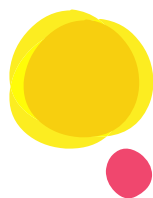


2020



Annual Report



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Land Acknowledgment

In the spirit of respect and truth, CCASA wishes to take a step towards reconciliation by acknowledging traditional treaty land where we work. CCASA acknowledges the traditional territories of the people of the Treaty 7 region in Southern Alberta, which includes the Blackfoot Confederacy, comprising the Siksika, Piikani, and Kainai First Nations, the Tsuut'ina First Nation, and the Stoney Nakoda (including Chiniki, Bearspaw, and Wesley First Nations). Moh'kins'tsis, named by the Blackfoot, meaning "Where the Bow River meets the Elbow" is also where the Metis Nation of Alberta, Region III make their home.

CEO & President Message

As most 2020 annual reports will start, CCASA must acknowledge the uniqueness of 2020 that brought us the first world-wide pandemic in this current world's history. The impacts have been unimaginable in most of our minds and on all levels of our society; the economic shut downs and resulting financial results for many and the devastating physical and emotional toll on people throughout the world. Many women have also experienced more violence due to the isolation and stresses of the pandemic. And yet, we continue to hear heartwarming and resiliency stories throughout Canada that indicate the strength and love of people in taking care of their families and communities.

CCASA's resiliency, strength and dedication has shone bright through this time. We saw this through the agency continuing all of its essential services within days of the first lockdown in Calgary. We also saw the progressive establishment of new ways of delivering services as the pandemic turned into weeks and months. CCASA persevered as a nimble and strong organization with a leadership team that was able to steer the ship through unknown waters. The dedicated frontline staff left us in awe of their commitment, abilities and flexibility to adapt.

Financially, CCASA remained quite stable in 2020 given the impact of the pandemic and the downturn in the Alberta economy over the past several years. CCASA's main funders are the United Way of Calgary and area, City of Calgary - Family and Community Support Services (FCSS) and various ministries in the Government of Alberta. In the fall of 2020, after an engaged process with their funded agencies, CCASA received a reduction of United Way funding which currently funds CCASA's crisis and support programs. This resulted in the loss of two positions in the counselling program. The Ministry of Community and Social Services increased funding to all sexual assault centers in Alberta that enabled us to continue to fund staff in our extremely busy Police and Court Education and Support Program. CCASA is grateful to United Way and recognizes them as an important partner in supporting sexual violence services and we look forward to continuing our partnership going forward. Another funding challenge CCASA experienced was directly related to schools closing in mid-March due to the pandemic and subsequently not allowing external people into schools. This rendered the organization unable to deliver the elementary school based Who Do You Tell?™. In the fall, after conversations with FCSS, CCASA experienced a temporary reduction in funding until school-based programs resume.

Overall, when we look back at 2020, with its many and varied challenges and set-backs, we are proud of the services that CCASA was able to offer and of the staff who continued to work during a time that was often extremely challenging and stressful. This is when we remember the resiliency and strength of our amazing organization, its leaders, frontline staff and volunteers.

Please enjoy reading further about CCASA in 2020.

Leigh Anne Sturmy, President, Board of Directors and Danielle Aubry, Chief Executive Officer



2020: Responding to a Global Pandemic

The event that dominated most of 2020 was the global COVID-19 pandemic. The impact of the pandemic was immeasurable. It affected individuals and families, the healthcare system, and economy among many other things.

At the start of the pandemic, we closed our offices to in-person services and created shifts to limit staff in the office at a time. We quickly made adjustments and transitioned to providing select services online to safeguard the health of both staff and clients.

During the first months of the pandemic, our call center temporarily closed to volunteers which required staff to cover all after hours support line shifts. Our counselling and police & court support teams transitioned to virtual spaces with some allowances for in-person services for those who were experiencing barriers to accessing virtual services. With enhanced safety protocols, our Sexual Assault Response Team (CSART) continued to provide support in medical facilities. All of our education services transitioned to online learning throughout the pandemic.

Our support teams remained agile to respond to the realities of COVID-19 with shifts to service delivery as needed during the waves of the pandemic. It was a challenging and difficult time at our organization. But, we are proud to say that all of our teams remained dedicated prioritizing the needs of our clients first.

