



surrey  
women's  
centre



ANNUAL REPORT 2017-2018

# FACES OF COURAGE CELEBRATING 25 YEARS



## **Who We Are**

We are the only women's centre in Surrey, BC.

## **What We Do**

We protect women and girls.

We are often the first and sometimes the only place they call for help. 24 hours per day, 7 days per week, 365 days per year.

## **Why We Exist**

1 in 2 women will be assaulted in her lifetime.

1 in 2 women will likely be told it is her fault.

## **We Empower Women and Girls**

*With your help, we are changing the definition of victim.*



## #StandWithHer

A hero is a person who puts faith in you to dream amidst nightmares and teaches us to face fear with strong determination. Patricia's story defines clearly that she is a hero for having the courage to share her story.



# A Message From Our President

Dear Friend,

Late last year, after more than twenty years of leadership, our Executive Director, Sonya Boyce, left Surrey Women's Centre and transitioned to her new post at the University of British Columbia. We cannot thank Sonya enough for her creativity, passion and dedication. She is greatly missed by everyone here at the Centre, our partners, and all the women in

this community. We know that she will be a huge success in her role as Director at the Sexual Violence Prevention and Response Office at UBC. They are very lucky to have her!

We are thrilled to introduce Shahnaz Rahman as our new Executive Director. Shahnaz brings 23 years of

Many women and children fleeing violence leave their homes with nothing but the clothes on their back. Thanks to you, they are not alone. Over the past 25 years, you helped thousands of women and children find a bed to sleep in, food to eat, clothes to wear, and a safe place to call home. Thank you. We could not have done it without you.

~ Sonya Boyce

community partnership experience to Surrey Women's Centre, most recently with West Coast LEAF. Shahnaz is also the recipient of the 2017 Women of the Decade in Community Leadership and Social Change award.

We are also very grateful to Alison Brewin, our Interim Executive Director who provided a very valuable link during this transition phase of our Society.

Amidst these exciting transitions the 2017/2018 year has been buzzing with many activities at the Centre. This year saw the successful launch of the SMART Van. Between January and March of 2018, we reached out to 176 vulnerable and at risk women and girls, 683 homeless women, and collected 9 bad date reports. The program continues to grow as we expand our capacity in meeting the needs of women in our community.

Our Crisis, Court and Counselling team continues to put their heart and soul into their work to increase women and girls safety. Your ongoing support makes all the difference. We are most grateful for your compassion and generosity!

**Carly Crawford**

*President (Board of Directors)*



Last year alone we saw over 5000 women and children, including 1,700 survivors of sexual assault who accessed our services at the Surrey Women Centre.

~ Shahnaz Rahman



# A Message From Our Executive Director

Dear Friends,

I am honoured and grateful to have the opportunity to serve an organization that protects and values women, as well as offers them a gateway to life free of violence.

Our 2017/2018 fiscal year can be summarized as a year characterized by change and transition. It was also a year that beckoned a new era of women's resilience and courage. The growth of the #MeToo movement powered by a strong and resilient community of women and girls has exposed the vast scope of gender based violence.

We are seeing an increase in women and girls coming forward to report sexual assault and seek our services. The movement is changing public discourse and the very fabric of our community.

Last year alone we saw over 5,000 women and children, including 1,700 survivors of sexual assault who accessed our services at the Surrey Women Centre.

Following the successful launch of our SMART Van in January 2018, we accompanied 123 women and girls to hospital for emergency sexual assault care.

We increased safety for approximately 50 women assaulted by offenders flagged as being "high risk" to re-offend.

Despite these astounding accomplishments, we are still only able to reach a portion of those who need our help. Currently, we have a two-year wait list for counselling services for women.

Now more than ever we need the support of caring people like you to combat gender-based violence and provide more of our services to women who need help to build and sustain a life free from violence.

Thank you for making a meaningful difference in the lives of so many.

With warmest regards,

**Shahnaz Rahman**  
*Executive Director*

# Face of Courage Patricia

At different periods in Patricia's life, there have been life-saving moments she can pinpoint that lifted her through seemingly impossible situations.





My dad always took away my power, so it gave me a sense of 'I'm able to do anything I want. There's no need to be scared'.

