



Calgary Communities Against Sexual Abuse

Annual Report 2024



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About 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 30 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.





Land Acknowledgement

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 home to the Otipemisiwak Métis Government of the Métis Nation within Alberta Districts 5 and 6. Finally, we acknowledge all Nations – Indigenous and non – who live, work and play on this land, and who honour and celebrate this territory.

Land Acknowledgement



MESSAGE FROM LEADERSHIP



As we reflect on 2024, Calgary Communities Against Sexual Abuse (CCASA) continues to be inspired by the strength of our community, the dedication of our staff and volunteers, and the resilience of the individuals we serve. This past year marked growth, innovation, and renewed commitment to trauma-informed, client-centered support across all areas of our organization.

We were also proud to celebrate a significant milestone, 30 years of CCASA. For three decades, our organization has walked alongside people who have experienced sexual violence, advocated for systemic change, and contributed to building a future free from sexual violence. This anniversary gave us the opportunity to reflect on our legacy while deepening our commitment to the work ahead.

One of our most exciting developments was the launch of the Integrated Case Management (ICM) program, as part of a provincial pilot through the Alberta Association of Sexual Assault Services. Two dedicated case managers began supporting clients in September, offering trauma-informed, flexible care, virtually, at our office, or in community settings. By prioritizing stabilization and client readiness for counselling, this new service has already demonstrated its impact: increased access to resources, and better prepared clients as they begin their healing journeys.

Our Counselling Services continued to be a core pillar of support. In 2024, we provided over 5,000 individual counselling sessions, along with group sessions and specialized outreach at post-secondary campuses and in rural areas like Cochrane. Notably, we reintroduced a group therapy program for women who had experienced childhood sexual abuse, our first since 2020, which received powerful feedback from participants and reinforced the importance of facilitated peer connection in healing.

Our Crisis Support and Advocacy Response Team (CSART) provided over 1,200 hours of support, including 339 hospital accompaniments. The team completed hundreds of comprehensive risk assessments and made over 400 referrals, ensuring survivors received the care and protection they needed.

In the PACES program, we expanded access to legal education by launching group information sessions to help clients navigate the complex process of reporting sexual violence. The first sessions reached 34 participants and will continue as a valuable resource for those considering police involvement.



MESSAGE FROM LEADERSHIP



Our Support and Information Line remained a lifeline, responding to nearly 1,700 crisis calls and over 1,100 calls, texts, and chats through the Alberta One Line. Volunteers contributed an incredible 1,481 hours, a testament to their passion and commitment. This year, they also received new training in domestic violence response through Sageesse's REAL Talk program, enhancing their skills and confidence.

Through our Training, Resource, and Education Centre (TREC), we reached over 6,000 individuals with public education and school-based programming. We saw a fourfold increase in Birch Grove school programs and strengthened our partnerships with medical professionals, post-secondary institutions, and community organizations. Notable initiatives included education sessions with medical students at the Cumming School of Medicine, specialized training with Alberta Health Services and the Alberta Association of Midwives, and the relaunch of our Lunch & Learn series, which brought accessible education to diverse audiences.

In 2024, we also advanced our work in equity, diversity, inclusion, and belonging through the Community Safety Investment Framework Project. This included in-depth staff consultation, training recommendations, and the development of a 119-entry community resource guide to better support racialized, Black, and Indigenous communities. We are proud of the collaborative spirit that drove this work and remain committed to making our services more inclusive and responsive.

Financially, CCASA ended the year in a strong and stable financial position and another clean audit. You can view the full audited statements on the Canada Revenue Agency - Charities Division website. We would like to thank all our funders for their generous support.

As we close out this 30th anniversary year, we are filled with pride for what we've accomplished and gratitude for those who have walked alongside us. To our staff, volunteers, board members, and community: thank you. Your compassion, resilience, and dedication to ending sexual violence in Alberta continue to move us forward. We look ahead to 2025 with hope and determination, committed to deepening our impact, fostering healing, and creating safer communities for all.

