

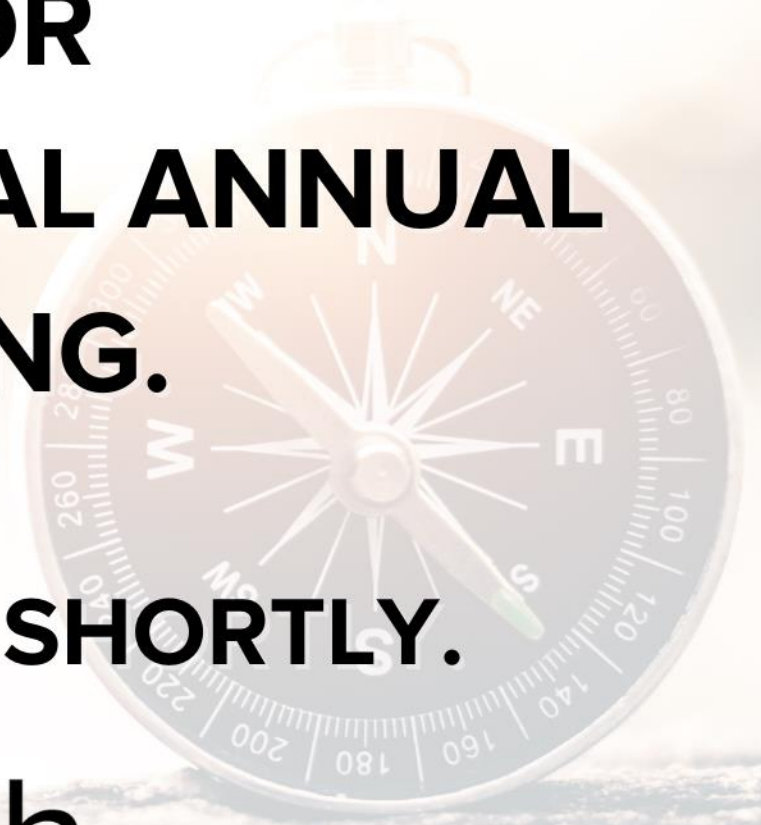
**TRUE NORTH WOULD LIKE TO
THANK YOU FOR
ATTENDING OUR VIRTUAL ANNUAL
GENERAL MEETING.**

THE MEETING WILL BEGIN SHORTLY.