In her teens, for example, it was her faith and her daughter that rescued her from the depths. Before becoming pregnant, she'd been suicidal, the result of a lifetime of sexual abuse at the hands of her own father. And now she was carrying his child. Instead of breaking her, it motivated her. "When I had her, it gave me something to look after, something to love," Patricia says. Her child represented a hope she'd never known and she set out on her own to provide a safe, abuse-free upbringing for her daughter.

For years, she didn't speak about her life of rape and incest. While the Bible provided a moral compass, it also gave her shame. In her late 30s, however, that all changed. It was liberating to finally talk and elevated her another step above her abuse. "I had grown up with so much pain. It shifted the shame to him and not me." In her 40s, she flourished further, following a trip to Europe. She spent three weeks with her brother in Spain before taking an eight-day tour through six other countries by herself. It was life-altering. "My dad always took away my power, so it gave me a sense of 'I'm able to do anything I want. There's no need to be scared.'" Up she ascended.

She even took in her three grandchildren, who came to her damaged and neglected. The grandmother didn't falter, mustering the strength to care for them while she continued to heal herself. As the children began to do better, so did she. A happy life out of the shadows

of her upbringing seemed possible. But in her 50s, she was prompted to re-visit her father's abuse. Concerned he would hurt others, she went to police. In 2012, he was criminally charged. He pleaded guilty, DNA evidence linking him irrefutably to Patricia's daughter. It did not, however, provide any sense of victory or satisfaction. In fact, it knocked her back down to the basement she'd worked so hard to climb out of.

"It was a turning point for the worse. I didn't want to do it, but they say pedophiles don't change and I saw warning signs. Revenge was the last thing I wanted." A heavy burden of guilt and loneliness lingers, knowing her actions tore her family apart, alienated her siblings and put her dad – and old man – in jail. "As a victim, I lost every which way," she says.

Today, she perseveres, boosted by her religion and the fact her adult grandchildren are growing closer. A great-grandchild is also on the way, she shares with a smile. And after living in survival mode for so long, Patricia is finally taking the time to re-discover herself. She's started accessing her creative side again to unearth the artistic skills of her youth. It's a difficult and scary process, but one that, like all the other obstacles she's faced, she knows she'll overcome. "I'm used to taking care of others, I'm not used to taking care of myself," Patricia says. "I'm trying to get back to who I am."

# Face of Courage: Donna Balfour

Many of you may recognize Donna as a long-time volunteer at Surrey Women's Centre. We had the chance to sit down with her to find out more about her many roles as a volunteer, representative, donor and advocate.

**SWC:** How did you first get involved with the Centre?

**Donna:** I began volunteering around 2006. I had just come out of a fairly rocky marriage and was looking for something meaningful to do. I started exploring volunteer opportunities at the Canadian Cancer Society and Surrey Women's Centre popped up. It was kind of a fluke. I didn't really know a lot about them at the time.

I started volunteering in the resource centre a couple of afternoons each week and what struck me was how little I really knew about violence and power-based crimes. I was really taken aback by the fact that this was really happening where we live. I got to know people and some of the incredible difficulties they're dealing with. And how often it occurs. It's shocking.

Coming out of a difficult marriage, I had the ability to pay for counseling and get the help I needed. And these women didn't. So, when I saw that there's a two-year waiting list for counseling, I found that really horrifying. I'm like what do these women do while they're waiting?

The stories I heard, they really stick with you. Just how strong these women were, pushing forward, how resilient. Some had no money and had to look after their kids. From then on, I wanted to do more to help.

After a year of volunteering, one of the workers at the centre encouraged me to go back to school to become a support worker. I was in my mid forties. The thought of going back to university was daunting, but I did it anyway.

When I was offered a practicum at Surrey Women's Centre I jumped at it. That was right before graduation. I started on the crisis team and worked with them for several years.

I'd be driving home from work and think oh, my gosh, I've got a house to go to and food in the fridge. I'm warm—all of those things that are important to make us feel safe and make a success of our lives. So many of these people didn't have that. It was heartbreaking.