Thorna Lawrence, President, Board of Directors and
Danielle Aubry, Chief Executive Officer



THIRTY YEARS

November marked a monumental milestone for CCASA, 30 years of unwavering commitment to supporting, educating, and empowering our community on issues of sexual harassment, abuse, and assault. As we reflect on our journey, we are filled with gratitude for everyone who has been a part of CCASA's mission.

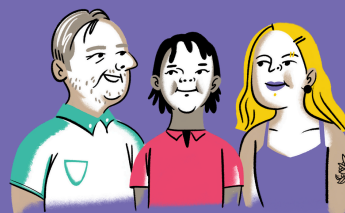
To our incredible current and past staff and volunteers: thank you for your dedication and compassion. Your commitment shapes every service and program we offer, making an enduring impact in our community.

To our generous donors and funders: your support has been essential, enabling us to reach more individuals and families and expand our services across Calgary and beyond.

To every individual who has walked through our doors and trusted us to support them, thank you. For all those who have experienced sexual violence, your courage is the heart of our work, inspiring us to build a more informed and supportive community.

And to the many schools, agencies, organizations, and professionals who have welcomed us into their spaces and dedicated time to learning about sexual violence prevention: thank you. Your commitment to understanding these issues and creating safer communities has been essential in our shared journey toward change.

Here's to 30 years of impact and to many more years of standing together to end sexual violence.



PROGRAM:

ICM

CCASA was excited to launch the Integrated Case Management (ICM) program during this reporting period as one of the pilot sites for the provincial project through the Alberta Association of Sexual Assault Services (AASAS). Two case managers were successfully hired at CCASA to provide trauma-informed information, stabilization, support, advocacy, and referrals to clients referred to the ICM program.

The program began accepting referrals in late September 2024 and is uniquely designed to offer flexible service delivery. Clients can receive support not only virtually and at the CCASA office but also in community-based settings. The program serves individuals aged 15 and older whose primary presenting concern is related to sexual violence.

During the pilot project, the Intensive Case Management (ICM) team is required to contact clients within five days of receiving a referral to complete an initial needs assessment and establish client-centered goals. The ICM team focuses on enhancing clients' readiness for counseling by prioritizing safety and stabilization before they engage in CCASA's specialized sexual violence therapy. Other CCASA programs can also make internal referrals to the ICM team to provide concurrent support.

By providing psychoeducation and connecting clients to resources and support while they wait for therapy, the program helps reduce the impacts of sexual violence, improve coping strategies, and promote stability, ensuring clients are better prepared to engage in long-term healing.

CLIENTS SUPPORTED: 20

TOTAL SESSIONS: 70

REFERRALS: 50

Lack of employment and income, mental health concerns, and increased trauma symptoms were the most common issues identified in the needs assessments for these clients. The majority of referrals were related to food insecurity. Additionally, 100% of clients who accessed the ICM program reported having a better understanding of how trauma affects them.

PROGRAM:

CSART

The Calgary Sexual Assault Response Team (CSART) provides specialized care to individuals who have been sexually assaulted within 168 hours. The team operates 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.

**INDIVIDUALS
SUPPORTED: 540***

REFERRALS: 425

**HOSPITAL
ACCOMPANIMENTS: 339**

SAFETY PLANS: 339

FOLLOW UP CALLS: 276**

HOURS OF SERVICE: 1241

*The 540 individuals supported are comprised of 339 primary clients and 210 secondary (support people) clients.

**Follow-up calls are made to CSART clients to assess ongoing needs, provide referrals, and offer crisis intervention and support. Clients may not receive follow-up calls if they declined at the time of hospital accompaniment or could not be reached.

PROGRAM:

COUNSELLING

CCASA provides one-on-one and group counselling for individuals 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.

NEW CLIENTS: 448

INTAKES: 695

**INDIVIDUAL
SESSIONS: 5024**

**GROUP
SESSIONS: 24**

In 2024 CCASA redeveloped a counseling group for women who have experienced childhood sexual abuse, which had not been offered since 2020. The revamped group was delivered twice, and participant feedback highlighted its many positive impacts, emphasizing the importance of providing opportunities for survivors to connect with others who have similar experiences.