The dedication shown by all of our teams during these unique unprecedented times has been nothing short of inspiring.

Who is CCASA?

Calgary Communities Against Sexual Abuse (CCASA) is the primary sexual harassment, sexual abuse and sexual assault crisis, counselling and education service provider for Calgary and the surrounding areas. We exist to inform, educate, and empower. We are a leader in the field of sexual violence.

For over 25 years, CCASA has built a strong foundation and network of services to support communities in addressing sexual violence and the resulting myriad of complex issues for individuals, families and communities. We strive to enhance the health and well being of all people and our broader community through responsible and effective programs in sexual harassment, sexual abuse and sexual assault education, crisis intervention, and counselling.

Our Vision

Healthy communities free of sexual violence, including sexual abuse, sexual assault and sexual harassment.

Our Mission

To lead in the provision of specialized sexual violence services and educate communities to shift attitudes and responses to sexual violence.



We are committed to providing a healthy society that is respectful, open and inclusive. We advocate a position of zero tolerance for all types of violence.

We are committed to the prevention of sexual violence. Our purpose is to raise awareness of the foundations and patterns of violence, the subtle and not-so-subtle forms of violence, and the behavioural, emotional and socio-economic consequences that sexual violence has on individuals, families, our communities and our society as a whole.

We believe that:

- Sexual harassment, sexual abuse and sexual assault are acts of violence that affect all individuals, families and communities.
- Sexual violence is based in the abuse of power and control and is a significant part of the broader continuum of violence and abuse.
- Sexual harassment, sexual abuse and sexual assault issues must be addressed by the community in a proactive and inclusive manner.
- Effective sexual harassment, sexual abuse and sexual assault services need to be available for, and provided to, people of any race, religious belief, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, size or shape, source or level of income, education level, family status, gender, gender identity, gender expression and sexual orientation.
- The community must be involved in the development and delivery of effective services.
- Volunteer contributions are an invaluable source of support and strength in providing quality sexual violence services.

S Services Overview

Sexual Assault Response Team (CSART)

The Calgary Sexual Assault Response Team (CSART) provides specialized care to individuals who have been sexually assaulted within 96 hours. The service is available through any Calgary emergency department or urgent care center, and the team works primarily out of their specialized facilities in the Sheldon Chumir Health Centre. This service is available 24/7 to anyone 12 years of age or older who has experienced a sexual assault.

Individual and Group Counselling

We provide individual and group counselling for people impacted by any form of sexual violence, including sexual harassment, sexual abuse, and sexual assault. We also provide counselling to anyone supporting an individual who has been impacted by sexual violence.

Get in touch to learn more

403.237.5888



Police & Court Support

The Police & Court Support program provides specialized information, education and support to people who have experienced sexual violence as they navigate the legal system, or as they consider doing so. We provide specialized information, education, and support to people who have experienced sexual assault recently or in the past, as well as their families.

Education & Training

CCASA's education & training programs aim to facilitate meaningful conversation on topics related to sexual violence, including why it occurs and its impact, and to build capacity within our community to respond to disclosures of sexual violence in a positive and supportive manner.

Workshops and trainings are available for:

- Public & Professionals
- Children & Youth (ages 5-18)

Support & Information Line

Our support and information line is available to anyone who has been affected by any form of sexual violence. Through this line we offer crisis intervention, emotional support, supported decision making, information about the many forms of sexual violence, and referrals to community resources.

& Services & Impact

Sexual Assault Response Team

CSART

The Sexual Assault Response Team (CSART) provides specialized care to those who have recently experienced a sexual assault. CCASA support counsellors work alongside a team of medical professionals to provide information, care and support.

The CSART team continued to provide services through the entirety of the pandemic while continuously reviewing and modifying our provision of services based on the rapidly changing health and safety protocols. Our focus remained the same through the pandemic which was putting clients and staff safety first.

432

Hospital Accompaniments

Support counsellors were able to support 279 individuals including 153 support persons with hospital accompaniments.

Counselling

Individual and Group

During the first initial weeks of the pandemic, counselling sessions were paused and all personnel adjusted and transitioned to a mixture of working from home and the office. Staff learned to adjust to virtual counselling sessions. While most clients sessions were over the phone or online, counsellors continued to provide limited in-person counselling to those who experienced barriers to at online counselling.