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2022/2023 ANNUAL AGM



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TRUE NORTH AGENDA

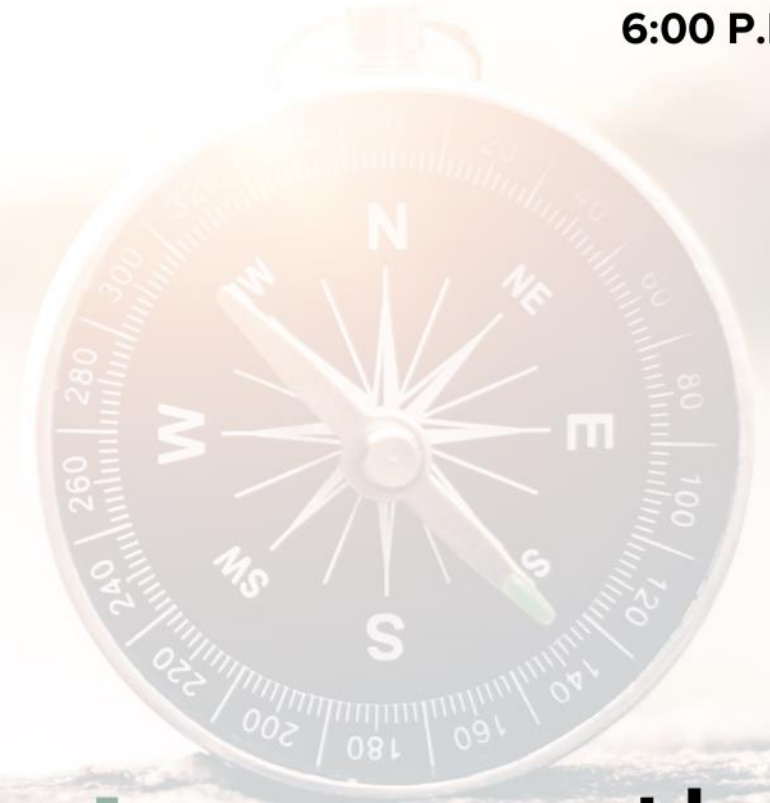
TRUE NORTH
AGM ANNUAL GENERAL MEETING

2023 JUNE 21

MEETING HELD VIRTUALLY THROUGH MICROSOFT TEAMS

6:00 P.M.

1. CALL TO ORDER
2. LAND ACKNOWLEDGEMENT
3. INTRODUCTIONS:
 - A) BOARD OF DIRECTORS AND TRUE NORTH EXECUTIVE DIRECTOR
4. APPROVAL OF AGENDA
5. APPROVAL OF THE MINUTES
 - A) JUNE 22, 2023 AGM MINUTES
6. AUDITOR'S REPORT
 - A) GREGORY, HARRIMAN & ASSOCIATES LLP
7. MESSAGE FROM THE CHAIR – JOYCE LI
8. MESSAGE FROM THE ED & INTRODUCTIONS OF THE TEAM– CAROL MANSON MCLEOD
9. TRUE NORTH 2023 REPORT TO THE COMMUNITY – COURTNEY HELFRICH
10. NEW BUSINESS
 - A) ELECTION OF OFFICERS
11. CORRESPONDENCE
12. ADJOURNMENT



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TRUE NORTH LAND ACKNOWLEDGEMENT

"WE HONOUR AND ACKNOWLEDGE THE TRADITIONAL LANDS OF TREATY 7 UPON WHICH WE LIVE, WORK, AND PLAY. WE HONOUR AND RESPECT OUR NEIGHBORS AND FRIENDS THE T'SU'TINA , KIANAI AND PIIKANI PEOPLES OF THE BLOOD, KIANAI , SIKSIKA , AND TSU'TINA FIRST NATIONS, AS WELL AS, THE METIS PEOPLES OF REGION 3 OF THE METIS NATION OF ALBERTA.

WE RECOGNIZE THAT ALL ALBERTANS ARE TREATY PEOPLE AND HAVE A RESPONSIBILITY TO UNDERSTAND OUR HISTORY AND THE SPIRIT AND INTENT OF TREATY 7 SO THAT WE CAN HONOUR THE PAST, BE AWARE OF THE PRESENT, AND BUILD A FUTURE ON PEACE AND FRIENDSHIP FOR A JUST AND CARING FUTURE.

WE CELEBRATE AND VALUE THE RESILIENCY, SUCCESSES, AND TEACHINGS THAT ALBERTA'S INDIGENOUS PEOPLE HAVE SHARED WITH US, AS WELL AS THE UNIQUE CONTRIBUTIONS OF EVERY ALBERTAN."

TRUE NORTH

**June
21** National
Indigenous
Peoples Day



Today, we celebrate National Indigenous Peoples Day, a day to honour and recognize the diverse cultures, heritage and contributions of First Nations, Inuit and Métis peoples in Canada.

National Indigenous Peoples Day coincides with the summer solstice, the longest day of the year.

National Indigenous Peoples Day is an opportunity for all Canadians to learn more about the history, traditions and achievements of Indigenous peoples, as well as the challenges and aspirations they face today. It is also a chance to celebrate the resilience, strength and diversity of Indigenous peoples across the country.

Let's take this day to acknowledge and celebrate the rich and vibrant cultures of Indigenous peoples in Canada, and to reaffirm our commitment to reconciliation and mutual respect.

