directors have worked to review and revise WINGS existing bylaws, which were last amended in 2003. The Board decided that an update to the bylaws was required after several years had passed since the last formal review. The intention of these amended bylaws is to guide the Board of Directors future actions and decisions, while maintaining WINGS primary focus, which is to save lives, and create futures for women and children fleeing domestic violence.

The proposed amendments capture the current realities of the Society; many changes are formatting and adjusting for numbering or grammar. More substantive changes include updated descriptions of the roles of the Board Officers, and Standing Committee structure. The current and proposed bylaws, as well as the track-changed version, were sent to each member and available on our website – [wingsofprovidence.ca](http://wingsofprovidence.ca) – for review.

I would like to share a message of hope today with all of our dedicated supporters. As spring arrives along with the possibility of increasing immunizations and warmer weather – I know that I, along with many of you, are feeling a sense of renewed hope. This is what WINGS brings to all of our families. A renewed sense of hope. Hope that they can make positive changes for themselves and their children. Hope that there are genuine people in our community who care for them. Imagine the additional strength required to leave an abusive home with your children during a global pandemic!

I have learned hope from my time on WINGS Board. It is renewed each time I speak with the dedicated staff, and when I hear about all the generous, thoughtful donations coming in from the community. These donations whether they are financial, or new and gently used items, or the gift of time and volunteerism – are greatly appreciated. I receive inspiration from our committed Board members that give tirelessly of their time to WINGS. I have been very blessed to be on the Board now for 6 years, and will take my mandatory one-year break in June after serving two consecutive terms. I will continue to be involved with WINGS as I move off the Board and become, once again, a volunteer and supporter. Thank you to you – our valued members, for your continued dedication to the families at WINGS.

Cathy Jo Kickham  
President



**Welcome to WINGS of Providence 35<sup>th</sup> Annual General Meeting**

The past nine months, during my introduction to WINGS, has been a delightful whirlwind. This organization has grown from the humble beginnings of 35 years ago to where it is today. To all of the past and current supporters of WINGS, all I can say is wow! It is a privilege to be part of this team and community who strive to change the world through their support of families. WINGS has supported over 3,500 women and children since its inception!

The WINGS mission is to save lives and create futures for women and children fleeing domestic violence. The staff are truly dedicated to ensuring this mission is fulfilled. The families who live at WINGS put their trust in the staff as they embark upon their remarkable journeys of healing and independence. The staff consistently provide a high level of care and attention in their support of the residents. The social workers, youth workers, childcare workers, security staff, caretakers and facility staff work as a team to assist each other and ultimately the families they serve.

This year the Covid-19 pandemic tested the resolve of all involved with WINGS of Providence. The past year has been filled with hope demonstrated by both staff and residents. When faced with challenges, all were able to adapt quickly to change directions and continue to move forward. It is times like these that the true nature of WINGS shines through. In September 2020 Alberta had been through the first wave of Covid-19 and we didn't really know what to expect in the long term. By November case counts were high and new public health measures were on the horizon. At WINGS we implemented a number of Covid protocols to protect our staff and residents. This meant that we were forced to suspend on site volunteer programs for much longer than we anticipated. As well, the pandemic reduced our ability to accept gently used household items and engage face to face with our donors. Our client programs transitioned to online for a number of months and staff became well versed in donning and doffing PPE, social distancing and strict sanitation practices. Covid testing and isolation protocols were strictly adhered to. Due to the determination of both staff and residents in following the many new practices, WINGS has been Covid free.

The community that supports WINGS understands the toll that domestic violence takes on families. In order to continue to provide the best services possible, everyone has stepped up in meaningful ways to continue to pursue the mission of WINGS. The generosity of the community never ceases to amaze me. Most of our families struggle to make ends meet. Food security is a serious matter for many. Our donor community consistently shows up providing bread, assorted foods, grocery gift cards and nutritious meals and snacks for the children in the daycare and childcare programs. This support is invaluable as families' focus on rebuilding their lives.

Innovations in programming continued in spite of the pandemic. Again, due to the generosity of our donors, WINGS was able to hire a tutor for youth who require scholastic assistance. Schooling presented new challenges as Covid-19 required students to transition several times from online to in person classes. Having the support of a tutor has been a very positive and useful practice, one that we hope to continue post pandemic. Another example is the

launch of an exercise program that our nurse practitioner implemented with the residents, providing them with a weekly exercise regime that they can do on their own and discuss and adjust in follow up meetings.

The non-profit world was confronted with fund development challenges which WINGS was not immune to. In 2020 several events had to be cancelled or postponed due to the virus and the necessity to refrain from any group gatherings. Again, in spite of this, supporters of WINGS prevailed. Our small but incredibly mighty volunteer Special Events Committee dug deep and launched exceptionally successful events in the virtual world. Our online presence has been enhanced and continues to grow. And again, at the risk of being repetitive, our donor community participated in spades and supported our families!