Understandably, many of our clients were experiencing a variety of impacts as a result of the pandemic, including increased levels of stress and anxiety. Our counsellors steadied the course of the pandemic responding to our clients changing needs and created stability during unstable times. The counselling and leadership teams met regularly to assess for gaps in services and put the needs of clients at the forefront.

The counselling team launched three new support groups - *youth support group*, *safety and stabilization group*, *support persons group*.

The focus of the groups is for participants to explore the impacts of trauma, share feelings and emotions, identify strengths, and navigate strategies to build support networks.

Groups create a community and help participants see that they are not alone in their experiences.

779

Clients

3401

Individual
Counselling Sessions

9

Group Counselling
Sessions

Police & Court Support

Through the challenges of the pandemic, the Police & Court Support team continued to take new clients and provide services to existing clients. Most services transitioned to phone and online sessions with a limited number of clients able to access in-person services if they experienced barriers with virtual services.

There are already a lot of barriers and re-victimization that occurs when reporting and going through the criminal justice system.

However, this year in particular presented considerably more impacts for clients due to the pandemic. There were disruptions for clients who were in the midst of police investigations or trials. Many court dates had been rescheduled or prolonged which added immense amounts of uncertainty and stress.

Despite these challenges, our team worked with clients to make sure they felt heard, supported, validated and understood.

416
New and Existing Clients

4686
Client Meetings and Support Sessions

2992
Hours of Police and Court Support



The Police & Court Support team provides support through the entire process of engaging in the criminal justice system - before, during and after. The support provided gives individuals and families a path to resiliency and has a tremendous impact on their healing journey.

TedTalk LevelUp Conference

Transforming Trauma into Resilience and Strength | Byanca Nimijean



Watch here: <https://youtu.be/ole8Aro5WGs>

Byanca Nimijean is a former Police & Court Support client and she details her experience going through the criminal justice system and her immense gratitude for her Support Counsellor from CCASA.



My journey was hard, it was scary and unpredictable, however with the guidance of an incredible support worker, I fought with everything in me and everything I didn't even know I had to conquer what I felt to be, the impossible. I am here to share with you what it took for me to take back my voice, my power and what sparked the passion in me to fight for social justice. Our voice is loud, fierce and powerful, that was shared with me. Now I want to share with you to always *Be brave, be bold and be loud, just do not be silenced.*

Education & Training

The Education & Training program quickly transitioned to online learning platforms to host presentations and workshops. Educators were able to continue to provide services to community members, groups and professionals.

Community Engagement

Educators connected with various groups, community members and professionals throughout the year. There were a few niche's that educators supported in different communities.

- **Tattoo Community:** Educators connected with local studios to offer support and resources following the public disclosures of tattoo clients and artists about sexual violence within studios across the province, country and around the world.
- **Men's Engagement:** Man Enough?™ is an 8-week program that was hosted virtually. The groups explore the diverse roles men can play in joining the work to help create communities free of sexual violence.
- **Post-Secondary:** Educators facilitated several series of workshops with Reeves College and Ambrose University.
- **Black Community:** In collaboration with community members and activists, Educators have continued to develop relationships within Calgary's Black communities, holding focus groups and seeking input on considerations for inclusive sexual violence services.



4073

123 presentations and workshops were provided to 4073 community members and professionals

New Content

Birch Grove Youth Program

Birch Grove is an education program developed for youth and aims to address the roots of sexual violence while planting seeds of change. In this multi-session program, youth learn about various forms of sexual violence and examine the attitudes and beliefs that are at the root of it.

New Content

Online Child Sexual Abuse

The pandemic led to an increased risk of online child sexual exploitation with children having more access to the internet because of school closures and social distancing requirements. Trusted adults outside of the home were also only accessible by internet and had fewer opportunities to notice any concerning behavior.

With these factors in mind, we developed an online child sexual abuse workshop intended for parents and caregivers. This workshop created a comfortable space to ask questions, learn how to recognize signs of abuse and learn ways of responding if something does happen online that is inappropriate or harmful.

Updated Content

Public & Professional Education

Starting in 2019, the CCASA education team started some exciting new training under the leadership of Dr. Kiara Mikita. Dr. Mikita was hired as a consultant to work directly with Educators to revitalize all trainings and workshops.