CCASA also maintained strong relationships with community partners to offer satellite counseling in Cochrane, serving rural clients, and at Mount Royal University and the University of Calgary, supporting post-secondary students who have experienced sexual violence.



PROGRAM:

PACES

The Police and Court Support Team (PACES) is dedicated to supporting and advocating for individuals who have experienced sexual violence as they navigate the legal system or consider doing so. PACES provides specialized information, education, and support to people who have experienced recent or past sexual assault/abuse, as well as their families.

NEW CLIENTS: 124

**ACCOMPANIMENTS TO POLICE, COURT,
& CROWN: 148**

Recognizing the lengthy wait times for individuals seeking PACES support in considering reporting, the PACES program developed a group information session on reporting sexual violence to the police. Launched in March 2024, this presentation-style session covers topics such as sexual violence, reporting options, the legal system—including victims' rights—and statistics about the court process. It is designed for those contemplating reporting sexual violence to law enforcement and includes a question-and-answer period at the end. The PACES team has facilitated three sessions with a total of 34 participants and continues to offer them on an ongoing basis.



PROGRAM:

SUPPORT & INFO LINE

The 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.

CRISIS CALLS: 1698

ADMIN CALLS: 4526*

REFERRALS: 1331

SAFETY PLANS: 37

AB ONE LINE:

- **CALLS: 1162**
- **TEXTS: 164**
- **CHATS: 429**

In 2024, CCASA staff and volunteers conducted 54 suicide risk assessments, 41 domestic violence risk assessments, and 53 child-at-risk assessments on the Support & Information Line.

*Admin Calls refer to rebooking appointments, providing information on CCASA and our programing, media requests, etc.

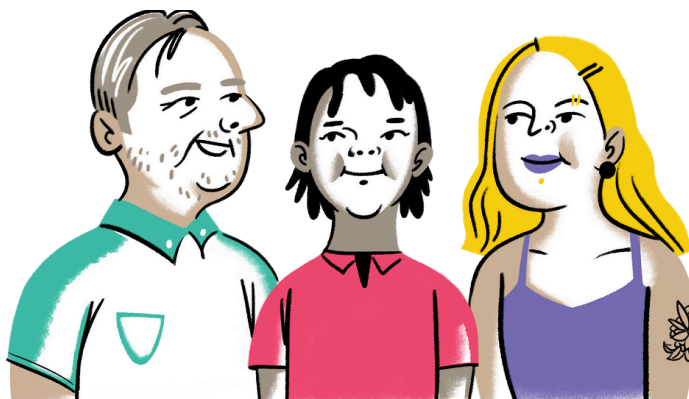
2024 HIGHLIGHTS

COMMUNITY SAFETY INVESTMENT FRAMEWORK PROJECT

CCASA is currently undertaking a project to identify and address gaps and barriers in its crisis response services (Support and Information Line and CSART), particularly for racialized, Black, and Indigenous communities. This initiative involves gathering insights and feedback through surveys from key stakeholders—including clients, staff, and community agencies—to enhance CCASA's programs and better serve these communities. Survey responses to date have highlighted several areas for improvement, including the need for increased training on the use of interpretation services and the development of a community resource list tailored to these communities.

With the help of a contractor and following staff survey feedback, small working groups were organized with the Crisis and Support Team, as well as the CSART after-hours team and volunteers. As a result, a community resource guide was created, featuring 119 unique organizations and programs dedicated to serving Calgary's diverse communities, including Indigenous peoples, Black communities, newcomers, refugees, and other culturally rich populations. The guide highlights a wide range of support systems, from grassroots initiatives to mental health services.

Additionally, a best practice guide for Equity, Diversity, Inclusion, and Belonging (EDIB) initiatives was developed, focusing on implementation strategies, key considerations, and essential training topics. This guide was presented to the CCASA leadership team.