TRUE NORTH INTRODUCTIONS

WCS BOARD OF DIRECTORS:

- JOYCE LI - BOARD CHAIR
- JAMES WILLIAMSON - VICE CHAIR
- LINDSAY BLATZ - SECRETARY
- KEN ROBERTSON - TREASURER
- AMANDA ROBERTS - DIRECTOR AT LARGE
- SCOTT SILVA - DIRECTOR AT LARGE

WCS LEADERSHIP TEAM

- CAROL MANSON MCLEOD - EXECUTIVE DIRECTOR
- COURTNEY HELFRICH - PROGRAM MANAGER
- SARAH TRAVNICEK- TEAM LEAD
- NIKKI SURVEYER - TEAM LEAD
- JONI CHYZYK - OFFICE ADMINISTRATOR



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TRUE NORTH AUDITORS REPORT

PRESENTED BY GREGORY, HARRIMAN & ASSOCIATES LLP



TRUE NORTH CHAIRS MESSAGE

**PRESENTED BY BOARD CHAIR,
JOYCE LI**



TRUE NORTH EXECUTIVE DIRECTORS MESSAGE

PRESENTED BY EXECUTIVE DIRECTOR,
CAROL MANSON-MCLEOD



TRUE NORTH EXECUTIVE DIRECTORS MESSAGE

- PEOPLE

- We welcomed many new staff to the shelter this past year – this is positive because we welcome new ideas and skills. It is challenging as well as we lose skill set. The primary reason for staff turnover is that our operational funding grants are not keeping up with the salaries our staff can receive elsewhere. The last funding increase was 2014-15.
- Our Workplace Health and Safety committee was extremely active this year working to keep us safe!
- Worked with our community partners to develop closer working relationships – specifically Trellis, Strathmore Food Bank, FCSS, RCMP and many more.

TRUE NORTH EXECUTIVE DIRECTORS MESSAGE - CLIENTS / SERVICE

- As we have emerged from the pandemic there is an increasing demand for services – over the last several months the demand for families is stretching our services.
- Our quality of service and care is measured by a client survey.
- The provincial government has recognized the challenges with the cost of food and has provided an additional grant outside of our normal grant.
- We are working closely with Siksika and are looking forward to growing the relationship.

TRUE NORTH EXECUTIVE DIRECTORS MESSAGE - QUALITY

- Our staff have had the opportunity to attend many trainings to help them in their roles.
- Many improvements were made in the shelter with the help of grants, donors, and fundraising. Improvements have included – new furniture, closet organizers, an improved organizational system.
- Many more improvements are planned for this next year to continue capital upgrades in the shelter, including furnaces, boilers, flooring, and a project to go paperless.
- Carried out a needs assessment for the community in relation to housing with the support of the Community Housing Transformation Centre.
- Implemented a new payroll system.

