



Fear**Is****Not Love**

IMPACT REPORT

2025 – 2026

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A photograph of a family of three sitting on a concrete porch. On the left, a woman with long dark hair, a straw hat, and a white t-shirt is smiling. In the middle, a young girl with long dark hair and a white t-shirt is smiling. On the right, another woman with long dark hair and a pink t-shirt is smiling. They are all sitting on a concrete porch. Behind them is a white picket fence and a house with a white door. There are green bushes and pink flowers on either side of the porch.

INTRODUCTION

FEARISNOTLOVE IS A DIGNITY-DRIVEN ORGANIZATION WORKING TO BUILD COMMUNITIES FREE FROM DOMESTIC VIOLENCE AND ABUSE.

We provide compassionate, accessible support for anyone impacted by abuse, those choosing to change harmful behaviours, and those supporting a loved one, regardless of who they are, how they identify, or who they love. Through prevention, intervention, education, and awareness, we help create safety, healing, accountability, and lasting change.

Grounded in the belief that love should never hurt, we listen to those we serve and use their experiences, informed data, latest research, and strong community partnerships to strengthen our services and improve responses to domestic violence and abuse.

Together, we are reducing stigma, increasing understanding, and building safer communities where everyone has the right to feel safe, respected, supported, and loved.

FRAMEWORK OF PRACTICE IN DOMESTIC VIOLENCE AND ABUSE

The programs provided by FearIsNotLove have their foundations in a framework of practice that is informed by the tenets of the Response-Based approach (Wade, 2007)¹ and Feedback Informed treatment (Miller, 2019) and shaped by over 50 years of working with people who have experienced domestic violence, as well as individuals who have used abusive behaviours and violence.

The following are some of the key beliefs and assumptions of the agency's approach:

Systemic View	Violence is profoundly harmful to individuals, families, and whole communities. FearIsNotLove is committed to working to end violence and promoting safe and socially-just communities for everyone. We do not define people by their behaviours or struggles. Instead, we recognize that any challenges they face are most often rooted in their experiences of violence and abuse, as well as how others are responding to them.
Safety as Priority	Safety is at the heart of everything we do. Across all our programs, we help people find safety from domestic violence and abuse while providing respectful, non-judgemental, and dignity-driven support. We believe working with people who have used abusive behaviours is essential to creating lasting safety for all family members.
Client Competencies	We know that our clients have many abilities and competencies. FearIsNotLove “walks alongside” clients and helps to highlight and amplify these competencies.
Client Resistance	People who have experienced domestic violence and abuse do not passively accept the violence and abuse. They resist, respond, oppose, and stand up against violence and abuse, even though it may be in private, unseen ways as it is often not safe to openly resist the violence. FearIsNotLove helps to highlight these acts of resistance and to challenge any notions that somehow victims/survivors are to blame for the violence they have experienced.
Perpetrator's Capacity to Change	When individuals come to us for help to change their behaviour, we believe in their ability to change at any point in time.
Language Implications	It is recognized that when it comes to domestic violence, it is important to use accurate language, to ensure that the words we use make it clear “who does what to whom”. For example, we avoid terms such as “abusive relationship” or a “high conflict” relationship, as these imply that the person who is being abused is at least partly to blame for the violence.
Client-driven Services	FearIsNotLove continually seeks feedback from clients to ensure that the matters most important to them inform service delivery. This ongoing feedback guides and directs our work.

¹ Special thanks to Dr. Allan Wade as many of the core aspects of our framework of practice at FearIsNotLove come from his body of work.



ASSESSING OUR IMPACT

FearIsNotLove's mission is to inspire and build a dignity-driven movement, cultivating communities that are free from domestic violence and abuse. Leaders in each program develop and implement annual operational plans to ensure all work is aligned with the agency's strategic priorities and shared vision.

To understand, strengthen, and improve our impact, FearIsNotLove uses a structured, multi-layered approach to evaluation. This includes integrating quantitative data, qualitative feedback, and service delivery information to build a full picture of program effectiveness. Regular program reviews bring together leaders across the organization to reflect on outcomes, identify emerging needs, and guide ongoing improvements.

This approach recognizes that meaningful evaluation goes beyond data alone. It is grounded in learning—listening to clients and staff, identifying what is working, and responding to what is not. Insights from these reviews are translated into practical actions that strengthen programs and improve outcomes over time. A detailed overview can be found in the appendix (Appendix: Continuous Improvement).

FearIsNotLove also recognizes that lasting safety is shaped by the broader social context. As part of our work, we aim to strengthen community responses to domestic violence and abuse by promoting understanding, reducing stigma, and encouraging supportive, non-judgemental responses to those affected. Resources such as our Take A Stand toolkit help equip individuals and communities to respond in ways that support safety and dignity.

By supporting people to find safety, uphold their dignity, strengthen their well-being, and experience more supportive social responses, FearIsNotLove contributes to long-term change and our vision of communities free from domestic violence and abuse.

This report highlights evaluation data collected across FearIsNotLove programs during the 2025-2026 fiscal year (April 1, 2025, to March 31, 2026). This includes analysis of outputs, outcomes, case plans (for enrolled clients), trends, qualitative feedback and quality improvement initiatives. Where possible, we have presented our data alongside data from the previous two fiscal years, to be able to observe any possible trends. For clarity and conciseness, in reporting exit survey results, "agree" refers to agree and strongly agree responses, and "satisfied" refers to satisfied and very satisfied responses.

AGENCY WIDE OUTCOMES

There are four important, common goals, which all FearIsNotLove programs aim to achieve when working with clients. These are in alignment with our strategic plan and our framework of practice and include:

1. clients are treated with respect and dignity
2. clients feel safe to tell us what is really going on in their lives
3. clients feel that the services were centered on their needs, and helped them with their unique concerns
4. our services meet the standard that clients would recommend our programs to other friends or family members

Through exit surveys, we measure these four variables across all our programs. The following are the results of these surveys:

OUTCOMES	2025/2026	2024/2025
RESPONSE RATE	24%	24%
SAMPLE SIZE	247/1,031	251/1,030
I was treated with respect and dignity.	99% agree that they were treated with respect and dignity (n=243/246)	99% (n=245/251)
I felt like I could be open and honest with the FearIsNotLove staff.	96% agree that they could be open and honest with the FearIsNotLove staff (n=238/247)	97% (n=244/251)
The services provided helped me with the concerns that brought me to FearIsNotLove.	95% agree that the services provided helped them with the concerns that brought them to FearIsNotLove (n=235/246)	95% (n=239/251)
On a scale of 1 = would not recommend to 10 = would highly recommend: I would recommend this program to a friend or family member. Note: Net Promoter Scale scores range from -100 to +100, with anything above 70 considered outstanding (for more detail see Appendix: Definitions)	+82	+80



SHELTER SERVICES

Shelter Services encompass FearIsNotLove's crisis-oriented programs, which provide immediate safety and support to victims/survivors experiencing domestic violence and abuse. This includes the **24 Hour Connect Domestic Violence and Abuse Helpline**, in which callers receive information, emotional support, and referrals related to domestic violence and abuse. The Helpline also serves as the access point to the **Calgary Women's Emergency Shelter**, which provides safe shelter and crisis support to victims/survivors who are at risk from domestic violence.

