







Annual Report

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



Contents

Introduction

- Land Acknowledgment
- **CEO & President Message**
- Who is CCASA?

Services

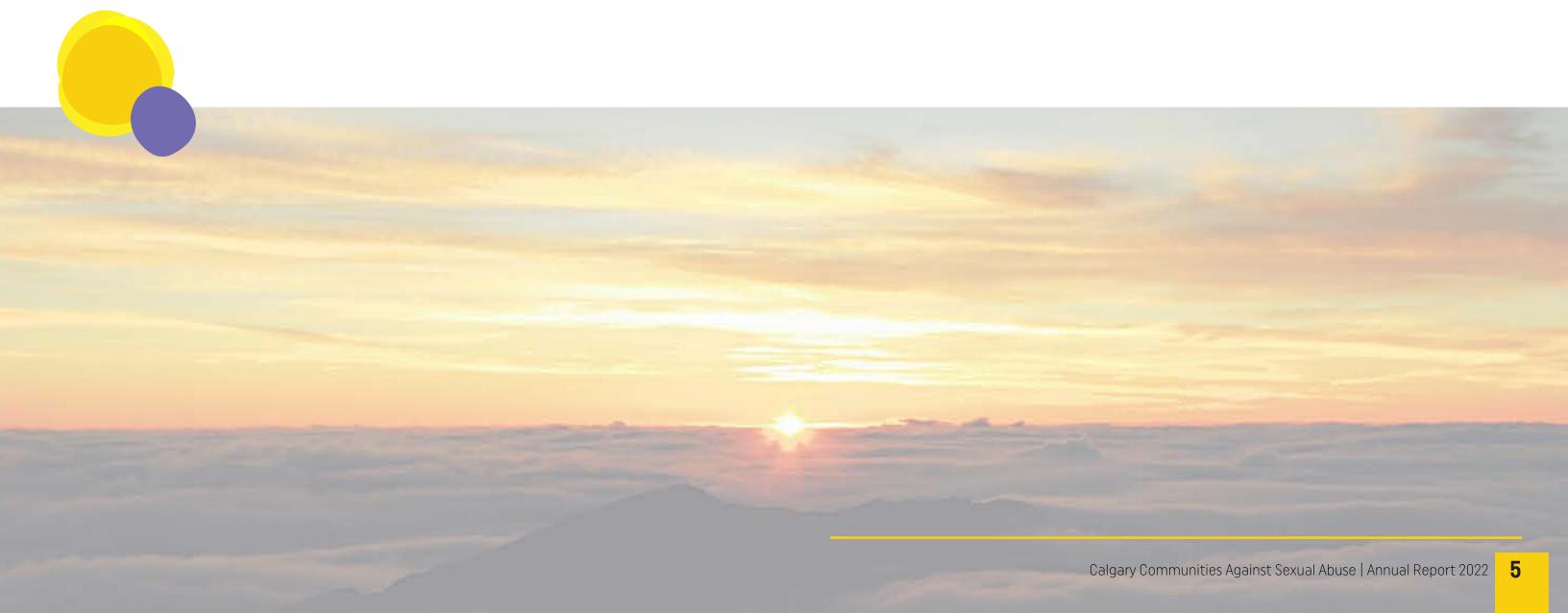
- Services Overview
- 12 Impact
 - Sexual Assault Response Team
 - Counselling
 - Police & Court Support
 - Volunteer Program
 - Support & Information Line
- Communications & Outreach
- **Education & Training**

Community & Agency Engagement

- 22 Diversity & Inclusion
- Partnerships & Committees

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.



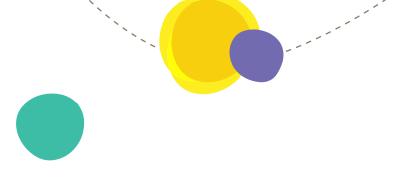
CEO & President Message

As is the case with organizations across the country, for Calgary Communities Against Sexual Abuse (CCASA) 2022 was a year of recovery and change following the COVID-19 pandemic. Reflecting on our experiences as an organization over the last two years a number of things are clear. Firstly, CCASA is a resilient and flexible agency, with a diverse team of professionals who displayed strength, dedication and compassion during times of significant challenge. Secondly, our progressive approach to delivering services within the context of the pandemic has provided us with new tools and platforms for providing resources and programming to clients. Lastly, we experienced first-hand the dramatic impact that significant societal upheaval, such as that posed by the pandemic, has on sexual violence and survivors; with increased wait times, complex needs and overall increased demand for services. Our staff rose to the challenge and CCASA has emerged all the stronger for it.

