



STANDING TOGETHER *for* CHANGE



2020-2023 CALGARY WOMEN'S EMERGENCY SHELTER STRATEGY



MESSAGE *from the* CEO

For more than 45 years, the Calgary Women's Emergency Shelter has been serving women, children, youth and men. Our experience has led to a deep understanding of the causes and consequences of family violence and abuse, and the interventions that prevent violence from happening in the first place.

We provide safety and supports to families, children, youth and men while working with partners and governments to create an environment which supports healthy relationships and strong communities. Our agency is committed to ongoing continuous improvement and creating a systems approach that will support victims, and prevent family violence and abuse.

The 2020-2023 strategic plan will continue the great work and the strides made from the previous strategic plan. Reviewing and reflecting on the work of the agency has inspired us to take a bold look forward at the future and the impact of our services in the community. As needs change and the complexity of the issue increases, we continue to adapt. We are continually finding new ways to ensure we are a healthy, vibrant and informed organization.

Throughout this document, we are drawing upon our legacy as a leader in our field, strengthening our partnerships, continuing to build collaborative relationships and leveraging our expertise. Our emphasis as always, is on providing excellent and compassionate services while increasing awareness of our agency and family violence and abuse.

This document represents our collective best strategic intentions for preventing and responding to family violence and abuse. We understand the enormity of the challenge faced by our community in seeking to end this serious issue. Working together, we can all Take A Stand.

A heartfelt thank you to staff, partners, the Board of Directors and stakeholders who shared their wisdom, thoughts and vision in developing this strategic plan. Thank you to Lana Wells who guided this process with energy, insight and expertise.

Kim Ruse, MSW
CEO

MESSAGE *from the* PRESIDENT

Family violence and abuse continues to be a serious issue in our city. The Calgary Police Service are reporting record numbers of domestic violence related calls and demands for our services continue to climb. With the economic downturn and additional issues in the community, the resilience of many families has been stretched further.

Our organization is facing complex challenges as the number of people reaching out to deal with family violence and abuse increases while resources and funding are decreasing.

We are poised to take on these challenges as we continue to collaborate with our partner agencies and other service providers to coordinate efforts, and maximize the reach to meet the demand and need in our community. We continue to improve our services and move forward to change the conversation about family violence and abuse.

As this document illustrates, our agency plays a key role in both responding to family violence and abuse, and preventing this social issue that impacts us all. After many consultations with staff, directors, partners and other stakeholders, we are excited to release a strategic plan which reflects our goals and unique voice in the family violence sector, while remaining realistic about our resources and capacity. This plan will guide the organization's activities and aspirations over the next three years, laying a foundation for focused operations and practice.

This has been a team effort. Thank you to the staff for their contributions and commitment.

Special thanks to Kim Ruse for her vision and guidance, and to the Board of Directors and stakeholders for contributing their time and energy to end family violence and abuse. Their commitment is critical to our success. We are excited to launch this next phase in the future of the Calgary Women's Emergency Shelter.

Shelly Norris

President



OUR VISION

A community free from family violence and abuse



We create transformative, resilient new realities by becoming transformed, resilient people.



~ Krista Tippett from "Becoming Wise An Inquiry into the Mystery and Art of Living" (2016)



OUR MISSION

To support individuals, families and communities to live free from family violence and abuse



OUR BELIEFS



CREATING SAFETY AND HEALING TOGETHER

We believe it is a privilege to participate with individuals and families on the journey of creating safety and healing; our practices are inclusive and participatory.



SOCIAL REDRESS

We believe upholding the dignity of victims and supporting perpetrators to change is central to restoring individual and community well-being; we work with victims, perpetrators and others impacted by family violence and abuse.



LANGUAGE MATTERS

We believe using accurate language to describe violence and clarify responsibility has the power to achieve social justice; changing ourselves and others by listening carefully to and communicating our clients' experiences is paramount to healing.



COLLABORATION

We believe that one agency cannot stop family violence alone; we work in collaboration with agencies, government, community and the public to prevent family violence and abuse.



LEADERSHIP

We believe in using evidence and practice experience to prevent family violence while ensuring a healthy culture and organization; everyone has a leadership role to play in preventing family violence and abuse.



SOCIAL CHANGE

We believe that all of us are change makers and can influence our environment so that children and adults can feel safe and be provided opportunities so they can thrive; we connect the day-to-day experiences of our work with broader systems change work.



OUR APPROACH

We believe that family violence and abuse is profoundly harmful and an affront to human dignity and it will take all of us to end it.

We believe that if we:

- Provide a continuum of prevention, intervention, and emergency services that are inclusive, upholding of our clients' dignity, evidenced informed and support social redress;
- Accurately describe the causes of family violence and clarify responsibility for such violence and abuse;
- Honour and expose victim resistance;
- Hold perpetrators accountable;
- Create safety and healing together;
- Involve our entire community and collaborate with agencies, government, community and the public to prevent family violence and abuse.

Then, we will be able to:

- Increase safety for people experiencing family violence and abuse;
- Hold perpetrators accountable and support reparation, healing and change;
- Build the capacity of community to prevent violence and adequately respond to family violence and abuse;
- Support healthy and violence free relationships within families.





OUR 2020 – 2023 GOALS

In order to respond and prevent family violence and abuse, we will focus our efforts on the following three goals:

GOAL #1

We will deliver client-centred services that are effective in responding to and preventing family violence and abuse.

GOAL #2

We will engage with community, and partner with diverse stakeholders, to prevent and respond to family violence and abuse.

GOAL #3

We will be the employer of choice for individuals with the passionate willingness to pursue excellence in better responding to and ending family violence and abuse.





2020-2023

CALGARY WOMEN'S EMERGENCY SHELTER STRATEGY

“ We owe our children, the most vulnerable citizens in our society, a life free of violence and fear. ”

- Nelson Mandela

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Calgary Women's Emergency Shelter

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24-Hour Family Violence Helpline:

403-234-SAFE (7233)

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