I was part of the SMART (Surrey Mobile Assault Team)



**Donna Balfour is a former outreach worker and longtime supporter of Surrey Women's Centre.**

Talking really enables people to see that their preconceptions aren't reasonable, really. You can't help these women by pretending they're not there.

program when it started. I accompanied women to the hospital when they had just been sexually assaulted.

I'd be out in the community at night, and saw firsthand the people behind the statistics and the very real need for this program. We'd be on the streets at 2:00 am and they wanted us there. They welcomed us — and let us know if we hadn't been out in a while.

I did general counselling when women would come to the centre. They used to do a community kitchen and teach people how to cook on a budget — how you can have protein without meat or whatever — and I did that for quite a long time. We started taking them on the road to different transition houses and give cooking classes there.

I also sat on the Lower Mainland Opioid Overdose Crisis Group and learned a lot. It was a real eye opener.

When I heard that the SMART program didn't have enough funding to keep going, I donated quite a bit of

money myself. I really knew that it was an important service. I didn't want to see it not happen because of a lack of money. So I'm very grateful that I was able to help with that. I had the money to give and I couldn't think of a better way to spend it, really.

Even though I don't work there anymore, I continue to donate to Surrey Women's Centre and encourage other people I know to donate as well. I learned an awful lot over the years that I was there and I'm always looking for ways to help.

I have a group of friends that just donated money to buy socks. There was a friend of mine who goes to a church that just gave Surrey Women's Centre a grant. I've had a few people come in and wrap gifts at Christmas and I keep involved in things like that.

A lot of my friends were afraid for my safety when I was out there. I was kind of worried at first too, but you're pretty safe on the ground and the people were very

grateful that we were out there. Even the men were like, “thank you for coming out for our women.”

You know these people are judged wherever they go. To have a place where they can come back time and time again for help and know that no one’s going to judge them and that they’ll never be turned away. I love the Center for that.

When I’d talk to my friends about what I did for a living it would be hard for them to understand. They’d say, “why don’t those panhandlers get a job? Why are we giving them money?” If people are interested in listening, I’d say, “Let’s work backwards. How did they end up there? If you go back and talk to any of those people

(panhandling) you’d have a better understanding of why they’re there today.

It felt like I wrecked a lot of dinner parties because, seeing what I’ve seen, I have a different perspective than a lot of people. And I’d speak up about it. They’d ask, “How can you do this work?” and I’d tell them, “How can I not?”

Talking really enables people to see that their preconceptions aren’t reasonable, really. You can’t help these women by pretending they’re not there.

# Financials as of March 31, 2018

<b>ASSETS (current)</b>	<b>2018</b>	<b>2017</b>
Cash	292,308	412,172
Term Deposits	30,000	30,000
Accounts Receivable	8,052	8,697
GST Recoverable	10,257	4,450
Prepaid expenses	47,511	37,258
	<b>388,128</b>	<b>492,577</b>
<b>INVESTMENT</b>	<b>180,000</b>	<b>600,180,000 442</b>
<b>LIABILITIES and NET ASSETS (current)</b>		
Accounts Payable	7,600	22,856
Wages and Benefits Payable	28,241	26,257
Deferred Revenue	481,658	310,524
Deferred Contributions Related to Capital Assets	90,400	-
	<b>607,899</b>	<b>359,637</b>
<b>NET ASSETS</b>		
Invested in Capital Assets	200,434	23,275
Internally Restricted	180,000	180,000
Unrestricted	(219,771)	132,940
	<b>327,438</b>	<b>336,215</b>
	<b>768,562</b>	<b>695,852</b>
<b>REVENUE</b>		
Grants and contracts- Federal and Provincial	1,119,873	813,913
Donations	296,153	271,607
Fee-for-Service	64,111	55,725
Fundraising	110,226	115,688
Interest and other Income	21,591	10,015
Other Grants – Restricted	200	41,021
United Way	2,244	44,362
Amortization of deferred contributions	22,600	-
	<b>1,636,998</b>	<b>1,352,331</b>

<b>EXPENSES</b>	<b>2018</b>	<b>2017</b>
Accounting and Legal	23,527	17,116
Advertising and Promotion	9,274	6,243
Amortization	7,329	19,463
Bank Charges and Interest	2,319	4,463
Board Meetings	2,319	4,463
Clinical Supervision	6,580	8,317
Clothing Exchange		
Contract Fees	105,250	76,038
Equipment /Maintenance	24,412	15,096
Event Fees and Registration	1,470	913
Fundraising	87,232	76,355
Hospitality	5,735	1,806
Insurance	6,447	5,522
Membership	12,625	2,940
Office	11,175	5,579
Postage and Printing	3,178	2,265
Professional Development	2,245	1,912
Rent & Maintenance	90,603	83,015
Transportation & Mileage	28,019	28,354
Recruitment fees	387	460
Wages & Benefits	815,378	797,586
	<b>1,812,549</b>	<b>1,345,700</b>
<b>OPERATING INCOME</b>		
Gain(loss) on disposition of capital assets	(27,393)	135,477
EXCESS (DEFICIENCY) of Revenue over Expenses	(175,551)	6,631
<b>Net Assets, beginning of year</b>	<b>412,172</b>	<b>497,767</b>
<b>Net Assets, end of year</b>	<b>292,308</b>	<b>412,172</b>

# Volunteers 2017 / 2018

A huge thanks to our amazing volunteers, without whose support this work would not have been possible.

Alicia Sinclair	Deborah Wheatley	Lindsay Wynne	Riley Bowra
Aman Johal	Divpreet Grewal	Lisa Ovens	Roanna Warfield
Aman Nahal	Dominque Matys	Lizzy Vaknin	Rupinder Brar
Amanda Bullock	Gurkamal Mander	Lorraine Allan	Saeed Kalawade
Amanjot Lall	Gurpreet Janjua	Luana Pinto	Sharani Leopaul
Amarjot Gill	Harsharn Gakhal	Mandy Lee	Sharani Loepaul
Aneesha Grewal	Harsimran Cheema	Miriam Khan	Simran Gill
Angela Papernik	Imran Shahi	Natasha Zubair	Simran Suddi
Anju Lal	Iren Karki	Navneet Bansi	Siya Brukwe
Ashley Yamamoto	Jessica Sibley	Nicole Randle	Sue Kooner
Bidushy Rahman	Jessica Sunner	Nyssa Lamminen	Suzanne Barton
Brandy Wood	Juspreet Gurm	Olivia Hunt	Tara Champagne
Brittney Dhoot	Kailey Henderson	Preet Saroya	Xeina Jamal
Claire Coyle	Ketsia Ratzlaff	Rakheen Tut	Yvonne Huang
Crystal Snow	Laura Rosu	Renee Singh	Zelena Pha





# We're Stronger Together

## **Executive Director**

Shahnaz Rahman

## **Executive Assistant**

Nozima Isakova

## **Special Projects Coordinator / Director of Finance**

Corrine Arthur

## **Resource Centre Receptionist**

Natalie Abad

## **Community Engagement & Volunteer Coordinator**

Allison Tanaka

## **Court Victim Support Workers**

Shannon Formo

Azarria Khan

Navneet Muker

Mary Rousselle

Dilpreet Thiara

## **Crisis Councillor**

Irene Mclellan

## **Women's Councillor**

Alisha Gori

## **Crisis Victim Support Workers**

Samantha Grey

Kailey Henderson

Krystal Lillico-Ouachour

## **Data Entry Assistant**

Xeina Jamal

## **Domestic Violence**

### **Community Liaisons**

Victoria Bitkova (DVU)

Kiranjit Toor (DVU/SVU)

Laura Harder-Niebuhr (SVU)

Kristine Eyre (MCFD)

Sarabjit Minhas (MCFD)

Davinder Takhar (MCFD)

Rakheen TutKrystal (MCFD)

## **SMART Coordinator**

Lynn Miot

## **SMART Victim Support Workers**

Amanda Bullock

Joy Dockrey

## THANK YOU

*The SMART team has been a great partner with Embrace Clinic in collaborating to provide a holistic, wrap around approach to caring for survivors of violence. Together, we make sure that no person 'falls through the cracks' in accessing the services and care that they need and want.*

*- Hannah Varto, Nurse Practitioner*

THANK YOU FOR HELPING US  
**CHANGE THE DEFINITION OF VICTIM**



[surreywomenscentre.ca](http://surreywomenscentre.ca)