The last year was about adapting to a new reality, as we moved out of the pandemic. This meant transitioning office procedures and our service delivery to meet changing health guidelines. For our clinical team, this meant once again adapting to changes within Alberta Health Services and other provincial institutions, as well as in our own office eventually fully opening our office to in-person counselling in September. For the education team, this meant navigating the return to schools, community organizations and local events. Our staff displayed such character and commitment, adapting quickly to these changes and maintaining, at all times, focus on the experiences and needs of our clients and the public.

Financially, the landscape has also changed, presenting CCASA with new challenges and opportunities. Our primary funders throughout the year were various ministries within the Government of Alberta, United Way of Calgary and area, and the City of Calgary – Family and Community Support Services (FCSS). The positive impacts that we have throughout the Calgary area are dependent upon the commitment and support of our funders and we are confident that through these partnerships we have delivered significant results for survivors and communities. The Association of Alberta Sexual Assault Services (AASAS) submitted a business case to the Government of Alberta on behalf of all of its members which sought increases in funding to sexual assault centres across the province due to the high demand. As the government continues to consider the business case, AASAS and member agencies, including CCASA, remain committed to advocating for survivors and raising awareness about the significant, negative impacts experienced by Albertans through the underfunding of these essential services. Additionally, recent developments within FCSS have resulted in additional work by CCASA to advocate for the continuation of that funding relationship; which currently





supports the delivery of educational programming to children and youth in Calgary. While we work to overcome these challenges and renew long-term financial partnerships, we are also working to identify new funding sources that will support our continued growth and allow us to better serve Albertans. CCASA still ended the year in a strong financial position. Our audited financial statements are available in full on the Canada Revenue Agency website.

In late fall, the Board and senior directors participated in a strategic planning session resulting in a new four-year business plan for the organization. Structurally, the Board revised various policies including for CEO performance evaluation and compensation, subcommittee terms of reference, meeting schedules, and reporting processes for the CEO. We have been motivated by a desire to emphasize transparency and accountability, in order to best support the continued success of CCASA staff and senior leadership. Over the year, we worked to strengthen the relationship between the Board and staff, while putting in place a governance framework that will support the success of future Board members.

Reflecting on the year, CCASA has achieved a great deal operationally. We hosted a Youth Leadership Symposium, provided specialized counselling services to Albertans, delivered the "Who Do You Tell?"™ and Birch Grove™ programs to children and youth in schools and community organizations, and through the Calgary Sexual Assault Response Team we provided urgent and essential support to clients. We delivered training to Hockey Canada while it was under national scrutiny, we supported in the continued success of the Alberta One Line and our own Support and Information Line, and with police and court support we advised clients while they navigated highly complex institutional processes. This barely scratches the surface of what we accomplished, but it serves as a reminder of the breadth of our programs and services, and the vital importance of every team as we work to provide a continuum of services to clients. 2022 displayed the high demand for our services from diverse communities across Calgary, the numerous ways that we positively impact the lives of Albertans, and the immense value that our expert staff bring to our organization and to the ongoing work of ending sexual violence in Alberta.

Please enjoy reading further about CCASA in 2022.

Ravi Natt, President, Board of Directors and Danielle Aubry, Chief Executive Officer



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.



Sexual Assault Response Team (CSART)

The Calgary Sexual Assault Response Team (CSART) provides specialized care to individuals who have been sexually assaulted within 168 hours. 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 4-18)

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.



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 limits for accessing CSART services were extended from 72 hours to 168 hours following a sexual assault, which increases the accessibility of the services. As with other programs, the team transitioned fully back to in-person services, with virtual services for clients with COVID-19.

301

Hospital Accompaniments

Support counsellors were able to support 478 individuals including 177 support persons with hospital accompaniments.

Counselling

Individual and Group

The counselling team has adjusted to a return to prepandemic procedures, including a return to in-person services. As with other teams within CCASA, counsellors have found that clients continue to value the accessibility of telehealth services, so the team is working to find a balance between these two options. Ultimately, experiences during the pandemic have changed our services, allowing us to find innovative solutions to delivering effective, high quality counselling support.