Clients who stay in the Emergency Shelter are also able to access the **Children's Activity Centre** for their children, so that they can focus on increasing their safety and stability while their children are able to play in a fun, supportive environment. The Helpline is also the access point to the **Imminent Risk Program**, in which victims/survivors who are at particularly high risk are referred to crisis navigators and safe housing, ensuring their needs for immediate safety are met.

CONNECT DOMESTIC VIOLENCE AND ABUSE HELPLINE

The Connect Domestic Violence and Abuse Helpline is an essential service that provides crisis counselling, safety planning, information, and referrals for anyone needing support with domestic violence and abuse. Trained counsellors answer the phone 24 hours a day, 365 days a year. Multilingual support, as well as chat, and email support are available.

Outputs for Connect Domestic Violence and Abuse Helpline by Fiscal Year			
	2025-2026	2024-2025	2023-2024
Total Helpline Contacts	15,072	15,933	16,930
Total Time Spent on Contacts (hrs)	2,273	1,891	1,800
Average Time Per Contact (min)	9.5 min	8 min	7 min

This year, the Helpline answered 15,072 contact requests.

There were fewer contacts this year, but there was a 19% increase in the average time per contact. The increased length of time spent with callers indicates increased client engagement, which is often important in ensuring we are understanding and responding to a caller's concerns.

In the 2025-2026 fiscal year, contacts to the Helpline were:

- **58%** information requests (n=8,724)
- **9%** crisis support was required in (n=1,417)
- **8%** involved requests for referrals or services (n=1,247)
- **8%** residential admission requests. (n=1,219)

We conducted an analysis of Helpline calls to better understand the nature of the callers' needs, and our staff's responses. Callers were frequently assisted with information related to domestic violence in areas such as:

- legal services
- counselling options
- financial assistance
- housing support
- emergency protection orders

Those seeking shelter admission were often fleeing domestic violence and required immediate safety. Staff assessed their circumstances and risk levels and helped connect them with safe housing and other domestic violence supports. Staff provided a supportive space for callers to share their experiences, validated their concerns, and assisted with safety planning. Referrals were also a key component of service delivery:

- **16%** of contacts resulting in a referral to a FearsNotLove program or shelter
- **12%** resulting in a referral to YWCA Calgary
- **8%** resulting in a referral to another emergency shelter

CALGARY WOMEN'S EMERGENCY SHELTER

The Emergency Shelter Program plays a vital role in addressing the urgent and immediate needs of individuals who are not safe in their own homes or communities due to domestic violence and abuse. In addition to providing secure temporary residence, the program offers essential services such as safety planning, the provision of basic needs, and access to critical community resources to help strengthen and support these individuals to live free of domestic violence and abuse, and to begin their healing journey.

As the following table illustrates, this year we saw an increase in the number of adults and children accessing the Emergency Shelter compared with the previous year. At the same time, there was also a decrease in the length of stay.

We believe the decrease in length of stay may be related to an increase in the availability of housing in the community, as there was an increase in the market vacancy rate in Calgary from 4.6% in 2024 to 5.1% in 2025. Furthermore, the projected market vacancy rate for 2026 is 5.7%.² Clients therefore face fewer barriers in being able to access housing in the community following a shelter stay.

Outputs for Calgary Women's Emergency Shelter by Fiscal Year			
	2025-2026	2024-2025	2023-2024
Total Adults	202	166	225
Total Children	239	210	316
Total Unique Clients	441	376	541
Average Enrollment Duration (days)	24	26	20
Days at Full Capacity	101	170	126

For the third year in a row, all clients reported that they agreed or strongly agreed that they felt safe during their stay at the shelter. This year we added an additional question to our exit survey looking at longer term outcomes for our clients: 98% surveyed agreed or strongly agreed that they have a plan that will meet their needs after they finish their stay (n=63).

² Rental Market Report Data Tables. (2025, December 11). Canada Mortgage and Housing Corporation. <https://www.cmhc-schl.gc.ca/professionals/housing-markets-data-and-research/housing-data/data-tables/rental-market/rental-market-report-data-tables>

OUTCOMES	2025/2026	2024/2025	2023/2024
RESPONSE RATE ³	33%	43%	48%
SAMPLE SIZE	66/202	72/166	109/225
Clients' immediate safety increases.	100% agree that they felt safe during their stay at the shelter (n=66)	100% (n=68/68)	100%
Clients experience an increase in dignity and safety.	94% agree that the shelter staff treated them as an expert on their wants and needs (n=60/64)	92% (n=61/66)	90%
Increased awareness of resources and increased access to services through referrals.	91% agree the services helped them better understand what other resources are available to them (n=59/65)	88% (n=59/67)	94%
Clients have increased hope for the future.	98% agree that they have a plan that will meet their needs after they finish their stay (n=63/64)	--	--

Case planning is a service offered to all clients of the shelter. This service helps them to identify the goals they would like to accomplish during their stay with us and to measure their progress on meeting these goals. Goals are assessed on a 5-point scale (from 1 = "I have not started" to 5 = "Done!").

This year 165 case plans (82% response rate) and a total of 290 goals were created by adults admitted into the Emergency Shelter.

Clients' most frequently selected goals were as follows, which was for the previous year.⁴

- housing
- basic needs
- legal support

For clients with initial and end scores, the greatest improvement was in the goal of securing housing +2.2 (n=129). Improvements were made in all goal areas, with an average improvement of 1.9 points.

³ Qualtrics. (2023, August). Introduction to Improving Response Rates [Webinar]. Guidance provided during the webinar identified response rates of 20–30% as a typical range for voluntary surveys.

⁴ 2024/2025 1. Housing (n=76), 2. Basic Needs (n=23), 3. Client Specific (n=21), 4. Community Supports (n=16), 5. Emotional/mental Health (n=16), 6. Legal Supports (n=15).