This year our Board Chair, Cathy Jo Kickham, and long time board member Tami Wetmore, are leaving to take their year off from the Board of Directors. I want to express my appreciation to them for their many hours of work and commitment to WINGS and personally for the support they have provided me this part year. Their energy and dedication is noteworthy and they will be missed during the year ahead.

Given the strong commitment of so many to WINGS, I know that the future will be one of new beginnings and accomplishments for the families at WINGS.

Kathy Collins  
Executive Director

**ADMISSION TOTALS - WINGS SECOND-STAGE SHELTER**

April 1, 2020 - March 31, 2021

TOTAL ADMITTED:	Women Served	46
	Children Served	103
	Women Admitted	34
	Children Admitted	75
UNABLE TO ACCOMMODATE DUE TO BEING AT CAPACITY	Women	64
	Children	86
TOTAL ADMISSION/ INFORMATION REQUESTS:	Crisis	314
	Admission Requests	93
	Information Requests	3,477
DISCHARGED:	Women	29
	Return to Partner	1
	Independent Living	13
	WINGS - Home Next Door	4
	Stay with friends/family	7
	unknown/other	1
AVERAGE LENGTH OF STAY		4.5 mths
TO DATE:		
TOTAL WOMEN ADMITTED		1,327
TOTAL CHILDREN ADMITTED		3,001
2020-2021 FISCAL YEAR:		
TOTAL CALL CONTACTS ALL		
	Callers -Potential for residency	561
	Callers through reception inquiry	3,645

**YEAR END CHILDREN'S STATISTICS**

April 1, 2020 - March 31, 2021

PROGRAMS:	NUMBER OF CHILDREN
MONDAY GROUP	19
THURSDAY GROUP	13
TEEN GROUP	20
SUMMER PROGRAM	26
CHILDCARE	33
OTHER:	
Other Daycare: RFDC	3
TOTAL PRESCHOOLERS	46
MORNING KINDERGARTEN	2
NEWBORNS (0-3)	1
BREAKDOWN:	
TOTAL	103
MALES	52
FEMALES	51

**ADMISSION TOTALS - HOME NEXT DOOR (HND)**

April 1, 2020 - March 31, 2021

<b>TOTAL ADMITTED:</b>	Women Served	36
	Children Served	66
	Women Admitted	19
	Children Admitted	37
<b>UNABLE TO ACCOMMODATE DUE TO BEING AT CAPACITY</b>	Women	0
	Children	0
<b>TOTAL ADMISSION/ INFORMATION REQUESTS:</b>	Crisis	40
	Admission Requests	48
	Information Requests	1,576
<b>DISCHARGED:</b>	Women	16
	Return to Partner	0
	Independent Living	15
	Stay with friends/family	1
	unknown/other	0
<b>TO DATE:</b>		
<b>TOTAL WOMEN ADMITTED</b>		157
<b>TOTAL CHILDREN ADMITTED</b>		289
<b>2020-2021 FISCAL YEAR:</b>		
<b>TOTAL CALL CONTACTS ALL</b>	Callers -Potential for residency	48
	Callers through reception inquiry	1,164

**YEAR END CHILDREN'S STATISTICS**

April 1, 2020 - March 31, 2021

<b>PROGRAMS:</b>	<b>NUMBER OF CHILDREN</b>
GROUP A      6-11 years	11
GROUP B      9-11 years	8
TEEN GROUP    12-17 years	15
SUMMER PROGRAM	11
ROCKY FOREST DAYCARE	17
TOTAL PRESCHOOLERS OUT OF SCHOOL CARE	10 BOYS 6 GIRLS 1 GIRL
<b>BREAKDOWN:</b>	
TOTAL	33
MALES	16
FEMALES	17





## **NOMINATIONS REPORT**

**2021**

The WINGS of Providence Society Board of Directors is comprised of up to 15 members in accordance with the WINGS bylaws. After serving a 3-year term, Mark Thibeault has agreed to stand for re-election for a second term. Mark's continued dedication and excellent work on the Finance, Risk and Capital Planning Committee has proven to be a great asset. Anna Mayer was appointed to the Board in November 2020. Anna brings a tremendous skill set, and a passion for nonprofit work and volunteerism. We are pleased to announce the following nominees: Suzanne Harbottle, Anani Klutse, Jennifer Morrison, and Carmen Werbowetsky, who will let their name stand for a 3-year term.

In 2020, both Hannah Barrington and Heidi Watson resigned from the Board due to personal reasons; we wish them the best of luck and thank them for their excellent work on the Board.