All trainings and workshops were updated with new content making them more accessible with improved knowledge retention techniques.

In 2020, all workshops were piloted and launched and received a positive response from all audiences.

New Content

Sexual Harassment in the Workplace

This year CCASA revitalized its Sexual Harassment in the Workplace content.

This workshop focuses on identifying and naming sexual harassment, differentiates it from flirting, reviews power differences in the workplace and provides helpful tools for supporting anyone who experiences sexual harassment.

This workshop facilitates conversations about sexual harassment, its impacts in workplaces and how employers and employees can create meaningful change.

Core Education & Training Workshops

- Sexual Assault & Responding to Disclosures
- Sexual Violence & Anti Oppressive Practice
- Sexual Harassment in the Workplace
- Intimate Partner Sexual Violence
- Child Sexual Abuse & Responding to Disclosures
- Finally, People Are Talking... For Parents and Caregivers
- Online Child Sexual Abuse
- Men & Sexual Violence
- Rethinking Prevention
- Man Enough?™



Support & Information Line

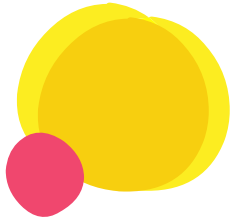
CCASA Sexual Violence Support Counsellor's continue to support both the Support & Information Line and Alberta's One Line for Sexual Violence. We've added additional staff members to our Support Counsellor team to meet the growing demands of both of these services. Our staff members were extremely dedicated to providing community support, often having to extend their regular hours and pick up additional shifts.

Pandemic Related Surge in Calls on Alberta's One Line for Sexual Violence

Alberta's One Line for Sexual Violence saw a 57 percent increase in calls during the first month of the pandemic and a 42 percent increase in calls during the first two months.

The pandemic created additional stressors for everyone including uncertainty, anxiety, and employment and financial stresses. Additional stress can also contribute to unsafe home environments.

CCASA Support & Information Line and Alberta's One Line were essential services through the pandemic for support and resources.



SUPPORT,
INFORMATION,
REFERRALS

3664 Calls

SUPPORT & INFORMATION LINE

569 Call and texts

350 Chats

ALBERTA'S ONE-LINE FOR
SEXUAL VIOLENCE



Volunteer Program

Our volunteers provided immeasurable dedication throughout the pandemic. Arguably, the volunteers saw the most disruptions to service delivery throughout the year. With our typical call center closed for a few months due to COVID, staff supported the after hours Support and Information Line. In-person volunteer training was also interrupted due to social distancing requirements.

When our call centers opened, our Volunteer Supervisor arranged for volunteers to resume shifts on the Support and Information Line and to train new volunteers. Despite all of the challenges, Volunteer training for new volunteers was hosted twice during the year. Training is an intensive and immersive program that prepares new volunteers for their roles. Training is also an opportunity for volunteers to connect with staff and peers.

Volunteers support both CCASA's Support & Information Line, as well as, Alberta's One Line for Sexual Violence.

National Volunteer Appreciation Month

April marked *National Volunteer Appreciation Month* where we celebrated all the efforts and contributions our volunteer team makes to our organization.

We are so grateful to this amazing volunteer team. Through the pandemic, we were able to recognize their efforts and provide self-care kits to show our immense gratitude.

Despite all challenges this year, Volunteers continued to show up to support callers. They did so with empathy,



878

Hours Volunteering on both the Support & Information Line and Alberta's One Line for Sexual Violence

Communications

2020 proved to be an exciting year for the Communications Team. The focus was on creating accessible sexual violence content for those in need of information and support. Resources were shared online that focused on support, self-care, education and information, and highlighted community news, resources and events.

Our communications goal is to be a leader in this conversation and facilitate meaningful conversation with our community on this issue. CCASA experienced growth on all platforms including Facebook, Twitter, Instagram and CCASA's website. Providing education on these platforms proves to be essential in combating pervasive myths and misinformation surrounding the issue of sexual violence.