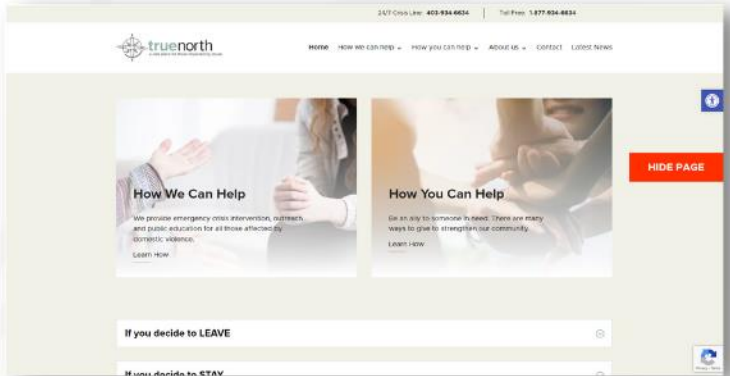
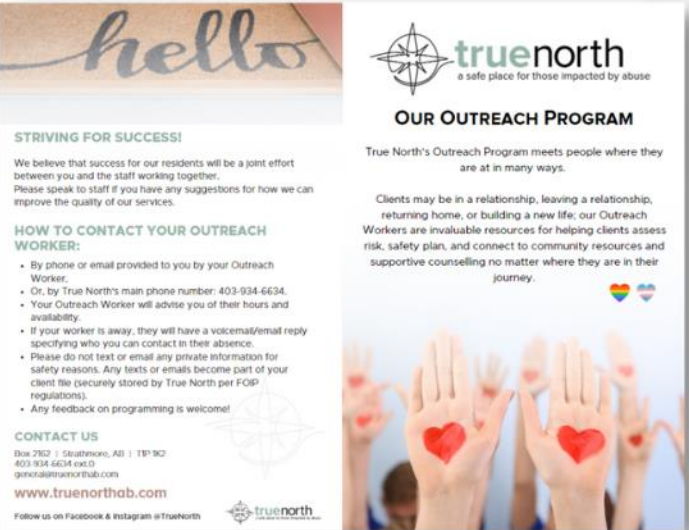
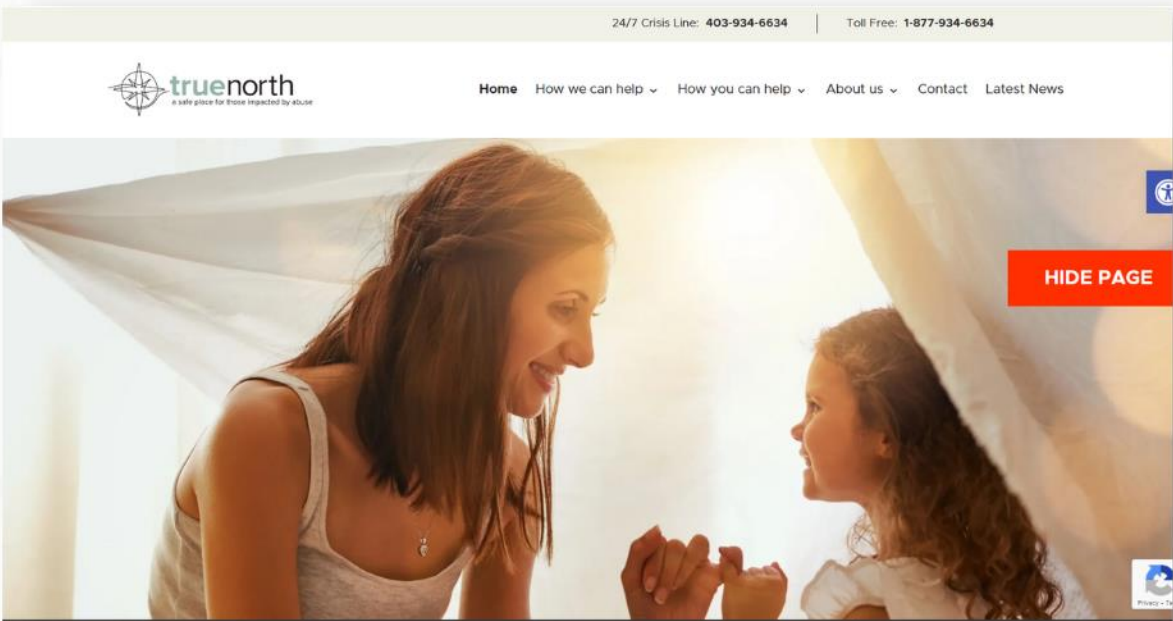
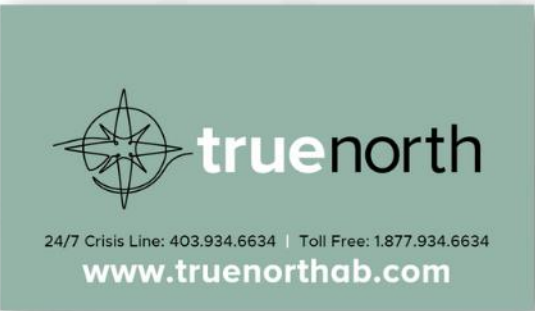
TRUE NORTH EXECUTIVE DIRECTORS MESSAGE - GROWTH