After 6 consecutive years of service, Board Chair, Cathy Jo Kickham, will be taking her mandatory 1-year absence. Cathy Jo moved into the Chair position in 2017. She has worked diligently with the Board and staff in undertaking a new Strategic Plan, as well as the review and revision of the Board Manual including Bylaws. The design of the Board's role, structure, processes, and competencies, are aimed at a Board that operates strategically, and in developing a long-term direction for WINGS. At the core of WINGS Strategic Plan is a vision for the organization that is focused on delivering new, creative and collaborative ways to maximize long-term outcomes for WINGS families.

In addition to examining and modernizing aspects of the Board's governing system, Cathy Jo was instrumental in WINGS re-branding process. Our dedicated supporters may have noticed that the WINGS organization looks a little different these days. The new 'look', including new logo, colours, brochures, as well as key messaging, clearly defines who we are, how we change women and children's lives, and why we need support from our valued members and community. Cathy Jo has accomplished so much over the past 6 years, including her excellent work in helping to recruit for WINGS new Executive Director.

Cathy Jo will be greatly missed and we hope that she returns to the Board of Directors following her 1-year break.

Tami Wetmore must take her mandatory 1-year absence since serving on the Board since 2015. Tami has brought a wealth of knowledge in many areas, and has served as both Vice-Chair and Treasurer over the past 6 years. Tami has provided excellent guidance and expertise while serving on the Finance, Risk and Capital Planning Committee; she will continue to support this committee as a volunteer moving forward. Tami was a key player in the Asset Management Plan development process. This plan provides a much-needed, comprehensive report of all the workings of the buildings, including everything from electrical to mechanical. Furthermore, the plan outlines the types of repairs and replacements that will need to take place over the next 25 years, so that WINGS can plan for sustainable fund development to ensure upkeep of the facilities. Tami has worn 'many hats' while serving on the Board of Directors. She will continue to offer her skills and knowledge in a volunteer capacity, including her work leading the Risk Management Plan Committee, and Facility Re-design.

The Board is pleased to report that 15 out of 15 Board vacancies will be filled:

1. Mark Thibeault has agreed to stand for re-election for a 3-year term.
2. Suzanne Harbottle will stand for election for a 3-year term.
3. Anani Klutse will stand for election for a 3-year term.
4. Jennifer Morrison will stand for election for a 3-year term.
5. Carmen Werbowetsky will stand for election for a 3-year term.
6. Sister Margarete (Maggie) St. John, SP, by appointment, from the Sisters of Providence.
7. Anna Mayer, appointed in November 2020.

This will bring the WINGS Board of Directors to 15 members out of 15 members. WINGS is looking for future Board members to have experience in governance and HR, communications, fund development, social media marketing and design, or within the police community.

**For 2021 - 2022 the Nominees are:**

**Mark Thibeault**

Born and raised on a small farm in Northern Alberta, Mark Thibeault has been calling Edmonton home for the past 15 years. He currently works with ATB Financial as the Managing Director - ATB Business Solutions; with a focus on Payments & Liquidity Management, Public Sector & Not for Profit. Prior to ATB, Mark worked with a regional pharmacy chain supporting all aspects of the organization including store acquisition and overall operations.

In his personal time, you can find Mark on the Golf Course, Tennis Court, Badminton Court, Hockey Rink or any sports field. We are excited to welcome back Mark and his valuable expertise to WINGS' Board of Directors.

**Suzanne Harbottle**

Suzanne currently works as the ADM, Legislative Review for the Government of Alberta at the Policy Coordination Office of Executive Council. She has worked for the Government of Alberta since moving to Alberta in 2002 for several departments including Employment, Immigration & Industry, Justice & Solicitor General, Health and Executive Council. Prior to moving to Alberta, Suzanne worked for Legal Aid Manitoba as a staff lawyer primarily in the area of family law. She is an alumna of both Dalhousie University (MPA) and the University of Manitoba (LLB).

Suzanne grew up at West Hawk Lake in Manitoba where she first developed a strong love for nature and hiking which she continues to enjoy in beautiful Alberta. She currently lives in Beaumont with her husband Jason, son Jack, and dog Finn.

**Anani Klutse**

Anani Klutse is a Director of International Trade Finance at ATB Financial with over a decade of experience in cross border financing and international commercial risk mitigation solutions for companies that are doing business globally. He holds an MBA in Quantitative Finance and a Master degree in Mathematics from University of Paris 12. Anani has previously worked in investment banking in Europe, For TD bank Canada and for Export Development Canada, where he helped companies of all sizes to go, grow and succeed internationally.

During evenings and weekends, he likes to help immigrant entrepreneurs to set up their business in Canada and realize their dream.