2024 HIGHLIGHTS



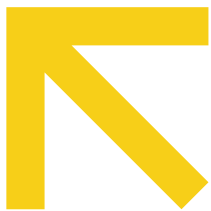
SMUDGE KITS

With the support of CCASA's Indigenous therapists, staff assembled smudge kits for distribution at CSART and as take-home smudge kits for CCASA's Indigenous clients' personal use, which are available at the CCASA office.



SHELTER LINK

We partnered with YW Calgary to access Shelter Link, an app that provides real-time updates on DV shelter availability and the types of clients they can accommodate.



PROGRAM:

CHILD & YOUTH

As part of the Training, Resource, and Education Centre (TREC), CCASA continues to provide education and training for children, youth, caregivers, and professionals working with young people. Our programs teach children and youth about body autonomy, healthy relationships, and recognizing abusive behaviors. CCASA's Children & Youth programs are available in schools or child/youth-serving agencies, such as after-school programs and camps. CCASA offers two age-appropriate programs for children and youth.

PRESENTATIONS: 392

PARTICIPANTS: 5,358



CHILD & YOUTH TESTIMONIALS

“

STUDENT

I learned about the mindset that it's not just the community's responsibility to prevent sexual violence, it's also the responsibility of the person choosing it (to use violence). This is an important distinction to make and I plan to share it when the topic is discussed.

- *Western High School Student*

PARENT

[As a result of this information] I will remember to use opportunities to talk about difficult or uncomfortable things in order to model that these things are important, even when and especially when they are uncomfortable. I will try to be a safe person to disclose to, and continue to learn about resources to access if and when my children or one of their friends/teammates/classmates discloses to me.

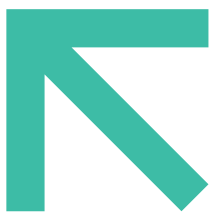
- *John Ware Parent*

GUIDANCE COUNSELLOR

The facilitators did such a fantastic job with engaging students and the lessons focusing on student participation! Well done!

- *Father Scollen Guidance Counsellor*

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CHILD AND YOUTH HIGHLIGHTS



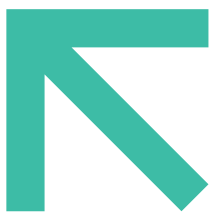
THE TROUBLE WITH UNCLE KEVIN

CCASA redeveloped *The Trouble with Uncle Kevin*, updating the text, images, and layout to make the book more accessible for younger children. The book is currently being piloted.



BIRCH GROVE

Birch Grove programming in CBE and CSSD schools saw a remarkable increase in 2024 compared to 2023. Program requests were 4 times higher. This significant growth reflects the increasing demand for trauma-informed education and prevention initiatives, as well as CCASA's ongoing commitment to expanding support for students.



REFLECTIONS:

YAC

This year, members of the Youth Advisory Committee (YAC) deepened their understanding of sexual violence and advocacy while developing essential leadership and communication skills. Many valued the opportunity to have their voices heard and contribute to meaningful change.

Key takeaways from their experience included:

- **Expanded Knowledge** – Youth gained a deeper understanding of sexual violence, particularly its impact on Indigenous communities.
- **Stronger Communication & Leadership** – Members developed the confidence to discuss these topics effectively and strengthen their voices.
- **Impact & Collaboration** – Many appreciated the opportunity to provide feedback that directly influenced advocacy efforts.
- **Awareness of Consent & Support Systems** – Youth recognized the need for stronger consent education, legal protections, and supportive networks.
- **Understanding the Impact** – Members learned about the profound mental and physical effects of sexual violence and the importance of listening to and believing survivors.



PROGRAM:

PUBLIC ED & TRAINING

As part of the Training, Resource, and Education Centre (TREC), CCASA's Public Education & Training aims to facilitate meaningful dialogue on topics related to sexual violence as well as build capacity within our community to respond to and support someone who has experienced sexual violence. The programs we offer to professional groups and the public build connections, relationships and partnerships with other service providers to raise awareness of sexual harassment, sexual abuse and sexual assault.