A range of challenges for clients, including added stress, anxiety and isolation, arose during the pandemic, and many of these issues continue. However, with an adaptable and dedicated team, we have managed to reduce wait times that rapidly expanded at the start of the pandemic and have continued to deliver timely, specialized counselling services to survivors.

The counselling team ran three support groups:

Youth Support Group - Shifting back to in-person from online, which has had a positive impact on retention.

Safety and Stabilization Group - Run entirely online and is now shifting to in-person as needed.

Support Persons Group - Working best online because it is more accessible for parents' schedules.

While all processing groups were paused during the pandemic due to safety/privacy concerns, we are looking to resume one in Fall 2023 and are currently developing a processing group for gender and sexually diverse people.

1067

4457

Individual Counselling Sessions

25

Group Counselling Sessions

Police & Court Support

The Police & Court Support team continued to take new clients and provide services to existing clients over the course of the year and has adapted its approach based on experiences during the pandemic. While there has been a return to in-person services, we continue to offer virtual appointments, with many clients choosing this option due to its accessibility.

In addition to existing barriers and revictimization that occurs when reporting and going through the criminal justice system,

there continue to be challenges with pandemic-related backlog in the courts. However, this year did see police and crown-prosecutors shifting towards in-person work within the court system once again.

Internally, the Police & Court team is the largest it has been in our agency's history; and is the largest team of its kind in Alberta. This growth has resulted in the waitlist for clients being reduced from 11 months to 2 months and has resulted in more manageable caseloads and more time for individual clients.

288

New and
Existing Clients

17 619

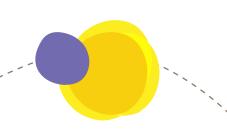
Client Meetings and Support Sessions

101

Accompaniments to Police, Crown & Court



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.



Volunteer Program

Throughout the pandemic we found it challenging to bring on new volunteers; resulting in reliance on our existing team of volunteers and relief staff. Accordingly, the delivery of our volunteer program required some flexibility, but we are seeing a positive trend in interest from volunteers following the pandemic.

During the pandemic we began offering training online, which was well received and given its improved accessibility for volunteers, we have retained much of this option while also returning to some in-person training.

Volunteers support both CCASA's Support & Information Line, as well as, Alberta's One Line for Sexual Violence. However, this year also saw volunteers begin to support with booths at events, attend PRIDE events in Calgary and support with our annual casino fundraiser.

National Volunteer Appreciation Month

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

Throughout the pandemic and as we have worked to transition our services back to in-person, we have relied on the support of our dedicated team of volunteers.

Their continued contributions, flexibility and commitment to this important work has been vital to our success as an organization.



2013

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

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. Through a combination of additional staff and additional hours, our dedicated team of counsellors and volunteers have continued to meet the growing needs of Albertans who contact us for support.

Increased Demand for One Line Support Continues

Alberta's One Line for Sexual Violence saw a 67% increase in calls, texts and chats from prepandemic levels. This increase also follows Alberta's "I Believe You" campaign and the "Me Too" movement.

The pandemic created additional stressors for everyone including uncertainty, anxiety, and employment and financial stresses.

Additionally, cultural shifts around the issue of sexual violence has led to more survivors seeking services.



SUPPORT, INFORMATION, REFERRALS

3653 Calls

SUPPORT & INFORMATION LINE

754 Call and texts524 Chats

ALBERTA'S ONE-LINE FOR SEXUAL VIOLENCE

Communications

The communications team grew in 2022 in order to meet the growing needs of CCASA. The team continued creating accessible sexual violence content for those in need of information and support. Resources were shared online, both on the CCASA website and on social media, 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.

Initiative Updates

In 2022 the communications team replaced its use of Twitter with TikTok in order to refresh its online presence and reach new audiences. While AASAS worked to promote its 2022 business case, which was presented to the Government of Alberta, we supported this work and raised awareness with key stakeholders about sexual violence and the vital role of sexual assault centres.

The team supported CCASA staff on a range of projects through the design and procurement of program materials and corresponding with external stakeholders.



| FACEBOOK | 1910 followers | 3269 page reach |
|-----------|---------------------|-------------------|
| INSTAGRAM | 1771 followers | 3527 page reach |
| WEBSITE | 16 539 unique users | 57 392 page views |

Education & Training

The Education & Training program navigated various transitions within schools and community organizations as programming shifted towards in-person delivery. Educators provided services to community members, groups and professionals throughout Calgary and the surrounding area.