### **Jennifer Morrison**

Jenn was born and raised in Edmonton. She holds both a Master of Chemical Engineering degree and a Master of Business Administration degree, from the University of Alberta. Jenn has worked at EPCOR for the past 10 years and has held a variety of project management, engineering and operational roles. In her current role, Jenn's team is responsible for maintaining and repairing the underground water network and providing 24/7 emergency response to water outages. In her spare time, Jenn enjoys running and getting out to the mountains with her two dogs. Jenn is looking forward to supporting the Edmonton community through WINGS.

### **Carmen Werbowetsky**

Born and raised in the Edmonton area, Carmen has been a lifelong advocate of volunteerism, and an active member of her community. From raising funds for important causes, to highway and park clean ups, to coaching youth sports, and leading youth summer camps, if there is a need to be filled, Carmen is likely to stick up her hand!

Professionally, Carmen brings with her almost 20 years of volunteer management experience, having worked with 2 of the largest non-profit organizations in the country: the Canadian Red Cross (CRC) and Scouts Canada. Through her role as an Emergency Management Coordinator/Manager at the Canadian Red Cross, Carmen has spent the last 7 years supporting vulnerable populations before, during and after disasters and emergencies.

She has held leadership roles in the CRC's response to the 2016 Ft. McMurray Wildfires, 2017 BC Wildfires, 2018 BC Floods, 2019 Chuckegg Creek Wildfires, and the 2020 response to COVID 19. Carmen is a dedicated Humanitarian and believes that all people, regardless of demographic or circumstance have a right to access basic needs and supports, and as a community, we all have a responsibility to support our neighbors.

When she is not busy with work and volunteering, Carmen can be found out in nature (preferably the mountains), camping and hiking with her husband, son, and trusty furry sidekick, Ozzy.

**Sister Margarete St. John, SP, by appointment from the Sisters of Providence**

Sister Margarete (Maggie) experienced a call to serve the people of God as a Sister of Providence. She has worked in various ministries in her life: early childhood teacher, addictions, crisis intervention violence, phycho-social counselling, health care, domestic violence, pastoral care, spiritual direction, hospitality and palliative care. Presently she is serving on the Leadership Team of the Sisters of Providence in Western Canada as Provincial Councillor/Secretary. Sister Maggie was born on Prince Edward Island and is called "an Islander".

We are thrilled to welcome back Sister Margarete who has brought excellent insight and guidance to the Board since 2018. Sister Margarete is also a valued member of the Governance & HR Committee.

**Anna Mayer**

Appointed to the Board in November 2020, Anna has had a passion for volunteering and helping others instilled in her from a young age. With two parents working in non-profits, these values were emphasized frequently at home. She was first introduced to WINGS through a previous board member, Heidi Watson through the annual Mother's Day Tea. After attending the event and hearing the impact the WINGS makes on women and children, she knew she had to be involved.

Anna is a registered Professional Engineer and holds a degree in Civil Environmental Engineering from the University of Alberta. She has spent her career working at EPCOR, holding various roles in engineering, projects, and management within the organization. She is presently a people leader, managing a team of forty front line field workers.

In her spare time, Anna enjoys spending time with family and friends, travelling with her husband Carson, and running with her dog Remy.

We warmly welcome Anna to the Board!

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Therefore, the Governance & HR Committee proposes election of the following people for a three-year term each, bringing the number of Board members to 15.

1. **Mark Thibeault**
2. **Suzanne Harbottle**
3. **Anani Klutse**
4. **Jennifer Morrison**
5. **Carmen Werbowetsky**

*(a WINGS' member will second this motion and a vote will be carried out)*

\*These nominations were duly submitted in writing 30 days prior to the annual meeting.

Submitted by the Governance & HR Committee

Once all nominees are elected the WINGS Board of Directors for the 2021-22 fiscal year will be:

Linda Churchill  
Katie Clackson  
Mika Friesen  
Jonathan Kitteringham  
Mark Thibeault  
Anna Mayer  
Carmen Werbowetsky  
Anani Klutse

Marcia McDonald  
Nicholas Leong  
Dr. Cynthia Zutter  
Sister Margarete St. John  
Dr. Moira F Juliebo Walker  
Suzanne Harbottle  
Jennifer Morrison



**BOARD OF DIRECTORS**

**June 8, 2021**

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Cathy Jo Kickham, President

Katie Clackson, Vice-President

Mika Friesen, Treasurer

Jonathan Kitteringham, Secretary

Linda Churchill

Nicholas Leong

Anna Mayer

Marcia McDonald

Sister Margarete St. John

Mark Thibeault

Moira Walker

Tami Wetmore

Cynthia Zutter

(prior to 2021 election)