

# You Fill Us with Gratitude



2020 Gratitude Report



# Thank you for investing in hope and possibility

This year, more than ever, you have stood alongside survivors of intimate partner violence and changed their lives.

What a year we have had together. As we look back on the events and challenges of 2020, we are amazed at all you have accomplished. In spite of daunting obstacles and ever-changing scenarios, you were there for the women and children who come to us looking for safety, support and hope.

Over and over again, you showed up. You dug deep. You went above and beyond. Thank you.

It's hard to express how much your trust and support means to us, and to the women we serve. Because of your unwavering partnership, we were able to continue boldly down the path toward solving some of the toughest problems faced

by survivors of intimate partner violence today. Not only were we able to adapt our programs and services in the face of COVID-19, but we were able to keep innovating, breaking down barriers and working toward a world in which intimate partner violence is a relic from the past.

Every single dollar you give is an investment in hope and possibility. Every act of generosity leads to tangible, life-long change for women and their children. And your impact doesn't end at Interval House. Every innovation, every learning and every idea is shared freely with the broader sector across Canada and around the world – so all women can benefit.

None of this could happen without you. You did so much more than keep our vital services afloat during this year of adversity. You moved us forward toward a future free from intimate partner violence.

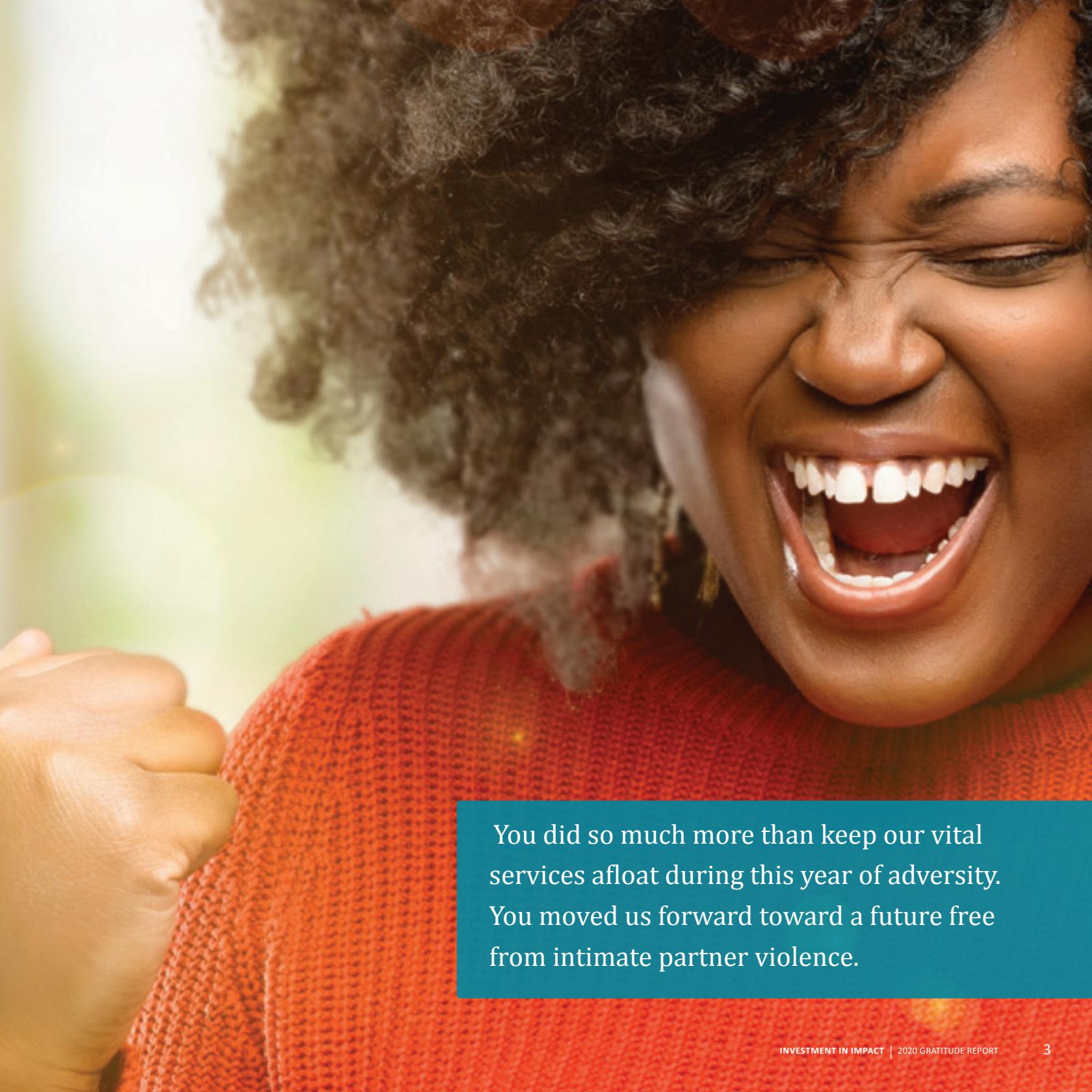
On behalf of every woman whose life has been forever changed because of you, thank you.