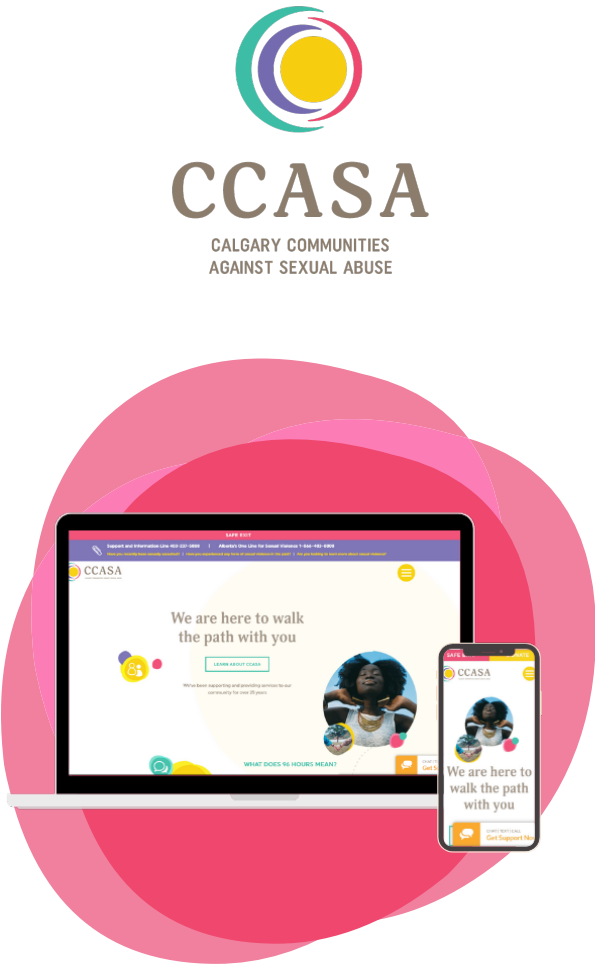
New Branding & Logo

The goal of 2020 was to re-brand CCASA including our logo, website and materials.

Our new **logo** is a representation of CCASA and our values. The new logo is perfectly imperfect, acknowledging that everyone's experiences are unique, just as our care for each client is unique. Each piece represents a layer of care provided by us. The yellow sun represents those impacted by sexual violence and cared for by our front line teams. The purple ring represents our administrative team, the pink ring represents our volunteer team and the green ring represents our education and training team. With these layers of care we can see the immense support our organization has for those affected by sexual violence.

The **website** showcases our new brand and it improves access to who we are, how we are changing things, our services, and how to contribute. Some new features include an online volunteer application, education & training booking form and access to resources and information.

All of our new images and colours are meant convey our values: empowerment, trauma-specialized care, trustworthiness, diversity, inclusion, leadership, and holism. With a new brand and logo, we hope our current and prospective clients will be able to better understand us and the positive impact we continue to make for those impacted by sexual violence.



#MeToo in 2020

#MeToo was founded by Tarana Burke and aimed to shine a light on the stories of survivors and created a space to disclose experiences of sexual violence and feel heard and believed. A major milestone in the #MeToo movement occurred early in 2020 with Harvey Weinstein being convicted and sentenced to 23 years in prison. Those that publicly disclosed abuse by Harvey Weinstein were called the #SilenceBreakers and were honoured as Time Magazine's Person of the year in 2017. The Silence Breakers created a community of solidarity and support for all those impacted by sexual violence. They demanded cultural change, justice and to have their voices heard. Following the news of Harvey Weinstein, our engagement on social media posts related to #MeToo quadrupled.

Sexual Violence Awareness Month #SVAM

May is Sexual Violence Awareness Month (#SVAM).

The goal of #SVAM is to build awareness, provide education and build support skill capacity.

The theme for #SVAM was 'From Awareness to Action.' All events were hosted online due to the pandemic and needs to social distance. CCASA hosted online presentations, a Twitter Talk and provided education through social media.



Online Impact

FACEBOOK	1715 pages likes	1912 engagements with content
INSTAGRAM	1397 followers	2458 engagements with content
TWITTER	1533 followers	1080 profile visits
WEBSITE	15 865 unique users	53 458 page views

Diversity & Inclusion

ANTI-RACISM PRACTICE

Black Lives Matter social and civil movement became an international phenomenon with protests taking place in over 60 countries. CCASA stood in solidarity with the movement and their calls to action.