CASE PLAN GOALS	2025/2026		2024/2025	
TOP 3	Average Initial	Average End	Average Initial	Average End
Housing	2.1 (n=129)	4.3 (n=129)	2.0 (n=76)	4.0 (n=76)
Basic Needs	2.0 (n=51)	3.8 (n=51)	2.1 (n=23)	3.8 (n=23)
Legal Support	2.1 (n=35)	3.7 (n=35)	1.9 (n=15)	3.5 (n=15)

“FearIsNotLove gave me and my son a safe space to call home for a while. I could leave my abusive relationship without fear of being unable to provide my child with a roof over our heads or food to eat. The staff helped us feel safe and comfortable.”



Protecting Lives Through Crisis Response Innovation

FearIsNotLove is committed to addressing systemic barriers faced by clients in accessing help for their experiences of domestic violence and abuse, in collaboration with our community partners. This led us to develop and expand the following initiatives, in conjunction with other partners in the community:

ShelterLink App: the ShelterLink web-based application is a real-time digital tool that shows shelter bed availability across the region, reducing the burden on women fleeing violence by eliminating the need to call multiple agencies during a crisis. There are currently 39 emergency, second stage, and transitional shelters listed.

Shared Intake with YWCA Calgary: We use a shared intake process with the YWCA Calgary so that victims/survivors fleeing violence can have easier and faster access to domestic violence services.

my-eForce: A phone-based application that allows clients to notify authorities or a selected group of individuals if they are in a dangerous situation and need help immediately. Help can be received with minimal engagement from the person in crisis.

Imminent Risk Program (below).

Imminent Risk Program

Formally launched in December 2023, the Imminent Risk Program is an innovative approach to increase safety for people in danger from domestic violence. The Imminent Risk Program offers short-term, crisis-oriented support to individuals at immediate and extreme risk of domestic violence and abuse. When no space is available within the domestic violence shelter system in Calgary and Area, FearIsNotLove provides alternative emergency accommodation, to ensure urgent safety needs are met without delay.

Most clients accepted into this program have sought help within 24 hours of a violent incident, emphasizing the urgency of the support needed. The ability to respond in real time with safety resources has been essential to preventing further harm and stabilizing individuals in life-threatening situations.

In the 2025-2026 fiscal year, the Calgary Women's Emergency Shelter operated at or near capacity, with an average bedroom occupancy of 90% and full capacity for 101 days of the year.⁵

As a result, we provided 164 nights of alternative safe accommodation to 55 individuals at imminent risk—primarily to single women, for whom space in the shelter system is often limited.

Clients supported through the Imminent Risk Program were often fleeing recent, severe violence:

- **58%** reported receiving death threats
- **61%** disclosed that their abuser had access to weapons
- **61%** experienced recent strangulation, a strong predictor of future homicide

There was a reduction in the number of days that alternative safe placements were required this year compared with the previous year, although the number of unique clients remained the same. Clients in the Imminent Risk Program have been identified as the most vulnerable to violence based on comprehensive screening.

⁵ 2024/2025 55 clients, 282 nights. Average occupancy of 94% and full capacity at 170 days.

CHILDREN’S ACTIVITY CENTRE

The Children’s Activity Centre at the Calgary Women’s Emergency Shelter provides a safe and nurturing environment for the children of our resident clients. Staffed by trained professionals, it provides a secure environment where children can heal and play without fear. It enables our clients to attend court, counselling, pursue employment or housing, or even attend to their personal needs while their children are cared for. This service alleviates barriers and ensures our clients can access the support they need while their children are engaged in age-appropriate activities.

This year, 161 children were served through the Children’s Activity Centre.

Of these children 91% were under the age of 12. The proportion of youth 12 years of age and older who attended the centre increased this year.⁶

OUTCOMES ⁷	2025/2026	2024/2025	2023/2024
RESPONSE RATE	28%	35%	36%
SAMPLE SIZE	36/128	42/121	66/180
Clients trust their children are in safe care, enabling them to pursue personal or family related goals.	83% agree that childcare staff were able to provide them the information and resources they need to better support their family (n=29/35) ⁸	92% (n=35/38)	89%
	94% were satisfied with the care and support provided by the program (n=33/35)	95% (n=37/39)	94%

“It gave me comfort knowing my child was safe and cared for while I focused on my own needs. My child enjoyed the activities and attention which made him happy and engaged. It allowed me to recharge and get things done without constant worry. It made me feel supported as a parent, knowing I wasn’t alone.”

⁶ 2024/2025 Children under 12 was 97% (n=142/147).
⁷ The response rate for the Children’s Activity Centre is based on number of discharged families and the exit survey for the program is part of the Calgary Emergency Women’s Shelter exit survey.
⁸ There were operational issues during the most recent fiscal year that affected the hours that the centre could accommodate children as well as the number of children that could attend the activity centre.



COMMUNITY SERVICES AND COURT PROGRAM

Community Services is comprised of a team of experienced domestic violence specialists, who provide emotional support, advocacy, information, referrals, systems navigation, and resources to individuals who have experienced domestic violence and abuse. Clients of this program are either still living with the person who has been abusive to them, or they have left the relationship and are living independently in the community. The Community Services staff offer support virtually, by phone, or in person, and help to facilitate access to resources for people experiencing abuse. Some of these team members specialize in helping clients navigate the court process through the Court Program (see Court Program).

COMMUNITY SERVICES

Outputs for Community Services by Fiscal Year¹⁰

	2025/2026	2024/2025	2023/2024
Caseload Clients	540	461	470
Brief Services	238	294	267
Total Unique Clients	778	755	737

This year we served 778 people through the Community Services program.

The average age of enrolled clients was 40.

- **95%** (n=736) of clients identified as female
- **4%** (n=28) as male
- **11** clients did not disclose their gender
- **3** clients identified as gender diverse.

¹⁰ Community Services includes clients from the Equally Safe Partner Initiative.

OUTCOMES	2025/2026	2024/2025	2023/2024
RESPONSE RATE	13%	20%	26%
SAMPLE SIZE	70/540	92/461	122/470
Clients recognize resistance and enhance personal safety.	90% agree they are able to make changes to their safety plan as needed (n=61/68)	98% (n=90/92)	--
Clients gain knowledge about available community resources and options.	91% agree that their counsellor provided them with the information and resources that they asked for (n=63/69)	100% (n=92/92)	98%
Clients recognize and enhance their knowledge and awareness of parenting strategies with regard to family violence and abuse.	92% agree that they now have the parenting strategies they need to support their children (n=48/52)	86% (n=57/66)	92%
Clients recognize resistance and enhance personal safety.	92% agree they don't feel responsible for the domestic violence and abuse they have experienced (n=59/70)	86% (n=80/82)	95%
Clients report improvements in their child's attitude, communication, demeanor, and behavior.	88% agree that their child's well being has improved (n=42/48)	76% (n=55/63)	100%
Clients strengthen their emotional health, well-being, and resiliency.	90% agree that they are more confident to make changes for themselves and their families (n=62/69)	94% (n=84/89)	100%

As with our other programs, client-centered case planning is a core part of the Community Services approach to support individual goals and measure progress. Staff work collaboratively with clients to identify personal goals shortly after intake and revisit these goals periodically and at discharge to assess change over time.