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**LESLEY ACKRILL**  
EXECUTIVE CO-DIRECTOR

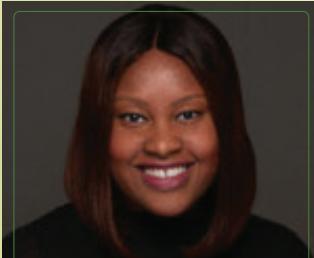
**NADINE CHAN**  
EXECUTIVE CO-DIRECTOR

**ARLENE MCCALLA**  
EXECUTIVE CO-DIRECTOR



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## Meet our Board of Directors



**RENEE  
WEEKES DUNCAN**

A graduate of the University of Guelph-Humber, Renee Duncan is a strategic communications professional with over 12 years of experience in PR, influencer relations, social media and content development in the areas of sports, media, finance, entertainment and consumer packaged goods. In her current role as an account director at MSL Group PR agency, Renee oversees communications for top global beauty brands. Renee has shown her commitment to helping end violence against women through her position as Chair of the Board of Directors for Interval House. She continues to be inspired by the transformational stories of women and children who have come to Interval House to pursue lives free of violence.



**LISA  
PERROTTA**

Lisa Perrotta, York University, Collège Glendon. BA, B.Ed. As an elementary school teacher and a mother, Lisa is committed to supporting the important work being done at Interval House to help women survivors of intimate partner violence and their children. She believes strongly in advocating for women and families to regain self-confidence and economic self-sufficiency to build better lives for themselves.



**LINDA  
TUNG-PRANGLEY**

Currently serving as Treasurer of the Board, Linda Tung-Prangley continues to be inspired by the organization's mission to empower women, through its forward thinking and leading visionary in the Violence Against Women (VAW) sector. Linda is a graduate of the University of Toronto (Victoria College) and is a local small business owner.



**CHARMAINE  
EWING-CHOW**

Charmaine Ewing-Chow is a finance professional with over 30 years' experience, who works at Loris Morris Design Inc. She graduated from the University of Western Ontario and, just a few years later, attained another certification from Ryerson University. Charmaine is committed to Interval House and truly believes in the work being done to empower women survivors of intimate partner violence and their children. Charmaine is proud to be part of such an admirable organization, doing such fantastic work improving people's lives.



**HEATHER  
MCLEAN**

Heather McLean is a fund-raising professional with over 15 years of experience in educational philanthropy, alumni relations and volunteer empowerment. She joined the Faculty of Arts & Science at the University of Toronto as a Senior Development Officer in 2013. Heather has an Honours Bachelor of Arts in Economics and European Studies from the University of Toronto. She remains deeply committed to helping prevent and address violence against women.



**MICHELE  
GRANNEN**

Michele Grannen is a graduate of Western University and has had a career in the financial sector for 30 years. Michele has always been passionate about helping women survivors of domestic violence, especially through her involvement with Interval House, which provides incredible support and resources to women who are fleeing abuse. She admires the staff, whom she describes as “second to none” and is proud to be on Interval House’s Board of Directors. 🌸

## Message from Our Departing Board Members

### **RENEE WEEKES DUNCAN:**

It’s been my honour to serve as Board Chair and contribute to this phenomenal organization for the past several years. During my tenure, I’ve seen donors like you enable us to adapt and evolve time and time again in order to best meet the needs of our clients. I’ve watched with awe and gratitude as new partnerships have been formed, services have grown and expanded, and the sector as a whole has been impacted by what we’ve done here together.