- We have made purchased land in Strathmore to build affordable housing for those fleeing violence. The design will be complete by fall 2023 as we search for funding to help us achieve our goals. The demand for affordable housing is growing exponentially.
- We have successfully planed and launched a rebrand of the organization to help us move forward into the future. We acknowledge the 30 years of history we have in the community and all those who have gone before us to build such a strong organization. We are excited about the future.
- We have hosted several successful fundraising events including – gala, drag show & golf tournaments.

TRUE NORTH EXECUTIVE DIRECTORS MESSAGE - GROWTH



TRUE NORTH REBRAND



ACWS PROVINCIAL IMPACT

The Cost of Domestic Violence to Albertans

Domestic violence has serious implications for the individuals involved. But it is also a whole of society issue: a public health crisis, a human rights and equality crisis, and a resource crisis. The financial costs of this violence in the province are substantive, and the personal costs of pain and suffering inflicted on survivors, their children and families as well as the additional costs of misogyny and racism experienced in the broader community are staggering.



Shelters received **65,390** calls seeking support

Of those calls, **25,530** were calls to request admission. Only **16.6%** of those calls resulted in the shelter being able to provide admission to the caller⁶. (See section on turn-always, p.6).

20,791 were requests for information.

16,260 were calls for crisis support.

2,809 were for other reasons.



69 older adults were admitted to senior shelters

Older adults experience intimate partner abuse, but also abuse from adult children, grandchildren, or other family members, and an increasing number are experiencing abuse and harm from roommates. Most seniors requesting help are experiencing emotional, physical, and/or economic abuse. **Two ACWS member shelters are dedicated to serving seniors**, one in Edmonton and one in Calgary.



7,303 accessed outreach services from shelters⁷

Outreach services include safety planning, general counselling and support, assistance finding affordable housing, and advocacy, among many other services. These services can be **accessed without the client residing at the shelter**, or by clients who have transitioned from living in a shelter to living in the broader community.



7,620 were sheltered (this number includes 4,182 women and 3,373 children, 48 men, and 17 who indicated another gender.)

6,989 were admitted to emergency shelters.

Emergency shelters offer short-term residential support.

631 women and children were admitted to second stage shelters.

Second stage shelters, also known as transitional housing, are accommodations for clients who need a longer-term stay that still has access to the supports that shelters can provide—including safety/security, legal support, counselling, and more.

Northern Alberta
admissions of adults and children

- Emergency **1,879**
- Second Stage **28**

Shelters provided **31,023** services to adults, children, and seniors

Edmonton admissions of adults and children

- Emergency **1,226**
- Second stage **106**
- Edmonton Senior admissions **24**

Calgary admissions of adults and children

- Emergency **1,092**
- Second stage **358**
- Calgary Senior admissions **45**



• Northern Alberta
• Central Alberta
• Southern Alberta

2,863 Safety plans developed with survivors

Shelters connected survivors to other supports **19,362** times

Central Alberta
admissions of adults and children (excluding Edmonton)

- Emergency **1,302**
- Second stage **119**

Southern Alberta
admissions of adults and children (excluding Calgary)

- Emergency **1,421**
- Second Stage **20**

2021/2022

REPORT TO THE COMMUNITY

**PRESENTED BY PROGRAM MANAGER,
COURTNEY HELFRICH**



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TRUE NORTH 2022/2023



Our Mission (What We Do)

Together we walk the path with those in crisis, honouring the past, providing support in the present and awakening hope for the future.

Our Vision (What We Strive to Be)

Interrupting the cycle of abuse through empowerment to create a safe environment for all.

Our Values (How We Conduct Ourselves)

COMPASSION: We are kind and caring to everyone we encounter

RESPECT: We value everyone and treat people with dignity and equity

INTEGRITY: We are truthful and honest in all areas. We do the right thing, even if it is hard.

