

Annual Report

September 2021



From The Board

Jim Taylor, Board Chair



On behalf of the Board of Directors, we would like to **Welcome You** to the 2021 Lloydminster Interval Home Society's Annual General Meeting. It has been quite a challenging year, but we have had a lot of positive things happen as well. We are very happy and excited to **welcome in new board members**, Janey Rolheiser, Glenn Stang and Brad Mouland, while we thank two amazing board members who will be stepping back from their positions this fall - Don Smith and Darryl Benson.

We have made it through another year of dealing with COVID-19 and hosting our Board meetings virtually. Surprisingly enough, we have been able to implement our new Governance & Responsibilities and Sustainability Plan, which is **proving to be successful**. We moved to this model to formalize our focus on sustainability first. We have not been able to host our regular run of events throughout the year, but we have been **confident in our CEO and the team** and it has been amazing to see what they have been able to accomplish over this last year.

Aside from the challenges LIHS has faced over the last year, we would like to **thank our donors** and the **continued support we have received** from our community. Without your support and assistance, we wouldn't be able to tackle the growing need for the work done at LIHS.

There is a **bright future** with a **solid plan** moving forward and as a board, we are excited to see the new opportunities that are ahead.

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CEO Message

Angela Rooks-Trotzok, CEO



The last year has been one of the most challenging ones in the history of the Lloydminster Interval Home Society. The impacts of COVID-19 have not only been felt by our organization, but also by the already vulnerable **women, children, youth, and families we serve**. I cannot recall a time for myself, nor can others who have been a part of LIHS over the years, that has caused more stress, anxiety, and fear amongst us. **Never before** has a person, family, business, or community lived what we have all lived since March 2020.

Over the last year, the **pandemic has caused us** to close 'For The Interval' Store, cancel fundraising events and postpone business development. Our workforce has been strained by managing the ever-changing reality that COVID-19 delivered. This threatened our organizational stability and although times were extremely challenging, and remain so, the last year has also enabled us to **re-evaluate, re-imagine, and create and execute** on opportunities that we had not seen or experienced before. We had to get creative, and we had to **come together** as an organization and as a team.

Although we have been stretched, **we have not broken** - as an organization or a community. I am **hopeful**, even amongst our currently shifting and challenging situation, that we will all continue to sustain our hope for better days ahead.

Thank you to all who have supported us and who will continue to do so; we are **forever grateful!**

"Although we have been stretched, we have not broken."

2020/2021 PROGRAM OUTCOMES

LIHS had the pleasure of joining 21 other shelters as part of the **ACWS Project Impact cohort** in 2020/2021. While we have always tracked the outputs, this program allowed us to take a deep dive into the long-term outcomes youth are experiencing as a result of accessing our services. Through a mixture of survey and extended interviews, we were able to **measure our impact** on youth accessing the youth centre.

Now, our new Outcomes & Evaluations Manager is working with Community Programs as we embed a focus on measuring outcomes throughout the organization.

Lloydminster Community Youth Centre

Outcome: **Youth develop habits for healthy relationships**. Through our interviews with youth, it was consistently highlighted that the deep relationships that develop between peers and with program facilitators is one of the top reasons youth attend LCYC. **88%** of youth surveyed report that they have more people in their lives that care about them as a result of their time with LCYC.

Outcome: **Youth develop positive identity and wellbeing**. **90%** of youth surveyed report feeling more comfortable being themselves as a result of their time at LCYC.

Outcome: **Youth develop personal capacity to meet life challenges**. Despite three months of closure, and a significant reduction in visit numbers due to public health measures, **77%** of participants say they are more equipped to deal with day-to-day challenges as a result of their time at LCYC.

We exist to provide safety, support & education by empowering the children, youth, adults & communities we serve.

2020/2021 PROGRAM OUTCOMES

Emergency Shelter

Our Emergency Shelter received **1,262 calls** for support. Over the year, we supported **163 women and 105 children**. Women staying at the shelter are offered ongoing case plan support. The focus of this is to assist in creating a plan and working towards goals for after discharge from the shelter. We also provide support to meet the unique needs of the families who are staying in the shelter. The main focus of our work is to build supportive, trusting relationships with every mother and child that helps them to move forward. Our Family Support Program supported **34 families** that consisted of **76 children altogether**. Of that, **23 children participated in Child's Play program**.



Transitional Housing - Dol-Mar Manor

Our Transitional Housing Program, Dol-Mar Manor, supported **14 women and 15 children** over the last year. 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 pleasure of supporting women with overcoming loss, implementing boundaries, managing anxiety, finding success in school and work, and enhancing their parenting styles and skills. Living at Dol-Mar Manor has given clients the opportunity to create meaningful community connections while learning to thrive during **incredible odds**.