This year clients completed **445 case plans** (82% response rate). Clients most frequently selected goals were related to emotional regulation, safety, and stress management.¹¹

Across all goal areas, clients reported meaningful progress: on a 5-point scale (from 1 = “I have not started” to 5 = “Done!”), the average improvement was over 1.6 points from intake to discharge. Clients improved across all the frequently selected goals, including emotional regulation (+1.7), safety (+1.5), and stress management (+1.9), highlighting the impact of tailored, client-led support in promoting safety, stability, and personal growth.

CASE PLAN GOALS	2025/2026		2024/2025	
TOP 3	Initial	End	Initial	End
Emotional Regulation	1.8 (n=103)	3.5 (n=103)	1.9 (n=77)	3.8 (n=77)
Safety	2.5 (n=92)	4.0 (n=92)	2.5 (n=76)	4.1 (n=76)
Stress Management	1.8 (n=54)	3.7 (n=54)	2.3 (n=43)	3.8 (n=43)

“This program gave me another chance to work on changes I wanted to make for a life free from abuse. I felt heard, my story validated and was provided an opportunity to process abuse. With professional help I have been able to face my fears of moving on from my situation and abuse. This program gave me confidence to make decisions about co-parenting and focusing on my next steps. I would not have done it without this program. Thanks again.”

¹¹ 2024-2025 1. Emotional Regulation (n=77) , 2. Safety (n=76), 3. Life Skills (n=55), 4. Connections (n=50), and 5. Stress Management (n=43)



COURT PROGRAM

The Court Program is a vital service that provides information and support to individuals experiencing domestic violence and abuse, who require assistance with navigating the court’s processes. Through this program, a dedicated Court Case Coordinator offers information, referrals, safety planning, decision-making support, and empowers clients to navigate the legal system with confidence and make choices that are best for their well-being and the well-being of their families.

Output for Court Program by Fiscal Year			
	2025/2026	2024/2025	2023/2024
Caseload Clients	142	138	108
Brief Services	218	215	210
Children Served Indirectly	274	253	222
Total Unique Clients	360	353	318

The total number of individuals served by the Court Program was 360.

Additionally, the program indirectly impacted about **274 children** who were dependents of participating clients. The feedback from the exit survey remains strong with all clients reporting that they agree or strongly agree that they received the support they needed to keep themselves and their families safer (n=31).

OUTCOMES	2025/2026	2024/2025	2023/2024
RESPONSE RATE	22%	22%	51%
SAMPLE SIZE	31/142	30/138	55/108
Clients understand their rights within the court system.	97% report that they have a better understanding of the legal options (n=30/31)	97% (n=29/30)	100%
Clients increase knowledge of legal information and resources.	97% agree they were connected to appropriate legal resources (n=30/31)	93% (n=28/30)	92%
Clients increase knowledge of safety planning for themselves and their family.	100% report that they received the support they needed to keep themselves and their family safer (n=31)	97% (n=29/30)	100%
Clients are supported while accessing the legal system.	93% report that they were supported while navigating the court system (n=28/30)	97% (n=29/30)	100%
Clients gained ability to access the legal system independently.	94% report that they gained the ability to access the legal system (n=29/31)	97% (n=29/30)	100%

This year clients completed **134 case plans** (94% response rate). Clients most frequently selected goals were related to parenting order applications or reviews, child support applications, and emergency protection orders or reviews. Across all goal areas, clients reported meaningful progress: on a 5-point scale (from 1 = “I have not started” to 5 = “Done!”), the average improvement was over 2.0 points from intake to discharge. Clients improved across all the most selected goals: parenting order application or review (+1.9), child support application (+2.3), and emergency protection orders or reviews (+1.9), highlighting the impact of supporting clients navigating the court process.

CASE PLAN GOALS	2025/2026		2024/2025	
TOP 3	Initial	End	Initial	End
Parenting Order Application or Review	2.2 (n=81)	4.1 (n=81)	2.1 (n=37)	4.0 (n=37)
Child Support Application	1.7 (n=42)	3.9 (n=42)	1.5 (n=15)	3.3 (n=15)
Emergency Protection Orders or Reviews	2.7 (n=33)	4.5 (n=33)	2.7 (n=19)	4.9 (n=19)

“I was able to navigate and understand the legal system with your help and now that I have left my partner, I feel more clarity. The emotional support was very helpful, and navigating the options was very helpful. You were calm and supportive and gave me space to let me sit with my decisions.”



Client Follow Up Interviews and Testimonials: Impact Summary

For victims/survivors of domestic violence and abuse, navigating the justice system can be overwhelming, confusing, and emotionally exhausting. Interviews conducted in 2025 with former Court Program clients demonstrate the critical role the program plays in helping survivors navigate complex legal processes while maintaining a sense of safety, dignity, and hope.

A central theme across interviews was the importance of having a supportive, non-judgemental professional walk alongside clients throughout the court process. Clients described staff as a source of emotional stability during periods of uncertainty and fear.

One client reflected, “What I appreciated was that it was very supportive, non-judgemental. I remember she was great at listening. She was great at being curious. She would ask me questions. She was very willing to work at the pace that I was at.”

Another client shared, “She was my cheerleader. She was encouraging, because some of those days are just so dark, and you feel like such an idiot. And you feel like everything is going wrong. And it’s stressful.”

For many, simply knowing that someone understood both the legal system and the realities of abuse made a significant difference.

As one participant explained, “It was just so good to have someone in my corner who said, hey, you know what? You tried. Things can’t always go the way you want them to. But you did well. You handled yourself well.”

Clients also highlighted the practical guidance provided through the program. The court system was frequently described as intimidating, confusing, and difficult to navigate independently. One client summarized this experience by saying, “It’s extremely confusing and messy, and not at all intuitive or helpful, people almost need a flow chart to figure it out.”

Court Program staff helped reduce these barriers by explaining procedures, preparing clients for hearings, and providing step-by-step guidance. One participant shared, “They told me step by step what was going to happen, so when I walked in, I wasn’t shocked. I felt like I knew what to expect.” Another reflected on the value of having knowledgeable support, stating, “I had no idea what I was doing, I would not have known how to do really anything, it was nice to have someone who was up to date to guide you through the process.”