TRUST: We will be honest, sincere, and transparent

EMPOWERING: We recognize strengths and help others to act.


SAFETY: We provide protection and security; physical and emotional to those we serve.





WHO WE SERVE

True North takes pride in inclusivity and is proud to serve all individuals and families regardless of age, gender identity, or gender expression. We strive to respect our cultural differences and the experiences that make each of us unique. In 2017, True North was awarded the provincial Alberta Inspiration Award in recognition of our inclusive practices. True North's services are accessible to men, women, and anyone within the LGBTQ+ community experiencing domestic violence. In addition, we cooperate with the Male Domestic Abuse Outreach Program offered through the Calgary Counselling Centre, which provides longer-term counselling, advocacy, and support programs for men.



The WCS Emergency Shelter Program is available to those fleeing abuse regardless of their geographic location

Strathmore, Gleichen, Siksika, Cluny, Rockyford, Standard, Rosebud, Drumheller, Three Hills, Acme, Carbon, Linden, Beiseker, Irricana, Kathryn, Chestermere, Langdon, Indus, Carseland, Arrowood, Mossleigh

True North's Outreach & Public Education Programs serve over **20** communities!

TRUE NORTH'S IMPACT

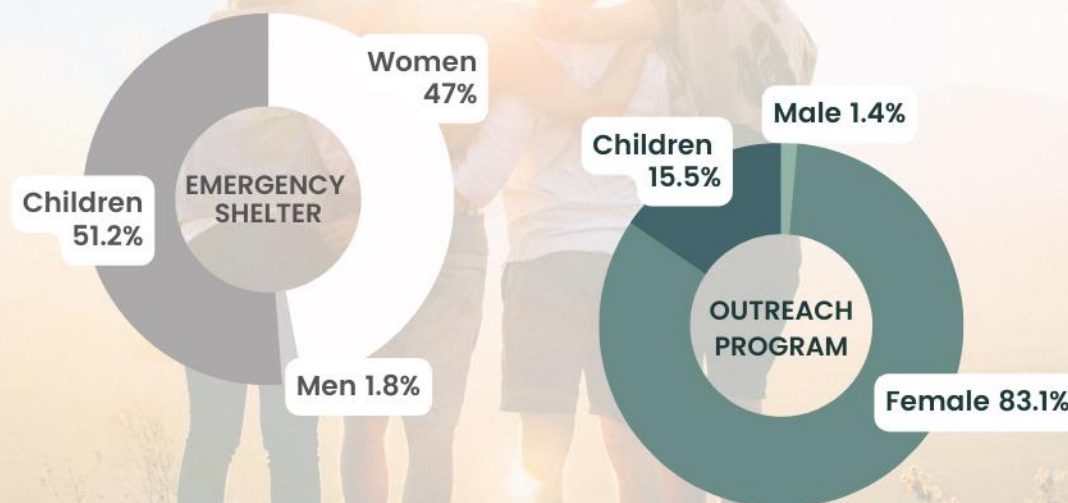
We fall. We Break. We fail...
But then, we heal,
we overcome..

2,464

**CALLS TO OUR
CRISIS LINE**

These calls
resulted in 30,099
minutes spent by
Crisis Intervention
Workers providing
direct services

During 2022/2023 we've helped
168 PEOPLE
interrupt the cycle of Domestic Violence



TRUE NORTH'S IMPACT 3 YEAR OVERVIEW

PANDEMIC

2020/2021

64 Adults & Children
served in shelter programming

Average
length of stay **15 Days**

27% Occupancy

1,561 calls to the crisis line

148 admissions offered
63% of those not admitted was due to lack of capacity

25,264 minutes on
the helpline



PANDEMIC

2021/2022

107 Adults & Children
served in shelter programming

Average
length of stay **18 Days**

41% Occupancy

1,966 calls to the crisis line

182 admissions offered
65% of those not admitted was due to lack of capacity

30,099 minutes on
the helpline



2022/2023

168 Adults & Children
served in shelter programming

Average
length of stay **22.1 Days**

70% Occupancy

2,464 calls to the crisis line

228 admissions offered
1,272 requests for admissions.

