

2019  
2020

# Report to the Community

A breakdown of services between April 1, 2019 - March 31, 2020

## EMERGENCY SHELTER



**1,596** calls  
to crisis line

Admissions: **188**

98 women  
90 children



Turnaways: **629**

445 women  
184 children

Average Length of Stay



**17**  
days

Reasons for Turnaways:



- 54% Shelter was full
- 16% Shelter was closed<sup>1</sup>
- 30% Other<sup>2</sup>

## CHILDREN'S PROGRAM



**143** unique  
visitors<sup>3</sup>



Average Age  
= **6** Years



**2,854** Hours  
spent working  
directly with children

## GROCERIES CONSUMED



**180**  
4L jugs  
of Milk



**156**  
bunches of  
Bananas



**28**  
cans of  
Coffee

## OUTREACH PROGRAM



**109** women  
supported 1-on-1  
in the community

Counsellors spent  
**3,954 hrs**  
talking to clients  
(in-person, phone, email)



**+ 75 hrs**  
of advocacy, referrals and  
resource gathering

## NEW ~ MEN & BOYS



This year we supported  
**1** adult male and  
**1** teen couple through  
our Outreach program

## EDUCATION & AWARENESS



**183** school  
presentations to  
**4,173** students!

**21** women attended one of our  
6-week Healthy Relationship groups



**368** people participated in one of  
**12** Public Education Presentations

## Highlights

- Our dedicated **volunteers recorded 2,225 hours of service** in shelter and in the community!
- We **partnered with Wildrose Community Connections to bring in a new parenting group** based on “Nobody’s Perfect”. The group started bi-weekly but because it was such a success with our residents, moved to weekly.
- Rowan House continues to partner with the **Foothills, Vulcan and Claresholm Elder Abuse committees** to develop and provide this much needed support across southern Alberta.
- **Our 2nd Annual Breakfast with the Guys event SOLD OUT!** Mike Cameron shared his powerful story and provided participants easy ways they can be allies for the women and girls in their lives.
- We received **a 4-year Federal grant to develop and test a new pilot project called Safe at Home** - where the perpetrator moves to an off-site facility to receive supports to address their behaviour, while families maintain stability and security.
- Rowan House’s Board **decided to postpone its Capital Campaign and development of a 2nd Stage Shelter in Okotoks** due to economic reasons.

*“Thank you for coming to meet with me, to educate me of options during this challenging and confusing time. With your information, I look forward to clearer and lighter days with your interest in the wellbeing of my family. I sincerely appreciate your concern, time and support.” - Outreach Client*



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## Notes

<sup>1</sup> The shelter had to temporarily close a few times this year due to a security upgrade, a Norovirus outbreak, fumigation and implementation of Covid-19 health and safety protocols.

<sup>2</sup> The Other reasons for Turnaways include: Unable to Accommodate Needs (addictions, health, pets), Priority Level (homeless), Compromises Safety, and Chose Themselves Not to Come.

<sup>3</sup> Unique Visitors to the Children’s Program include shelter residents, as well as the children of women attending Outreach meetings or Healthy Relationship groups.



**ROWAN  
HOUSE  
SOCIETY**

20 YEARS OF HOPE & HEALING

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