Following Black Lives Matter movement, CCASA created the Anti-Racism internal committee focused on creating a space for important conversations. CCASA also hired an external consultant, Shuana Porter, on Anti-Racism to host Anti-Racism discussions. The goals of these spaces were to talk about organizational behaviour and culture and create a safe space and open dialogue in unlearning conscious and unconscious biases and learning methods of healing and how to actually be an ally to racialized individuals.

“

We ... recognize that Canadian society, and Calgary are not free from racism, and that we all have a long way to go toward safety, redress of historic wrongs, and meaningful inclusion and celebration of Black, Indigenous and other racialized persons in our communities. More conversation and action is needed to change and ultimately replace the insidious and overt violence that happens daily. Our narrative needs to change. This is why CCASA stands in solidarity with those who are working to have their voices heard and are seeking justice from ongoing violence.

TRUTH & RECONCILIATION PRACTICE

In 2020 CCASA continued its commitment to Truth & Reconciliation through its internal committee, dedicated staff time for individual learning and reflection and engaging Indigenous Leaders to support us in this work.

This year we had the great fortune to learn about *Treaties and Land Acknowledgments* with Michelle Robinson, partake in *Indigenous Awareness Training* with Holly Fortier, and attend a training by Natalie St-Denis on *"Indigenous Women Survivors of Child Sexual Abuse: Ramifications of Gendered Colonial Violence on Trauma and Healing"*.

There is still so much work to be done – as individuals, as an agency and as a community to decolonize our work and our practices and we are grateful for the individuals who continue to walk beside us, teach us, and move us towards new ways of knowing.



P Partnerships & Committees

SATELLITE OFFICES

CCASA provides specialized sexual assault counselling services through satellite

- POST SECONDARY:** Mount Royal University and University of Calgary.
- SPECIALIZED ADDICTION SERVICES:** Aventa Centre of Excellence for Women with Addictions.
- RURAL:** Communities of Okotoks and Cochrane out of AHS facilities.

COMMITTEES

CALGARY DOMESTIC VIOLENCE COLLECTIVE (CDVC)

SUB-COMMITTEES OF CDVC

- Ethno-Culturally Diverse Communities (ECDC) Working Group
- Men and Boys Addressing Structural Violence (MBASV) Advisory Committee
- Capacity Building Working Group

CALGARY SEXUAL HEALTH AND WELL-BEING (CSHW)

Facilitates a coordinated and collaborative approach to the promotion of quality sexual health information and services.

REGIONAL POST-SECONDARY MENTAL HEALTH COORDINATING

COMMUNITY COLLABORATION SUBCOMMITTEE

Brings together relevant community agencies who work with post-secondary institutions in Calgary to provide the institutions with resources.

COMMUNITY PARTNERSHIPS

ALBERTA HEALTH SERVICES - CCASA continues to partner with Alberta Health Services in the service provision of the Calgary Sexual Assault Response Team. All teams meet regularly to assess client needs and ensure best practices are being implemented and services are streamlined.

DISTRESS CENTRE CALGARY - CCASA and the Distress Centre Calgary have continued to partner and share resources. The Distress Centre has continued to support CCASA volunteers on site while they answer the Support and Information Line after hours.



Victim Assistance Support Team (VAST)

Support Dogs

Police & Court Support Team continues to partner with Calgary Police - Victim Assistance Support Team (VAST). Through this partnership, CCASA is able to offer support dogs to clients when choosing to report to police.

The presence of support dogs has an incredible positive impact. They help provide comfort and reduce feelings of anxiety and stress.



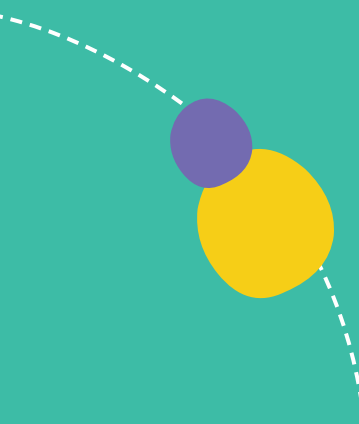
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CCASA Contact Information

CCASA Support & Information Line
9am-9pm – 7 days a week
403-237-5888

Alberta's One Line for Sexual Violence
9am-9pm – 7 days a week
Phone/Text | 1-866-403-8000
Chat | calgarycasa.com
TTY Line 403-508-7888



www.calgarycasa.com
Email | info@calgarycasa.com
Business | 403-237-6905

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