Alongside positive experiences about the Court Program, clients also described broader challenges within the justice system, including financial barriers, fragmented services, and court processes that did not always reflect the realities of domestic violence and abuse. Mothers expressed concerns about the long-term impact of legal decisions on their children and emphasized the importance of ensuring children's voices and safety remain central to court proceedings.

Importantly, the impact of the program extended beyond immediate court involvement. Many described leaving the program with greater confidence, resilience, and belief in their own ability to advocate for themselves.

One client reflected, "It was a great experience because I got to learn a lot about myself and the strength that I had that I didn't know that I have. Even now... I feel stronger than ever. And it really helped me build a strong mentality."

Another shared, "I left knowing I could stand up for myself if I had to again. I didn't feel as powerless as before."

These reflections highlight the lasting impact of the Court Program in helping victims/survivors move forward with greater confidence, knowledge, and empowerment.

Overall, client experience demonstrates that the Court Program provides far more than court navigation assistance. Through practical guidance, emotional support, and advocacy, the program helps survivors navigate one of the most challenging periods of their lives while fostering greater safety, confidence, and long-term resilience.



THERAPEUTIC SERVICES

Recognizing the level of complexity and harm associated with domestic violence and abuse, FearIsNotLove offers therapeutic services to individuals and families impacted by it through three programs: **Men's Counselling Service, Healthy Relationships Program, and Child, Youth, and Family Therapy**. These programs are provided by graduate-level professionals who are registered with a regulatory body, and they work under the supervision of the agency's Practice Advisor.

MEN'S COUNSELLING SERVICE

The Men's Counselling Service at FearIsNotLove provides individual and group counselling for people interested in creating or enhancing safety in their close relationships. The program aims to help individuals to consistently treat their loved ones with respect. Our staff provide a supportive and non-judgemental working relationship, encouraging self-reflection, personal growth, and empowering participants to take responsibility for their actions and to make positive changes in their behavior. Importantly, the staff in this program connect with the partners of the primary client, to check on safety and to offer support and resources to them as well.

Outputs for Men's Counselling Service by Fiscal Year

	2025/2026	2024/2025	2023/2024
Caseload Clients	224	262	232
Brief Services	46	50	16
Men's Group Caseload Clients	16	17	25
Partner Brief Services	152	106	102
Total Unique Clients	360	353	318

This year, we served a total of 270 clients through the Men's Counselling Service. Of these clients:

- **93%** identified as male (n=251)
- **2%** identified as female (n=6)
- **1%** identified as transgender men (n=3)
- **10** clients had their gender listed as unknown

The average age of clients was 41, slightly older than 39 in the 2025 fiscal year and the same as the 2024 fiscal year.

81 out of **99** clients surveyed (82%) report that they are able to handle conflict and stress in a way that is respectful towards others.

The following are some additional key outcomes of the program, including changes reported on case plans over the course of therapy:

OUTCOMES	2025/2026	2024/2025	2023/2024
RESPONSE RATE	45% ¹²	39%	39%
SAMPLE SIZE (N)	101/224	101/262	91/232
Clients begin to create safety for others.	85% agreed that their partner/ ex-partner feels physically safe with them as a result of the counselling they have participated in (n=80/94) 57% agreed that their partner/ ex-partner feels emotionally safe with them, as a result of the counselling they have participated in (n=54/94)	89% (n=80/90) 64% (n=56/88)	85% 53%
Clients increase internal locus of control, awareness of impact of actions on others.	82% agreed that they are able to handle conflict and stress in a way that is respectful towards their partner/ ex-partner (n=81/99)	78% (n=74/95)	77%

This year, clients completed **186 case plans** (83% response rate). Clients most frequently selected goals related to anger, communication, and emotional regulation. Across all goal areas, clients reported meaningful progress: on a 5-point scale (from 1 = “I have not started” to 5 = “Done!”), the average improvement was over 1.7 points from intake to discharge. Clients improved across all the most selected goals: anger (+2.0), communication (+1.8), and emotional regulation (+1.4).

CASE PLAN GOALS	2025/2026		2024/2025	
TOP 3	Initial	End	Initial	End
Anger	2.0 (n=26)	4.0 (n=26)	2.2 (n=55)	3.9 (n=55)
Communication	2.0 (n=22)	3.8 (n=22)	2.3 (n=33)	4.0 (n=33)
Emotional Regulation	2.1 (n=19)	3.5 (n=19)	2.5 (n=30)	3.9 (n=30)

¹² The response rate for this program is higher because the survey is collected as part of the program delivery.

“Over the past eight months, the support and services I’ve received through this program have completely transformed my life. When I first reached out, I was in one of the darkest places I’ve ever been mentally, emotionally, and spiritually. I was overwhelmed by anger, disconnected from my family, and didn’t feel like I had a future worth fighting for. Today, that’s changed. Emotionally and mentally, I’ve made massive progress. I’m not consumed by anger like I once was. I’ve become more positive, more open, and more self-aware. My relationship with my wife and kids has been one of the biggest and most beautiful changes. Communication is healthier, more respectful, and more consistent. We spend more quality time together not just as a family, but one-on-one and there’s genuine affection and connection in our home again. The constant conflict has been replaced by a sense of peace. Because of this program, I’m not only surviving I’m living. And I’m proud of who I’m becoming.”

Partner Brief Services

The program’s therapists also connect with the current or ex-partners of the service users, to understand and support them with their safety concerns, and to monitor client progress in counselling.

152 individuals received partner support in the 2025-2026 fiscal year.

Partners also received an exit survey, reflecting on changes in the client.

OUTCOMES	2025/2026	2024/2025	2023/2024
RESPONSE RATE	13%	19%	27%
SAMPLE SIZE (N)	20/152	20/106	28/101
Clients’ partners report an improved sense of safety.	85% agreed that they felt physically safe with their partner since their partner had participated in therapy (n=34/40)	75% (n=15/20)	64%
	53% agreed that they felt emotionally safe with their partner since their partner had participated in therapy (n=21/40)	35% (n=7/20)	71%

HEALTHY RELATIONSHIPS PROGRAM

The Healthy Relationships Program provides individual counselling and presentations for youth who have concerns about their relationships. It provides a safe therapeutic space for participants to develop self-awareness, empathy, and the skills necessary for building positive connections. The program aims to empower youth to recognize early warning signs of unhealthy relationships and promote a culture of respect.

Outputs for Healthy Relationships by Fiscal Year			
	2025/2026	2024/2025	2023/2024
Caseload Clients	116	151	154
Brief Services	135	258	295
Total Unique Clients	251	409	449

The program provided services to 251 people.

- **72%** identified as female (n=83)
- **20%** as male (n=23)
- **9%** as gender diverse (n=11)

As noted, there was a reduction in outputs in the past school year, due to a school strike as well as other operational changes.

This year clients completed **74 case plans** (30% response rate). Clients most frequently selected goals related to communication/relationship with family, communication/relationship with friends, and how to manage difficult emotions.¹³ Across all goal areas, clients reported meaningful progress: on a 5-point scale (from 1 = “I have not started” to 5 = “Done!”), the average improvement was over 1.3 points from intake to discharge. Clients improved across all the most selected goals: communication/relationship with family (+1.3), communication/relationship with friends (+1.4), and how to manage difficult emotions (+1.7).

CASE PLAN GOALS	2025/2026		2024/2025		2023/2024	
TOP 3	Initial	End	Initial	End	Initial	End
Communication/Relationship with Family	1.7 (n=16)	3.0 (n=16)	1.6 (n=19)	3.2 (n=19)	2.1 (n=9)	3.3 (n=9)
Communication/Relationship with Friends	2.1 (n=11)	3.5 (n=11)	2.0 (n=22)	3.4 (n=22)	2.4 (n=19)	3.5 (n=19)
How to Manage Difficult Emotions	1.9 (n=11)	3.6 (n=11)	1.9 (n=15)	3.4 (n=15)	--	--

¹³ The options for goals changed in 2024 and there was no equivalent for ‘How to manage difficult emotions’.

OUTCOMES	2025/2026	2024/2025	2023/2024
RESPONSE RATE	28%	36%	47%
SAMPLE SIZE	33/116	54/151	73/154
Youth increase their knowledge of healthy relationships.	85% report they have increased their knowledge of healthy relationships (n=28/33)	94% (n=51/54)	94%
Youth learn skills to help them build healthy relationships.	88% report they have learned skills to help them build healthy relationships (n=29/33)	91% (n=48/54)	91%
Youth feel comfortable seeking help when they need it.	85% report that they feel comfortable seeking help when they need it (n=28/33)	--	--

"I have gone through some really hard times but have seen such a large amount of progress as a direct result of our sessions. I greatly appreciate the space you have created for me to be able to express my thoughts and feelings judgement-free and you have done an amazing job at making me feel heard, seen, and respected. It is very clear you love what you do, and I am very grateful for the fact that you have made such a great space for me to feel welcome."

Healthy Relationships Presentations

Part of the Healthy Relationships Program includes presentations in the community.

In the last fiscal year there were 8 presentations given in the community to 144 attendees.

This is a reduction from previous years and reflects larger changes within the program.¹⁴

96% of respondents reported that after the presentation they understand more about Healthy Relationships (n=26).

OUTCOMES	2025/2026	2024/2025 ¹⁵	2023/2024
RESPONSE RATE	19%	--	11%
SAMPLE SIZE	27/144	--	66/611
Youth increase their knowledge of healthy relationships.	96% report that after the presentation, they understand and know more about Healthy Relationships (n=26/27)	--	92% (n=58/63)

¹⁴ 2024/2025 there were 21 presentations to 534 attendees, 2023/2024 there were 28 presentations to 611 attendees. The program has shifted to focus on individual counselling, offered both in schools and in the community.

¹⁵ There were no survey responses in the 2025 fiscal year.



CHILD, YOUTH, AND FAMILY THERAPY

Child, Youth, and Family Therapy provides counselling for children and their parents, when there has been domestic violence and abuse in the home. FearIsNotLove’s therapists create a safe and supportive environment where children and youth can express their emotions, process their experiences, recognize their resistance to violence, and further enhance healthy coping mechanisms. Program staff also engage parents in creating safety in the family.

Outputs for Child, Youth and Family Therapy by Fiscal Year			
	2025/2026	2024/2025	2023/2024
Caseload Children	38	42	49
Adult	54	66	99
Total Unique Clients	92	108	148

A total of 92 individuals were served through Child, Youth, and Family Therapy.

Of the individuals served during the reporting period:

- **54** were adults
- **38** were children

The average age for children and youth in the program was 9, children ranged from 5 to 13 years of age.¹⁶ The average age for adults in the program was 41, adults ranged from 28 to 58 years of age.¹⁷

¹⁶ 2024/2025 average: 9 (range: 6-13). Reporting changed in 2024; data from previous years is unavailable.

¹⁷ 2024/2025 average: 41 (range 29-56). Reporting changed in 2024; data from previous years is unavailable.

¹⁸ The exit survey for this program changed in 2025 as a result of the Semi-Annual Reviews, comparisons with previous years are not available.

This year adult clients completed **39 case plans** (72% response rate). Adult’s most frequently selected goals related to parenting/co-parenting, communication and how to meet my and my child’s emotional needs.¹⁹ Across all goal areas, clients reported progress: on a 5-point scale (from 1 = “I have not started” to 5 = “Done!”), the average improvement was 1.3 points from intake to discharge. Clients improved across all the most selected goals: parenting/co-parenting (+1.6), communication (+1.1), and how to meet my and my child’s emotional needs (+0.8).

CASE PLAN GOALS	2025/2026		2024/2025		2023/2024	
TOP 3	Initial	End	Initial	End	Initial	End
Parenting/Co-parenting	2.1 (n=7)	3.7 (n=7)	2.0 (n=4)	3.4 (n=4)	2.0 (n=6)	3.3 (n=6)
Communication	2.3 (n=4)	3.4 (n=4)	2.2 (n=5)	3.9 (n=5)	1.5 (n=2)	2.5 (n=2)
How to meet my and my child’s emotional needs ²⁰	2.5 (n=3)	3.3 (n=3)	--	--	--	--

“I just wanted to take a moment to thank you for being such a steady, safe person for my child during one of the most chaotic and painful chapters of her life. Your support, patience, and calm presence have meant more than I can express. Knowing she has someone she can trust someone who sees her, hears her, and helps her feel safe has been a tremendous source of comfort for both of us. You’ve offered her a space to breathe, heal, and rebuild a sense of security at a time marked by so much uncertainty and fear. Thank you for walking alongside her with such care and compassion. It has made an immeasurable difference.”

¹⁹ The options for goals changed in 2024 and there was no equivalent for ‘How to meet my and my child’s emotional needs’.

²⁰ The options for goals changed in 2025 and there was no equivalent for ‘How to meet my and my child’s emotional needs’.

²⁰ 2024-2025 1. Communication (n=5) , 2.Parenting/Co-parenting (n=4), 3. Identifying emotions, Strengthening Relationships within the family (n=3), 2023-2024 adult goal selection was structured differently 1. Parenting/Co- parenting (n=6), 2.How to respond to my child’s behaviour (n=3) 3. Communication (n=2).

INDIGENOUS INITIATIVES

FearIsNotLove is committed to Truth and Reconciliation and has offered two main initiatives to support Indigenous peoples with culturally appropriate programming.

FAMILY HEALING PROGRAM

Family Healing is a 12-week program that takes place on a local First Nation, using a cultural approach to working with offenders who have been mandated by the courts for domestic violence treatment. The program helps its participants to take responsibility for their actions, and acknowledge the harm they have caused in their families. This program places a focus on the impacts of intergenerational trauma and the effects of residential schools. Staff offer resources and activities such as sweat lodge ceremonies, smudges, and access to guidance from Elders. Family Healing brings an awareness of the damage domestic violence brings to both the individual, the family, and the community as a whole.

In the 2025-2026 fiscal year the Family Healing Program served a total of 23 individuals.

Of these individuals:

- 18 (78%) identified as male
- 5 (22%) as female, which was similar to the previous two years.²¹

OUTCOMES	2025/2026	2024/2025
RESPONSE RATE	13%	15%
SAMPLE SIZE	3/23	5/33
Clients develop the skills to have safe and respectful relationships.	100% report they keep their behavior in-check, so their family members feel safe around them (n=3)	100% (n=5)
Clients increase understanding of consequences of their actions.	100% report that they understand the impact of their actions on others (n=3)	100% (n=4)
Clients increase respectful communication.	100% reported that they were able to handle conflict and stress in a way that is respectful to their partner/ex-partner (n=3)	100% (n=5)

“My life in general changed a lot, my mindset and the way I treat others, I mean it when I say thank you so much.”

²¹ 2024/2025 Male 79% (n=26), Female 21% (n=7); 2023/2024 Male 67% (n=10), Female 33% (n=5).

²² The program began in late 2023 and the exit survey was implemented in 2024 so there are no responses to the 2023/24 fiscal year.

CULTURAL HELPERS PROGRAM

With respect to the unique experience of our Indigenous population, this program was created with their cultural practices and history in mind. It was developed in partnership with an Indigenous Advisory Council and the Men& initiative, with the goal of establishing restorative and Land-Based programming to augment and offer alternatives to mainstream therapeutic support.

The Cultural Helpers Program aims to help men understand their traditional role as provider for the family within modern times. It uses a community-based approach to focus on helping men to rediscover a sense of community, and reclaim the roles of Father, Husband, Brother, Partner, and Son in a positive and healthy way.

The funding for this program was eliminated, so there was a reduction in the number of events which occurred in the last fiscal year, as detailed in the following table. The agency provided 8 sweat lodge ceremonies, with about 94 participants.

Outputs for Cultural Healing by Fiscal Year			
	2025/2026	2024/2025	2023/2024
Events	8	29	62
Attendees	94	270	288

“When I came to the site, I came with doubt and felt heavy on the inside. After we did two rounds and listened to their singing during the rounds, it felt like they were chasing away any bad energy or bad spirit away from me. After coming out of the hut, I felt so much lighter and let go of everything that was holding me down, like my perspective of life had changed. I woke up today feeling so much calmer than I ever did before.”

OUTCOMES	2025/2026	2024/2025	2023/2024
RESPONSE RATE	29%	5%	21%
SAMPLE SIZE	27/94	13/270	60/288
Participants increase knowledge, awareness, and appreciation of cultures.	100% report that they have gained a better appreciation for their own cultural values related to respect, kindness and humility for their family (n=27)	92% (n=12/13)	92% (n=55/60)
Participants understand their traditional role as a provider or helper in the family context.	93% report that their participation in this group activity has given them greater respect for how to be helpers in their community (n=25/27)	85% (n=11/13)	80% (n=48/60)
Participants develop healthy connections to traditional practices and ceremonies.	77% report that they have gained better insight into how to assist in providing support for a community-based ceremony (n=20/26)	38% (n=5/13)	67% (n=40/60)

RESOURCES AND INITIATIVES

FearIsNotLove provides accessible online resources and toolkits to support individuals and communities in preventing and responding to family violence and abuse. These resources are designed to share practical, trustworthy information and reach as many people as possible.

ONLINE RESOURCES

Take a Stand Toolkits

The **Take a Stand** toolkits help community members recognize abuse and respond effectively. An optional exit survey is available to people who complete a Take a Stand Toolkit. In the last fiscal year, 11 respondents completed the survey, with all reporting increased confidence in their ability to respond to disclosures of domestic violence and abuse in a supportive, non-judgemental way. Originally delivered through presentations and webinars, these tools are now available online for easier access.

Available toolkits include:

- **Recognize, Respond, Refer:** Learn to identify signs of abuse and offer informed, supportive help.
- **Is Someone I Know Experiencing Abuse?:** Understand abusive behaviours and how to recognize when someone may need support.
- **Take Action:** Explore ways to safely stand against abuse and contribute to safer communities.
- **Responding to Disclosures of Abuse:** Learn how to respond supportively and create a safe space for someone sharing their experience.

Safety Planning Toolkit

This toolkit provides practical information and interactive tools to help individuals plan for safety when experiencing or at risk of domestic violence.

Learning Resources

- **Training Video – Working with Men Who Use Violence:**
A 35-minute video for professionals, featuring expert guidance on effective counselling strategies.
- **Booklets and Guides:**
Resources designed for a range of audiences, including individuals experiencing abuse, those concerned about their own behaviour, children impacted by violence, and those supporting others. Titles include:
 - Respecting & Listening to Victims of Violence
 - Honouring Resistance
 - Choosing to Change
 - Stanley On the Shoulders of Giants
 - Language Matters
 - Supporting Victims of Domestic Violence

Access all resources online at: FearIsNotLove.ca

INITIATIVES

Equally Safe

Equally Safe is a coordinated community partnership established in January 2020 between the Calgary Police Service, YWCA Calgary, Niitoyis Family Support Society, FearIsNotLove, and the Canadian Immigrant Women's Association (CIWA).

The initiative provides coordinated interventions and referrals for individuals and families impacted by domestic violence, with the goal of increasing safety and reducing harm. Participants are referred through interactions with Calgary Police Service and cannot self-refer.

Program data is reported in the Community Services section of the Impact Report.

Men & in partnership with Forge Social Health

Men & (menand.ca) is an online platform developed in partnership with Forge Social Health to support men's mental, emotional, and relational well-being. It offers curated resources, tools, and expert-informed content to help men navigate complex challenges and access appropriate supports.

Complementing the website, the **Men's Resource Line** provides direct phone-based support, information, and referrals (1-833-327-6367).

Demand for this service continues to grow. In the 2026 fiscal year, the line received 419 calls, representing a 72% increase from the previous year and a 115% increase over two years.²³

²³ 2024/2025 244 calls, 2023/2024 195 calls.



CONCLUSION

FearIsNotLove understands the profound and layered complexity of domestic violence and abuse. Our work is grounded in the knowledge that violence is shaped by social context and requires not only direct support for individuals and families, but also broader systemic and cultural change. Across our programs, a consistent theme is the importance of promoting positive social responses: responses that avoid blame, uphold the dignity of clients and recognize the resistance and strength of those impacted. By helping individuals feel safer, seen, and supported, we contribute to the broader vision of building communities free from violence and abuse.

We are guided by a clear vision: freedom from domestic violence and abuse for everyone. Our mission is to inspire and build a dignity-driven movement cultivating communities that are free from domestic violence and abuse. Whether we are supporting individuals who are fleeing violence or those who have used it, our focus remains on ensuring the safety and well-being of all family members through effective, evidence-informed, and client-centered services.

A key pillar of our work is a commitment to learning and continuous improvement. Over the past year, we have strengthened our evaluation

strategies to better understand program impact and support data-informed decision making. This has included revising program tools and surveys to align more closely with updated logic models, improving documentation practices to be clearer and more inclusive, and strengthening how we track outcomes and client progress. These changes were not made in isolation. They were informed by insights from our semi-annual program reviews, ongoing data monitoring, and most importantly, from the voices of those we serve.

We are proud of the progress made, while also recognizing that the landscape of domestic violence and abuse is continually evolving. We remain committed to ongoing learning, reflection, and action. Guided by our values of respect, courage, collaboration, and learning, we will continue to adapt our services, advocate for systemic change, and build partnerships that strengthen our collective impact. As this report reflects, we are not only responding to the needs of today; we are working toward a future where every individual has the opportunity to live free from domestic violence and abuse.

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APPENDIX: DEFINITIONS

Attendees: Information is not individually collected, and counts are non-unique, meaning the same individual may be counted more than once if they attended multiple events or presentations.

Brief Services: individuals who receive short-term, limited, or one-time support without being fully enrolled in the program. This may include services such as information sharing, referrals, crisis support, consultations, check-ins, or a small number of sessions/interactions that do not move into ongoing case management or formal program enrollment.

Case Plan Goals: Goals are assessed on a 5-point scale (from 1 = “I have not started” to 5 = “Done!”)

Caseload Clients: Clients who are formally enrolled in the program and receive ongoing or more intensive services. This includes intake, case planning/goal setting, ongoing structured sessions, and formal discharge at the end of service.

Children served indirectly: dependents of clients who received services through the program.

Contact requests: Includes chats, emails, text, phone calls. Often these interactions are anonymous.

Gender Diverse: Clients that identify as transgender men, transgender women, non-conforming, or nonbinary during intake.

Net Promoter Score: a standard measure of client satisfaction. It is based on responses to the question, how likely are you to recommend this program to a friend or family member on a scale from 1 = would not recommend to 10 = would highly recommend. Respondents are grouped into promoters (highly satisfied, 9 - 10), passives (7-8), and detractors (less satisfied, 1 - 6), and the score is calculated by subtracting the percentage of detractors from the percentage of promoters. The result is a score ranging from -100 to +100, with higher scores indicating stronger overall satisfaction. General Net Promoter Score interpretation guidelines suggest that scores above 0 are acceptable, scores above 30 are considered good, above 50 are excellent, and above 70 are considered world-class. However, these ranges are based on cross-industry benchmarks and should be interpreted cautiously, as scores vary widely by sector.

Partner Brief Services: Current or former partners of Men’s Counselling Services clients who are contacted, with consent by MCS therapists, for partner outreach/check-ins and to provide feedback regarding the client’s progress and changes observed.

Unique Clients: Clients are counted once within each individual program. However, clients who receive services from more than one program throughout the year may be counted as a unique client within each program they accessed.

APPENDIX:

Continuous Improvement

FearIsNotLove uses ongoing feedback, data, and reflection to strengthen services and respond to community needs. The following changes were made in this past year as an outcome of our regular program reviews, and as part of our continuous program improvement efforts.

Agency Wide Changes:

- Intake: Added client preference (in-person or phone) to referral forms giving clients more choice in service delivery.
- Staff Feedback: Introduced ongoing focus groups (since June 2025) for service improvement.

Program Specific Changes:

- Connect Helpline:
 - Added a client feedback question (February 2026) to the Calgary Emergency Women's Shelter exit survey. The reason for this change is that it is difficult to get feedback on the Helpline since people are in crisis. This will give us an opportunity to have clients reflect on their experience with the Helpline, once they are in a safe place.
 - Results to be reported next year and Helpline feedback questions will be added to all exit surveys across programs (for the reason stated above).
 - Monthly reports on calls exceeding two hours sent for program lead review in order to better understand the reasons for these outliers and any needed changes to be made in our response.
- Imminent Risk Screener:
 - Updated the screener with YWCA Calgary, using latest risk and lethality research to ensure our approach is evidence informed, to improve consistency in risk assessment across staff, to help staff with decision- making on the line, and to help with the identification of high-risk cases.
- Men's Counselling Service
 - Open ended fields were added for partner checks to ensure our staff are giving clients the opportunity to discuss any safety concerns they have about their partner, or any other information relevant to the mens' progress in therapy.
- Healthy Relationships:
 - Shortened exit survey (March 2025) to reduce the paperwork burden on youth.
 - Revised and shortened case plan goals (May 2025) (for the same reason above).
- Child, Youth & Family Therapy:
 - Revised and shortened exit survey (March 2025), again to reduce the paperwork burden on children and families in crisis.
 - Revised and shortened case plan goals (May 2025) as per the above.



CONTACT

Connect Domestic Violence & Abuse Helpline:

(403) 234-SAFE (7233)

Email: help@fearisnotlove.ca

Men's Resource Line:

1-833-327-MENS (6367)

General Inquiries:

Administration: (403) 290-1552

General Email: info@fearisnotlove.ca

Website: www.fearisnotlove.ca

A photograph of a diverse group of people laughing together. In the center, an elderly woman with blonde hair is laughing heartily, wearing a red short-sleeved shirt with white buttons. To her left, an elderly man with a white beard and a light blue button-down shirt is also laughing. To the right, a young boy is looking up and laughing. Other people are partially visible, all sharing in the joyful moment.

FearIsNotLove

IMPACT REPORT

2025 – 2026