Public Education

Our Public Education Program experienced a shift in delivery but continued to offer education, awareness and support to schools, organizations, community groups, and workplaces. **24 presentations** were offered to **254 participants**. Topics included:

- Family Violence
- Healthy Relationships/Friendships
- Elder Abuse
- How to Be a Bucket Filler
- Self-Esteem
- LIHS Programs & Services
- Leading Change
- Domestic Violence and Your Workplace

Virtual presentations were offered and our social media channels were utilized as a means of providing additional information.



Topics:

- Types of Abuse
- Power and Control
- Cycle of Violence
- Warning Signs
- Effects of Abuse
- Support



Learn With LIHS

Family Violence Presentation

September 28 at 2pm
Via Zoom

Please email
leslieb@lloydintervalhome.com
or message us for the link!

Giving Hope a Space to Grow

Volunteer Program

Volunteers donated **4,222 hours** of their time, enthusiasm, and passion to several programs throughout our agency over the past year. Volunteer roles have continuously **evolved to meet the needs** of our clients and community. Our volunteer team consists of people from various demographics, cultural and ethnic backgrounds, ages and cognitive diversity. It is with the help of our volunteers that our organization is able to achieve our mission of providing safety, support and education by empowering the children, youth, adults and communities we serve. **Volunteers are vital to our operations** and for that, we are forever thankful!

Volunteers by Program

'For The Interval' Store	75
Thriftmas (Seasonal Thrifting Operation)	12
Events	6
Emergency Shelter	2
Transitional Housing	1
Lloydminster Community Youth Centre	25

Age of Volunteers



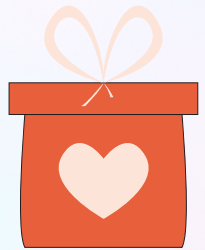
Community Programs

Our community programs are designed to empower individuals and encourage them to live their best life - abuse free. Information, group discussion and activities assist individuals to discover their strengths, identify healthy choices and make positive changes in their lives. Over the past year, our programs welcomed **57 adult participants** and **112 child/youth participants**. Adults and young children participated virtually while we held in-person sessions for youth.

Family Violence Outreach

Our Family Violence Outreach Program empowers women to create meaningful change that leads to safety and well-being. Over the past year, our Outreach Workers supported **91 clients** with identifying and connecting to the necessary resources to realize their goals and move towards a healthier lifestyle. **70 referrals** were received.

The Family Violence Outreach Team has consistently provided food donation supports for clients, but this service was really expanded throughout the pandemic when the women we support **needed it most**. Not only did staff provide food donations, but the team also did their best to include additional items they thought would **support client's mental health** and be a **comfort** to them. Items such as blankets, personal care items, books, puzzles, activities/toys for clients children, adult colouring pages, and potted plants were among the things included in the weekly **Client Care Boxes**. In the midst of so much uncertainty, isolation and distress, the Outreach Workers were able to spread the message to clients that they were being thought of and were cared for. Women receiving the boxes expressed how much they appreciated and enjoyed them and how **encouraging the weekly connection** was.



'For The Interval' Store

That sure was a year for the books! Which book you might ask?! Well, our experiences here at 'For The Interval' Store and in our Social Enterprise Department was ALL THE BOOKS!! We lived part of our year in a sci-fi series (as did many of you we are sure!) - that was when our store was **closed from March 17, 2020 to May 19, 2020** due to provincial COVID restrictions for retail businesses. During that time, we had the opportunity to do some minor renovations to FIS - again, another book, but more of a chapter this time - in DIY.

The latter half of May and then all of June 2020 we found ourselves in a choose your own adventure book - when is the last time you read one of those? As our volunteers, staff, customers, and donors got used to some of our new processes, **every day was an adventure** as we navigated our way through together. Our Summer students joined us then, and we had some fun with creative merchandising and projects around the store until we had to get ready for back to school! The back to school season was a bit like reading a western novel - the wild west it was! As everyone tried to stay healthy and positive, we really turned to each other on our team - for **fun, encouragement, perspective, and hope!** The inspirational genre was up next for us!

The fall, Halloween and then THRIFTMAS was such a FUN time! Every day, we were inspired to show our customers - old and new - **how to thrift** for all the coolest things! We looked to our self help books and specifically self care during the time, as it sure was a busy one! We operated "Thriftmas on 50th" for November and December and had SO MUCH FUN doing it! We were excited to to help **brighten downtown Lloydminster** for those couple of months!

The new year brought us to the mystery genre of books. As we got closer to being able to access COVID vaccinations, we didn't know how or when we would be able to begin operating in our "new normal", but were looking forward to the changes it brought. All in all, it was a **year of resilience**, relying on each other and being **grateful for each and every day**.

**Connect
With
Us!**



Box 1523 Lloydminster, SK S9V 1K5



Crisis & Support: 780-875-0966

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liinfo@lloydintervalhome.com



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world, one person at a
time.



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We also wish to send out a sincere thank you to all of our donors who choose to remain anonymous!

THANK YOU! WE COULD NOT DO THIS WITHOUT YOU!

Your generous donations help us work towards our mission of providing safety, support, and education by empowering the children, youth, adults, and communities we serve.