More than anything, I’ve learned so much from our clients, the brave women who have experienced unspeakable violence and have come through it to lead healthy, happy and successful lives. These women have taught me the true meaning of courage and strength. I will always be grateful to them –and to you for the role you have played in their lives. 🌸

### **LISA PERROTTA:**

If I had to describe my years on the Board in one word, it would be “inspiring.” I’ve been so inspired by the dedication of my fellow Board members, the passion of the staff and volunteers, and the commitment of our donors.

I believe everyone who comes into contact with the amazing things happening at Interval House leaves changed in some way – especially the women and children who call this place home or who access our workshops, support or even just a cup of tea and a listening ear. These women have so much strength and resiliency, and it’s been an absolute honour to help give them the tools and information they need to live lives free of violence. 🌸

# The Measure of Success

Your support leads to constant improvement

One of the many ways in which you make Interval House unique is your steadfast support of the big picture: ending intimate partner violence and breaking the cycle of abuse once and for all.

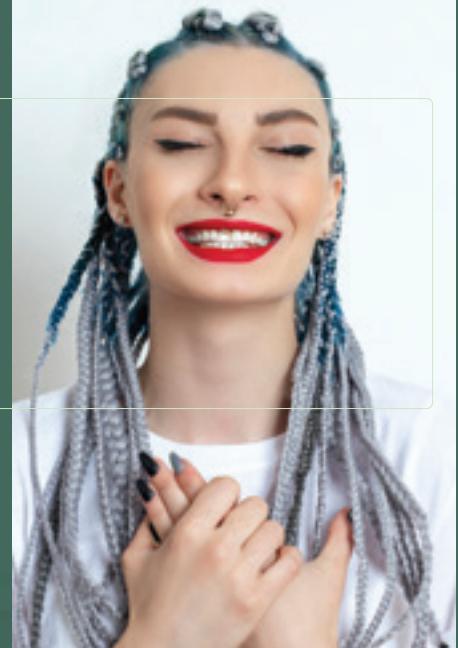
In order to do this, we have to do more than put out fires, stick Band-Aids on problems and operate from crisis-to-crisis. We have to constantly stretch, learn, grow and study what is working and what isn't. And we can only do this because we know you are in our corner.

When women's lives are on the line, settling for "good enough" is never an option. And that's why we place a huge emphasis on measuring outcomes – which, to us, are more important than outputs. **The quality of our results is more important than the quantity.**

Of course, we believe numbers are important, particularly how many women have found shelter, accessed housing or landed a job because of your generosity. But these numbers don't tell the whole picture. The measure of success is so nuanced and so individual to each woman that it might not be immediately apparent – which is why we have to dig deeper.

**There are many ways to achieve success. If we only measure the most obvious or visible results, we risk losing the greater perspective of a woman's long and complex journey from crisis to thriving.**

For example, success for one woman might be holding down a job for a full year. For another woman, success might be finally having the courage to enroll in a job-training program. And for



another, it might be moving from the mindset of "No one will ever hire me" to "I believe in myself."

In light of this, we're starting to measure our outcomes in a whole new way, one that captures the big picture, honours each woman's unique story and recognizes that the journey to self-sufficiency can be cyclical.

This kind of thoughtful, long-term work is only possible because of the firm foundation you have given us. Thank you for believing in us.

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**Through your partnership, we can end the devastation of intimate partner violence. ❁**

# The Will to Succeed

Michelle's story of survival and triumph



**“I still remember the first day I stepped through the doors of Interval House,” Michelle remembers. “I was crying, because I was so broken.”**

Michelle's journey to Interval House was one filled with pain, abuse and heartache. She grew up in an abusive household and ran away several times. When she was pregnant as a teenager, her partner abandoned her, choosing drugs over her and their child.

Years later, Michelle found herself in yet another horrible situation. She was at her lowest point and wondered if there was any reason to keep on living. She urgently needed a safe, supportive place to stay.

Then a friend recommended Interval House. At first, Michelle was afraid. Would she experience the same judgement and blame she'd felt all her life? To her surprise, the exact opposite happened.

“I was shocked,” she says. “The ladies there, they were just incredible. They couldn't have been kinder to me. They were so thoughtful and just listened to me.

They didn't judge me at all. They made me feel at peace, and they gave me strength I didn't have.”

Eventually, through counselling, workshops and building connections with the staff and other clients, Michelle realized she *did* have strength – a lot of it.