Community Engagement

Educators connected with various groups, community members and professionals throughout the year. The focus of these engagement activities included:

- **Professionals:** Educators connected with professionals and private and public sector organizations from a variety of fields, including the Alberta Health Service, the University of Calgary Medical School, a range of clinical professionals and RBC Capital Markets.
- **Men's Engagement:** Man Enough?[™] is a 4-week program that was hosted by CCASA educators inperson to explore the diverse roles men can play in ending sexual violence.
- **Entertainment:** Educators delivered training to volunteers and leadership at the Calgary Folk Music Festival and BreakOut West, and have plans to do the same at the Calgary Stampede in 2023.
- Racialized and Underserved Communities: In collaboration with community members, Educators
 have facilitated the delivery of education and training through organizations including the Calgary
 Catholic Immigration Society, the Women's Centre of Calgary, various newcomers organizations,
 RedFM radio and the Calgary Justice Film Festival.

3372

191 presentations and workshops were provided to 3372 community members and professionals

New Event

Youth Leadership Symposium 2022

The first annual Youth Leadership Symposium was hosted by CCASA in August 2022. The event called for Calgary's young leaders to come together and explore ways to advocate in order to create meaningful change against sexual violence. The multi-day workshop was attended by highly engaged youth and was well received by everyone involved.

Program Update

Child and Youth Education

During 2022, Educators redeveloped the existing material for the "Birch Grove"™ Program (which is delivered in secondary school settings), in order to create separate material for junior high and high school settings. The new approach allows for the most relevant and ageappropriate material to be presented.

Additionally, staff developed a pre-school extension of the "Who Do You Tell?"TM Program (which is delivered in primary school settings) and a natural supports workshop and information package for parents and caregivers.

Towards the end of 2022 we worked with a local artist to redesign materials for both "Birch Grove"™ and "Who Do You Tell?"™ in order to

ensure their designs are cohesive, professional and most in line with CCASA's branding. The new designs also provide a warm and positive aesthetic for sometimes challenging material.

We also established a Youth Advisory Committee which comprises an enthusiastic groppoofdd aldwig told SASA on its educationrelated programs and services.

The committee works to ensure that CCASA supports youth effectively and members have the opportunity to develop the skills and tools needed to become ambassadors and advocates for these issues.

Public & Professional Education

Throughout 2022 we continued to offer all of our core education and training workshops. As with our other program areas, moving out of the pandemic has resulted in us offering the delivery of workshops in-person again. We did learn that retaining the option of hosting workshops virtually was well received and improved accessibility, so we are utilizing both formats based on client needs

Additionally, a new area of focus for our public and professional training has been on compassion fatigue, secondary trauma and burnout, which we started presenting on in 2022.

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
- Rethinking Prevention
- Man Enough?™



Hockey Canada

New Training

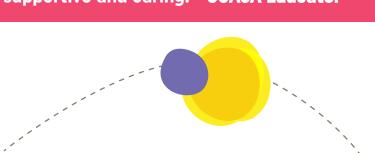


Over the course of 2022, there was increased attention on the issue of sexual violence within Canadian sports. An organization that received a great deal of attention nationally on this issue was Hockey Canada, including various appearances from its leadership before parliamentary committees and the development of new plans to address historic and ongoing challenges relating to sexual violence. As part of these strategies, CCASA, in partnership with the Sexual Assault Support Centre Waterloo Region, delivered education and training to over 450 Hockey Canada players around their attendance at the 2022 World Junior Ice Hockey Championships. Much of the material used throughout the programming was focused on leadership and the supportive role that leaders are expected to play, using practical examples that were relevant to the daily lives of players. With programming delivered to men's, women's and the Paralympic teams we were able to generate a broad range of discussion based on diverse perspectives and experiences.

Throughout the programming, we sought to leave players with three key concepts:

- 1. Understanding of how society values masculinity, but move past this to see that men can be valued for a variety of characteristics that we define ourselves.
- 2. Understand short and long term impacts, both direct and indirect, of harmful behaviours, including how these behaviours impact upon us as leaders.
- 3. Understanding consent, both legally and practically, to be better positioned to practice consent in a variety of contexts.