32,055 minutes on
the helpline



TRUE NORTH'S YOGA PROGRAM



62
CLIENTS
ACCESSED
YOGA THERAPY

513
HOURS WERE
SPENT IN YOGA
THERAPY



TRUE NORTH CHILDRENS PROGRAMMING



In our Rec Room we support families in play, kids in feelingsafe, shelter programs to assist parents in case planning, and parents and guardians with self care and respite. In the Rec Room we have two full time staff and relief staff that comes in on weekends and holidays.



686

Hours in children's outreach
providing parenting
support, sessions and
advocacy



2,959

Hours of direct Child &
Youth programming
provided

TRUE NORTH NEW BUSINESS - ELECTION OF OFFICERS



SCOTT SILVA - REAPPOINTMENT OF DIRECTOR
LINDSAY BLATZ - REAPPOINTMENT OF DIRECTOR
KEN ROBERTSON - REAPPOINTMENT OF DIRECTOR



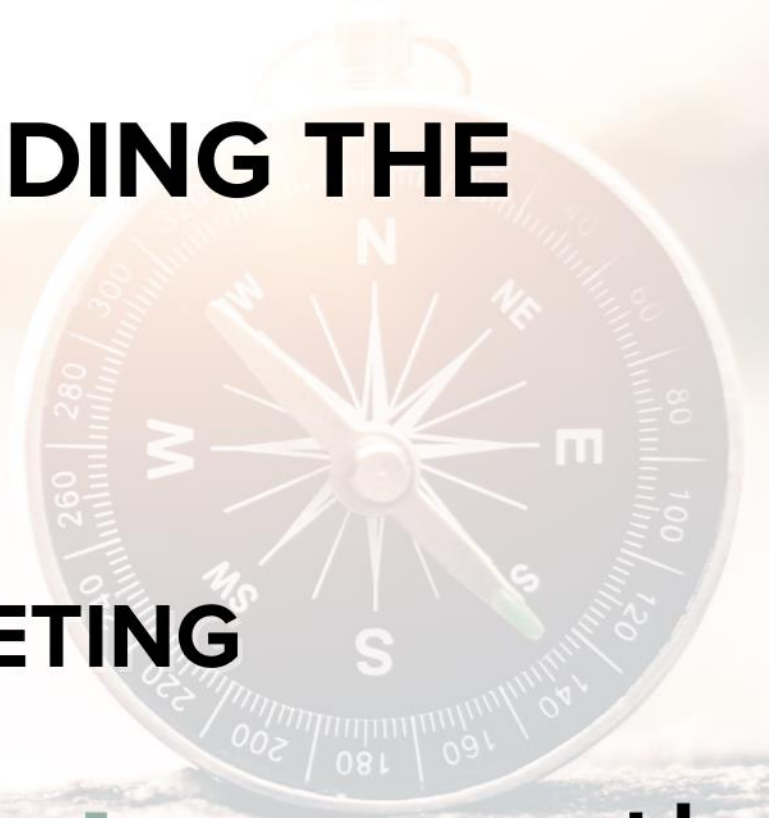
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TRUE NORTH ADJORNMENT

**THANK YOU FOR ATTENDING THE
2022/2023
TRUE NORTH
ANNUAL GENERAL MEETING**



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TRUE NORTH CONNECT WITH US

EMAIL: GENERAL@TRUENORTHAB.COM

PHONE: 403 934 6634

VISIT US ONLINE WWW.TRUENORTHAB.COM

**FOLLOW US ON INSTAGRAM & FACEBOOK TO STAY UP TO DATE
ABOUT OUR EVENTS AND HOW YOU CAN MAKE A DIFFERENCE!**

@TRUENORTHAB



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