Day by day, she learned how to set goals and work hard to achieve them. Now she has a place of her own and is working as a front-line support worker in another shelter. She recently achieved a life-long goal: buying her first car.

But her proudest achievement is being able to break the cycle of abuse and judgement for her son, who is now in his 30s. “Mom, you can do it,” he tells her. “Everything you put your mind to, you end up doing it.” And he's right!

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**Thank you for helping Michelle find the will to succeed. 🌸**

# You Asked; We Answered

**Q:** How has Interval House changed day to day operations?

**A:** Interval House adapted immediately to develop strategies for navigating a pandemic in a communal living, essential service and crisis shelter environment.

Like many other agencies, our priority became the safety of clients and staff and preventing the spread of the virus. Both our Residential and BESS programs pivoted to deliver programs and services in a rapidly changing environment.

Before COVID-19, we focused on keeping women and their children safe from their abusive partners and assisting them to navigate their immediate crisis. With the pandemic, our focus shifted to keeping them safe from COVID-19 as well.

For many, the mandated lockdown has been very hard. The words “home” and “safe” do not have the same definitions for all. The truth is home has never been a safe space for the women and children who need our services. However, the women coming to Interval House were now faced with balancing safety from abuse and COVID-19, and our team rose to the challenge to ensure that they could be confident that we are a safe environment.

This has been a very challenging year that has affected the lives of both clients and staff. While it is anticipated that the year ahead will be a continuation of adaptation and modified services, we will continue to ensure the safety of everyone who passes through our doors.

**Q:** Are you still open and admitting women and families? How are you admitting people?

**A:** Yes, Interval House is designated as an essential service, so our shelter and our Building Economic Self Sufficiency program (BESS), have remained open to shelter and support women and children fleeing violence. We recognize that some women are reluctant to come to the shelter for fear of contracting the virus. But we are proud to share that Interval House has been 100% COVID-19 free. We have worked incredibly hard to ensure residents, clients and staff remain protected and safe. We have modified services by adding a COVID-19 assessment to the admission processes, creating a new isolation suite, and notifying all new residents of the strict health and safety protocols.

We're proud to say that as a result of our work and your support, Interval House's services will continue and be consistently modified to meet both the health and safety requirements of our residents and staff.

**Q:** How are you keeping children engaged?

**A:** The Children's Program continues to offer services during the pandemic. Modified services have caused the cancellation of physical group programming and family outings. We pivoted our programs to offer virtual programming that are delivered in the form of skills development, educational and fun activities based on each child's needs. The program provides between 2-4 activities/

day, 5 days/week. Our counsellors check in with moms and kids daily. We are continuously working incredibly hard to ensure everyone remains protected and safe and that the children can continue to find community and comfort.

**Q:** What are some the COVID-19 Safety Protocols that you have in place?

**A:** There are numerous infection control protocols that have been put in place to ensure the safety of both staff and residents. Steps taken include daily symptom monitoring, physical distancing guidelines and other health and safety instructions provided by Public Health. Clients are encouraged to remain in their personal spaces as much as possible and must wear masks when in shared spaces. To prevent the spread of illness between shelters, we added a provision that front-line staff must work exclusively at Interval House during the modified services period.

Increased cleaning has also been a top priority. Shelter common areas are sanitized twice per day by contract cleaners and program staff sanitize all workstations and meeting areas after use.

The CEO and Manager of Health Services from a local hospital toured the shelter and facility and told us that we have the distinction of being the best, most prepared facility, they have ever visited. They believe that our policies, procedures, training, and operational practices, are the most thorough they have seen in response to COVID-19.

**Q:** How has Interval House pivoted programs and modified services?

**A:** The Residential program immediately modified its existing shelter services by decreasing capacity from

**12 rooms to 7 rooms to ensure that each family has its own bathroom and that safety protocols and social distancing could be achieved.** Unfortunately, this has also resulted in a significant decrease in the number of clients who we can serve. When women and children's lives are on the line, the utmost protection of their health and well-being is as important as their physical safety. Ensuring we have a safe haven for clients that remains COVID-19 free is the most important outcome during this global pandemic.

For many of the women who participate in the BESS program, it provides a safe, accepting, and vital space for socializing. To ensure this important community lifeline could continue, the BESS program has also had to provide modified services to our clients. When physical meetings had to cease, the BESS program team hit the ground running and within one day had contacted every client in the program to let them know that we were still here and only a phone call away. We knew that there would be fear and isolation with lockdown measures, so we wanted every woman to know that they were not alone and that we would get through the crisis together.