PRESENTATIONS: 74

PARTICIPANTS: 859



PUBLIC EDUCATION TESTIMONIALS

“

CAMP COUNSELLOR

Facilitators were amazing and handled questions greatly when we asked them. They also knew what they were doing and were very confident in delivering the workshop. The content was well structured and left no stone unturned, being extremely cohesive and easy to follow.

-Telus Spark Camp Counsellor

STUDENT

I now understand more about how to protect children from child abuse. I also learned that any report or taking the first step can make a difference. Thank you for the information session.

- Bow Valley College Student

CASE MANAGER

The workshop was very engaging and informative and she was able to keep the room engaged, with sharing examples and relative information that applied to the work that we do.

- HomeFront Case Manager

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PUBLIC EDUCATION HIGHLIGHTS



COMMUNITY-ENGAGED LEARNING

This year TREC collaborated with the University of Calgary's Cumming School of Medicine to introduce two cohorts of medical students to foundational education on sexual violence. The initiative aimed to reduce silos in healthcare, foster interdisciplinary collaboration, and broaden the reach of our training program within post-secondary medical education. By equipping future healthcare professionals with knowledge and trauma-informed approaches, this partnership strengthens the integration of sexual violence awareness into medical practice and patient care

LUNCH & LEARN SERIES

CCASA successfully relaunched its Lunch & Learn Series, an accessible, drop-in educational initiative designed to engage the public in conversations about sexual violence. Delivered in a condensed format, these sessions provide valuable insights in a time-efficient manner, making sexual violence education more approachable and inclusive. The online delivery model allowed us to reach a diverse audience, including community members, professionals, and parents, ensuring broad accessibility and engagement. This initiative continues to be a powerful tool for increasing awareness and fostering meaningful discussions on sexual violence prevention and response.

ENGAGING HEALTHCARE PROFESSIONALS

CCASA expanded its engagement with healthcare professionals by delivering specialized training to key organizations, including Alberta Health Services' Regional Fertility Clinic, Alberta Children's Hospital, and the Alberta Association of Midwives. This strategic initiative mirrors our work with medical students by fostering interdisciplinary collaboration and equipping frontline healthcare providers with the skills to recognize, respond to, and support individuals affected by sexual violence. By strengthening connections between healthcare and human services, this training ensures that sexual violence is addressed at multiple levels, within medical institutions, clinical practice, and community-based support networks.



PROGRAM: VOLUNTEER

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

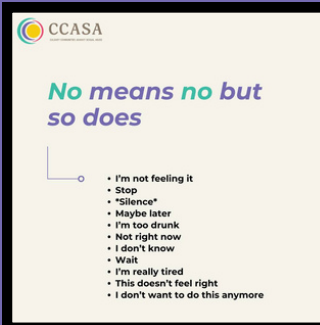
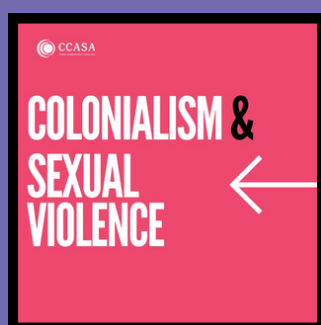
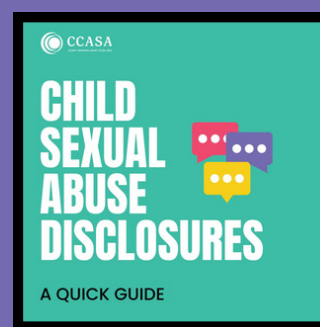
VOLUNTEERS: 18

TOTAL HOURS: 1480.5

- 651 HOURS = SUPPORT & INFO LINE
- 49.5 HOURS = VOLUNTEER MEETINGS
- 780 HOURS = VOLUNTEER TRAINING

SOCIAL MEDIA:

TOTAL FOLLOWERS: 4921



PROGRAM:

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



www.calgarycasa.com

Email: info@calgarycasa.com

Ph: 403-237-6905

Suite 700, 910 7th Avenue SW Calgary, Alberta T2P 3N8

Thank you to our Funders:

