

# 2023 Annual Report

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# About the Organization

The Lloydminster Interval Home Society is an evolving and multi-faceted organization providing all individuals in the communities we serve, safety, support and education through opportunities that empower.

Through our Residential Programming, operating the Emergency Crisis Shelter and Transitional housing, we are able to provide women and children fleeing violence a safe place to stay, emotional support, safety, planning, case support, clothing, food and basic necessities.

Through our Social Enterprises, “For the Interval” Store & The Impact Depot we provide clothing and household goods to women, children and community members who are in need and starting over. As well, this is a financial revenue stream aimed at supporting our programming that is not government funded.

We also have our Lloydminster Community Youth Centre, a recreation based drop-in centre, that supports youth through safe, welcoming spaces, programming and hot meals to support their development and growth.

Our Community Outreach Centre aims to provide educational opportunities such as Self-Empowerment, Family Violence Outreach, Strength to Change and Supports For Older Adults for clients outside of the shelter and transitional facilities still needing support



# Messages



## **GLENN STANG** BOARD CHAIR

On behalf of the Board of Directors, I would like to welcome you to the 2023 Lloydminster Interval Home Society's Annual General Meeting. This is the time of year we celebrate our achievements and reorganize the Board of Directors for the coming year. Another year has passed, and we were able to continue to provide for our community in the way of safe shelter and housing, drop-in youth services, community outreach, community education and social enterprise.

I would like to welcome new board members Jill Kelly and Tyler Morrissette to the team. Together their backgrounds and experiences as leaders in our community will bring successes to the Lloydminster Interval Home Society and I am excited about their contributions. Focusing on our strategic objectives we continue to work on development and implementation of client best practices, continued growth and potential of LIHS, diversifying our sustainable revenue streams, building a brand that resonates with the community and inspires action, and finally building a positive culture that builds growth and connection between our teams. You will find information about our year in review in our 2023 Annual Report.

I would like to pass on a thank you to the management and staff of the society who continue to work diligently to build the organization and offer the supports our community needs. Without them, none of this would be possible.

I want to also thank our board members and past members for all their time and talents in guiding the direction of the organization and look forward to working together to help continue to grow for this community.

Finally, I would like to thank our donors. Our donors continue to give and support the organization through the good times and the hard times and it is because of donors like you that this organization can continue to operate.

# Messages



## ANGELA ROOKS-TROTZUK

CEO

Hello everyone,  
Our AGM is where we not only report on our business from the past year, but we reflect on our challenges and celebrate our achievements. The past year has seen some amazing improvements in our organization through welcoming additional valued and essential staff in various departments, completing much needed facility safety upgrades, and seeing our organization adapt as we continue to regain our momentum lost during the pandemic.

We completed a new strategic planning project and have six empowering new strategic objectives that galvanize us. Two of those strategic objectives involve continuing to build a positive culture and developing the growth and potential of our staff; we are well on our way to achieving those objectives. I believe the resilience, professionalism, and total dedication to preventing and ending family violence our staff exhibits will be a catalyst for our organization and our community going forward, no matter what challenges may come our way.

I wanted to take this time to thank our donors and volunteers, we appreciate the time and talents of those who choose to support us. From those who contribute time or goods at our social enterprise, to our financial contributors, and to our Board of Directors, every individual supporting us in their own way is responsible for the successes of our organization.

Finally, I am inspired by the support our community has continued to give us over our almost 44 years of operating. Year after year we have dedicated businesses and individuals who continue to support us, and I just can't thank you enough. You are the reason we can continue our mission of providing safety, support, and education. From the bottom of my heart-Thank you!



# Vision and Mission

## Vision

A community where all individuals experience safe connections and lifetimes of well-being.

## Mission

Lloydminster Interval Home Society evolves to provide safety, support and education through opportunities that empower all individuals in the communities we serve.

# Values

## Values

### Respect

Treating people in a positive and dignified manner.

### Integrity

The quality of being honest and having a strong moral principle.

### Compassion

The ability to show kindness and a willingness to help.

### Accountability

Taking responsibility and being authentic in your actions.

### Trailblazing

Surrounding our organization with people and resources that enhance and help us beyond our own strengths....making the impossible possible.



# Strategic Objectives

## Client



Develop and implement best practices that meet clients increasingly complex needs that includes a pathway of care to support client safety.

Trailblazing creative solutions to address barriers for the people we serve.

## Growth & Potential



LIHS will enhance, grow and develop human capital to be accountable to our vision, mission and values.

## Financial



LIHS will increase and diversify sustainable revenue streams.

## Collaboration



Ensure the LIHS brand resonates and inspires action.

## Culture & Structure



Build a positive culture that inspires individual growth and connection between teams.