In 2020, BESS delivered 12 virtual workshops. Many of the participants developed relationships with staff and increased their workshop attendance for counselling groups, self-care groups and networking/community-building groups.

Sadly, the number of crisis calls has reduced because of the pandemic. The average number of crisis calls pre-pandemic was 50 calls/month; it has decreased by 48% during the pandemic to an average of 25 calls/month due largely to the fact that many women are trapped at home with their abusers and given very little opportunity to reach out for support. ❄️

# Daniella's Simple Luxury

When the first pandemic lockdown began and in-person gatherings for our BESS (Building Economic Self-Sufficiency) program were put on hold, our counsellors worked around the clock to reach out to every single client. Fiona, one of our counsellors, contacted a client named Daniella, an active member of the BESS community.

"Thank you for finding the time to reach out to me and still advocating for me," Daniella told Fiona. Daniella said she was coping, but really missed the community, the counsellors, and something rather surprising – she missed the little luxury of specialty teas (such as Early Gray, Mint, Chamomile) that we offered to BESS clients during our workshops.

Daniella said she looked forward to having these teas, because they were a little luxury she couldn't afford.

The teas are a small gesture that mean so much – it's symbolic of the love and care our donors give the BESS clients and residents at Interval House. Thanks to your kind support, we were

able to give Daniella and other BESS clients grocery gift cards to help them through the economic uncertainty of the pandemic. Daniella was thrilled and told us she was going to buy herself some specialty teas as a way of remembering she's not alone and she's going to be okay.



**Thank you for the comfort and care you offer each woman at Interval House.**

## Safety for Five Siblings

Thanks to you, we were able to keep our doors open all through the pandemic, providing shelter and safety to women and their children. One special family who lived with us was a mother with five children, including two sets of twins!

This family was given all the warmth, love and support we could offer. Our long-time partner, a generous donor even provided a double stroller for the two youngest twins. During their stay, the older children attended online school thanks to the new and improved Wi-Fi you provided. And both mom and children received counselling from Interval House staff.

**Thank you for giving families a safe place to go, even in the midst of a pandemic. ❁**

**Year  
at a  
Glance**

**31** women and... **31** children lived with us  
**136** Building Economic Self-Sufficiency clients  
**26** birthdays celebrated  
**14** different languages spoken

**87** clients helped with employment  
**36** BESS Workshops  
**31** family outings  
**57** families sponsored at Christmas – Thank you!



## Doris is an ally to women experiencing violence



Doris Dallaire has lived a lifetime of volunteering and generosity, but it wasn't until she was a young mom that she first got involved with changing lives through Interval House.

Doris and her neighbours belonged to a food co-op, where they'd buy in bulk and divide everything up among families. Since they always had staples on hand, the group decided to put together a "welcome package" for women transitioning from Interval House to their apartments.

**"We'd take turns filling a box or two with basics to get her pantry started, plus a few special things to welcome her home," Doris says. "If she had kids, we'd include clothes, toys, even cribs."**

Later, when her children were in school, Doris volunteered as a counsellor for her community's distress line. She enjoyed helping others this way, so enrolled in some social work courses. One of her assignments was to interview a woman who had left

an abusive relationship. This experience drew her even closer to Interval House.

**"I'd seen firsthand the amazing support they offer women," she says, "but I had no idea what goes on behind the scenes."**

Interval House's mission hits close to home for Doris, because she knows women who have been in abusive relationships. She knows how frightening it can be for a woman to leave her abuser and set out on her own – and how important it is to have the kind of support Interval House offers.

As a monthly donor, Doris knows she's providing a safe place for women to escape intimate partner violence and start fresh. ❁

**"Interval House relies on donors like you and me," she says. "I'm so pleased my monthly gifts allow them to meet women where they are and help them move forward in their lives."**



# It Takes a **Corporate Village**



Companies who go above and beyond

Our partners come in all shapes and sizes – some are individuals, and others are large corporations who care about ending intimate partner violence in our communities. We’re extremely grateful for our corporate donors, who stepped up in a huge way this year in the face of so much uncertainty. The FRPO Golf Charity Classic, like so many other events, was cancelled due to COVID-19. These generous donors came together to maximize their impact and really stepped up, to support women who have experienced intimate partner violence. When it comes to breaking the cycle of violence, it really does take a village!