Using specific examples around the language that we use with teammates, we were able to show players not just how our word choice reflects our views about certain genders or people, but also hinders our ability to lead a team; such as using gendered language to compel a teammate to push through an injury that may need treatment. The strongest man activity called on players to discuss a man that they admire in their life and why, which actually revealed that much of what we admired had less to do with traditional masculine characteristics and more to do with being supportive and caring. - CCASA Educator

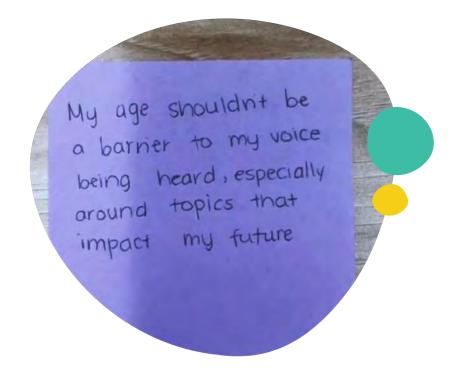


Youth Advisory Committee

New Initiatives

During the Youth Leadership Symposium 2022, Youth Advisory Committee members were invited to participate in a Zine Workshop where youth were able to explore the various ways they wanted to inform, educate and promote advocacy on the topic of sexual violence using a Zine. A zine is a popularized tool used to spread information, messaging and activism in artistic and creative ways. Some of the Youth Advisory Committee members chose topics like gender based violence, flirting vs sexual harassment, self-care and others.

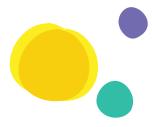
Acknowledging International Day of the Child (Nov. 20th) our Youth Advisory Committee posed the question "How can we create a space where youth are seen and heard?" to draw awareness around how we can work towards creating spaces where youth are able to take up more room.





The Youth Advisory Committee members participated in the 2022 Annual Life Hacks Conference run by the Calgary After Schools Committee (City of Calgary). CCASA & the Youth Advisory Committee hosted two workshops on Zines and worked with several youth on how the power of information and education can spark change. The Youth Advisory Committee members worked with youth to create zines and create opportunities for youth to build their own zines on topics that inspired them.

Diversity & Inclusion



ANTI-RACISM PRACTICE

CCASA created its Anti-Racism internal committee following the Black Lives Matter movement. CCASA also hired an external consultant, Shuana Porter, on Anti-Racism to host Anti-Racism discussions. Our goal in this work is to talk about organizational behaviour and culture and create a safe space and open dialogue in unlearning conscious and unconscious biases, while also learning methods of healing and how to be an ally to racialized individuals.

In 2022 we contributed to this work, internally and external, through a number of opportunities, including the hosting of a LatinX in-service training, we are represented on a working group with the Africa Centre in Edmonton focused on service provision in Black communities, we have focused on relationship-building and outreach with Black and South Asian communities in Calgary and continued to implement a recruitment process that seeks to build an organization reflective of the diverse communities that we serve.



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 2022 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 hosted a two-day workshop with Natalie St. Denis and all new full-time staff and the CSART call-out team participated in mandatory *Indigenous Awareness Training* with Holly Fortier. We also worked to ensure the availability of funding for in-service trainings with the goal of ultimately outlining standardized training for new staff. We also hosted workshops on Indigenous health and wellness practices throughout the year as well as several learning sessions for staff on drum making, rattle making, drumming circles and related teachings.

As an agency and a partner to diverse communities across Calgary, we strive 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.



Partnerships & Committees

SATELLITE OFFICES

CCASA provides specialized sexual assault counselling services through satellite offices.

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

• 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.

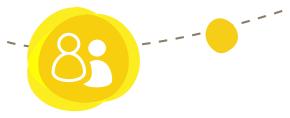
REGIONAL POST-SECONDARY MENTAL HEALTH COORDINATING

COMMUNITY COLLABORATION SUBCOMMITTEE

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

CALGARY AFTERSCHOOL COMMITTEE

Collaboratively works to support the provision of accessible and safe after school activities for children and youth.



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.

ASSOCIATION OF COMMUNITIES AGAINST ABUSE - CCASA and the Association of Communities Against Abuse, based out of Stettler, AB, have collaborated on youth education content and the evaluation of youth education program delivery.

RENFREW EDUCATIONAL SERVICES - CCASA has worked in partnership with Renfrew Educational Services in order to bring the "Who Do You Tell?"™ Program to diverse communities throughout Calgary.

CARYA - CCASA worked with in partnership with CARYA to deliver youth educational programs.

Victim Assistance Support Team (VAST)

Support Dogs

CCASA's 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.



2022 ANNUAL REPORT



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