# 2022/2023 Program Outcomes

## RESIDENTIAL PROGRAMMING

This year has been a year of change for Residential Programs. We welcomed a new Director of Residential Programs and a Team Lead. With new leadership in place the main focus has been striving towards opening up our facilities to full capacity since the COVID 19 pandemic hit. Not only were all COVID restrictions lifted, we were able to open up ALL 12 rooms at the Emergency Shelter to accommodate up to 33 people. We were also able to resume our regular programming at full capacity which would include:

- Life Skills
- Breaking Free
- Childs Play Program

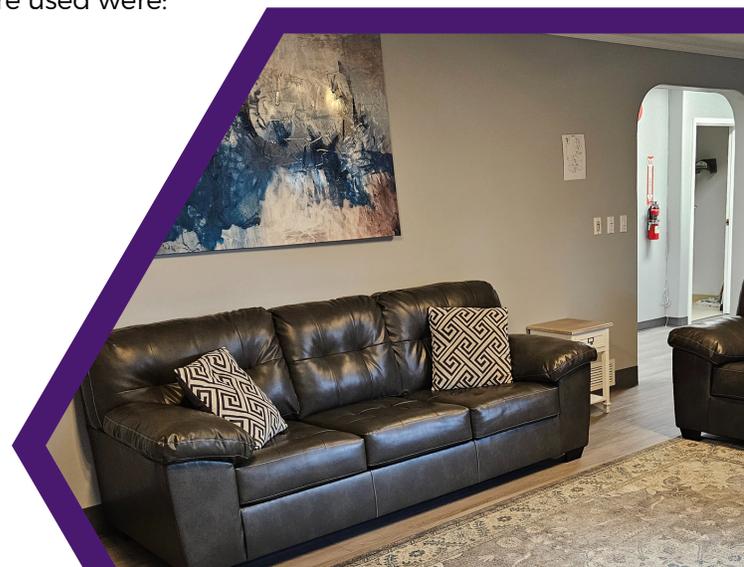
From April 2022-March 2023 our Emergency Shelter received 1,962 calls for support that included requests for admission, crisis calls and requests for information. We supported 162 women and 167 children/youth as residents of the shelter. Unfortunately we turned away 1,324 women and 1,365 children requesting admission.

The Emergency Shelter is a warm, welcoming, and supportive “home” environment that provides secure, temporary shelter when home is no longer safe. Residents staying at the shelter are offered safety, support, information, and referrals which empowers them to increase their wellbeing and safety.

Ongoing case management assists residents to identify their personal needs, create a plan and work towards meeting goals. As well, we also provide support to meet the unique needs of the families who are staying in the shelter through our Family Support program. The main focus of this work is to build on a family strengths and connections between mother’s and their children, helping them to move forward as a family.

Our Emergency Shelter was in need of some TLC and safety updates. We were fortunate enough to receive funds from the Women’s Shelter Canada Grant to assist in the costs of much needed updates and renovations. Areas where the funds were used were:

- Air conditioning on north side of building
- Steel railings at front door
- Updating kitchen cabinets, and backsplash
- Kitchen tables and chairs
- Flooring in Family Room and Play Room area
- Metal grade bunk beds
- Furniture for livingroom
- Office furniture
- And much more!!





## RESIDENTIAL PROGRAMS CONTINUED

Our Transitional Housing Program, Dol-Mar Manor, supported 12 women and 21 children/youth during the past year. We received 46 requests for admission or information. Unfortunately we had to turn away families, including 29 children.

Longer term support, programming, and security in modestly furnished, independent apartments have allowed clients the opportunity to reach some of their important goals.

While success looks different for everyone, we have had the privilege of supporting women with discovering strengths, gaining confidence and independence, building relationship skills, and enhancing parenting skills.

Living at Dol-Mar Manor has given women and their children the opportunity to build lives that are meaningful and rewarding for them as they thrive despite past adversity and current challenges.

This year we were able to access the Women's Shelter Canada Grant funding to be able to provide some much needed updates to our facility.

- Flooring
- Office furniture
- Beds for apartments
- Updated finishes for the apartments
- Outdoor play structures

## COMMUNITY PROGRAMS

2022-2023 has been a full and rewarding year for the Community Programs Department. Led by our Director and Team Lead, our Community Program staff have worked very hard to provide a wide range of engaging programs and supportive services to individuals connecting with us through LCYC, the Community Outreach Center and our community programming sessions.

### LCYC

At the Lloydminster Community Youth Center, we offer a safe place for community youth where they can develop strong relationships, build protective factors and receive social and emotional supports outside of school and family connections. Youth are at the heart of LCYC and this year we had 166 different youth drop into the centre, 125 of them having memberships, for a total of 5726 youth visits. As well, over the 200 days LCYC was open for programming we served 4823 meals to the youth.

There's always something great happening at the Youth Centre! Some of the highlights this past year include:

- Delivering Kindness Wins packages around Lloyd
- Vape Buy Back program – 18 vapes were exchanged for gift cards
- Volunteering with Border Paws Animal Shelter
- Graffiti Clean Up initiative with the City of Lloyd and Home Depot
- Chef's Got Your Back fundraiser
- Summer Programs – hiking, go-carting, Edmonton Exhibition trip
- Youth Volunteer Program – 22 youth participating



## Family Violence Outreach

The LIHS Family Violence Outreach Program empowers women impacted by relationship violence to recognize their strengths, realize their goals and to move forward from the experience of harm and towards more safety and wellbeing. Over the past year, our Outreach Workers have worked with 62 women, providing emotional support, safety planning, DV information, advocacy and supported referrals to a wide range of community supports and services.

## Supports For Older Adults Program

We were very happy to receive additional funding for the Supports for Older Adults Program which provides specialized services to older adults who experience harm and abuse in a trusting relationship. Along with offering “It’s Not Right- Neighbors, Friends and Family” presentations which help community members to recognize and respond to situations of elder abuse, our Supports for Older Adults Facilitator provided support services and supported referrals to 11 individuals.

## **COMMUNITY PROGRAMMING GROUP SESSIONS**

We currently offer two group programs for community members who are seeking support with the experience of domestic violence.

Our **Self-Empowerment for Women Program** had a great turnout with 29 women participating in the group sessions this past year. The ten-week and 6-week programs support women to strengthen their resiliency and to make positive changes in their lives through information, self-reflection, group activities and the application of new thinking and healthy strategies. While their journeys are each unique, woman who completed the program consistently reported having more understanding about interpersonal violence, feeling strengthened emotionally/mentally and having an increased ability to recognize and implement positive strategies.

The **Strength to Change Men’s Program** had 9 participants in the 2022-2023 year. This program is vital in supporting men, who use abusive behaviors in relationships, to change their thinking and behavior to an abuse-free approach. Within a respectful, supportive environment, participants explore and learn healthy relationship skills that support an abuse-free lifestyle.

It truly does take courage and strength to change! Many of the individuals who complete the 16 program sessions identify that they not only have more knowledge about intimate partner violence and healthy relationship skills, but they often see themselves as making positive changes and being more aware of how their thinking and behavior affects themselves and others.



# 2022/2023 Social Enterprise

Social Enterprise has had nothing short of an exciting year! The size and scope of our day-to-day operations has certainly kept us busy throughout the year, but it was fun to add in some more excitement wherever we could.

We expanded our team this past year to support our operations and to do our very best to keep up with the donations coming through our drive through lane 7 days a week! **In fact, from September 2022 to April 2023, we have had 7983 vehicles come through our donation lane with items for us!**

We have continued to refine our operations at every step along the way including introducing training videos to complement the written procedures we have (thanks to Dan – one of our full-time Team Associates for the videos), adding more of our staff to our driving list so the task of moving trailers is shared amongst our crew. Standardizing our volunteer orientation + training process for brand new volunteers has encouraged greater stability and better training and creating better day to day communication platforms amongst our staff. This has allowed us to be more informed about what is working and what isn't as we approach each day.

Our Volunteer Program was trying to find its feet over the year, but with some renewed processes, messaging and relationships, we are confident we will be stronger than ever in the months and years to come.

### **Gift Card Program:**

In June 2022, we introduced our gift card program to replace our “referral for support” system and it has been received very well!

Between June 2022 and April 2023, we provided support to 6 community agencies in Lloydminster and 4 of our internal programs by providing gift cards to distribute to their clients when in need. The amount of support provided was \$31,915! WOW! These gift cards have allowed our clients and community members in need to shop with us confidentially and to choose whichever items they need most.

**7983 drive-thru  
vehicles**

**\$31,915 worth of  
supports to  
community  
agencies**

# Donate today



780-808-5282



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*SCAN ME*

Your donation today does something amazing, you help change the course of a family experiencing violence.

Let me tell you a story about Pauline (named changed for privacy). Pauline and her daughter came to the shelter after leaving an abusive home environment. Pauline's bravery to leave this situation is inspiring and encouraging to other women. Your donation helped to provide Pauline and her daughter with fresh bedding, toiletries and most importantly a teddy bear upon arriving at the shelter. Why is a teddy bear so important? A teddy bear is a hug, a best friend and someone safe for a child. You gave them this, you gave them hope and stability through your donation.

You have given us the ability to evolve to provide safety, support and education through opportunities that empower all individuals in the communities we serve.

Thank you! Thank you for your gift to the Lloydminster Interval Home Society. Thank you for helping us make a difference in our communities.

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*"You don't  
need  
a reason to  
help people."*