**FRPO:** ( Federation of Rental-Housing Providers of Ontario )  
Going above and beyond to help women

The Federation of Rental-Housing Providers of Ontario (FRPO) has been one of Interval House’s most valued partners for more than a decade. On top of hosting the annual golf tournament, many FRPO members provide accommodation for clients transitioning out of Interval House, helping women find safe, affordable housing. FRPO is really the gift that keeps on giving– their members and associate members give financial donations, provide some BESS clients with free apartments for up to a year or two, as well as rent geared to income housing, with amenities including free washer and dryer and free (or reduced cost) cable.

“Even though we weren’t able to run the golf tournament this year, our board was very clear we wanted to provide the same level of support,” says Tony Irwin, President and CEO. “We know that in times of crisis, support for organizations like Interval House is needed more than ever.”

Irwin sees the relationship between Interval House and FRPO continuing for years to come. “I’m so happy to work in an industry where our members believe in Interval

House as much as we do. They want to be at the table, doing whatever they can to help women leave abusive relationships and find a safe place to live.” *Thank you, FRPO, for providing safe and healthy housing and helping survivors of intimate partner violence rebuild their lives.*

**Rogers Communications:**  
The right thing to do

When Greg Stokes, Director Sales, Consumer Major Accounts, first joined Rogers more than two decades ago, one of his first “assignments” was to volunteer for the Halloween Pumpkin Patrol, making sure kids stayed safe while trick-or-treating.

“I thought, ‘Wow, this company is really in touch with the grassroots community,’” he says.

Ever since then, Greg had been involved with Rogers’ commitment to giving back to the community. “We are inspired to do more each and every day and that is why being a good corporate citizen is at the very heart of our business. It is a value that continues to be lived by our teams daily.” One way they do this is through generous support of Interval House.

“Interval House is part of our community,” he says. “They take care of people in our community. If domestic violence is happening in the areas we work in, then we have an obligation to do something about it. It’s just the right thing to do.” *Many thanks to Rogers Communications for supporting women in our community.*

## Wyse Meter Solutions:

**A personal connection sparks  
a corporate commitment**

When Peter Mills, CEO of Wyse Meter Solutions, first went on a tour of Interval House, the experience was, in a word, overwhelming.

“I grew up in a violent household,” Peter says. “I was overwhelmed at how Interval House is really able to provide the support and a safe haven for women and children. And even though I’d experienced it myself, I didn’t truly understand the level of need that exists in our community to help women and children escape violence. When I learned how big the problem is, and what Interval House is doing to solve it, I knew we had to get involved.”

From that point forward, Wyse Meter Solutions began contributing to Interval House in many significant ways. In addition, Peter and many staff members donate and volunteer with events like the Christmas toy drive. Wyse is also the sponsor of Interval House’s BESS graduation ceremony.

“The graduation ceremony is, to me, the wonderful culmination of what Interval House can achieve,” Peter says. “Seeing women who have been in horrible situations transition to self-sufficiency is an incredibly moving experience, and one we’re incredibly proud to be part of.” *We are so grateful to Wyse Meter Solutions for their heartfelt and life-changing support.*

## Yardi Systems:

**Walking the walk**

Yardi Systems started out with just one person but is now considered the largest real estate software company in the world. “And yet,” says Vice President Peter Altobelli, “we still consider ourselves a family run small business. And one of our core values is giving back to the community.”

When the annual FRPO golf tournament that Yardi Systems co-sponsors had to be cancelled because of the pandemic, Altobelli’s response was immediate. “I said, ‘We’re going to donate the funds anyway, because this year it’s needed more than ever.’”

Yardi Systems recognizes the efforts of its staff in their generous support of Interval House. “Our staff do a great job,” Altobelli says. “And it allows us to do a great job of giving back to the community. Everything each staff member does every single day contributes to our ability to be generous and really walk the walk as a company and as individuals.” *Thank you, Yardi Systems, for your generous support before, during and after COVID-19! ❁*



**Thank you to FRPO, Rogers, Wyse, Yardi and all our incredible corporate donors for their support and dedication to ending intimate partner violence and helping survivors rebuild their lives.**

**Your generosity and compassion this past year have been absolutely vital.**

Summarized\*

# STATEMENT OF OPERATIONS

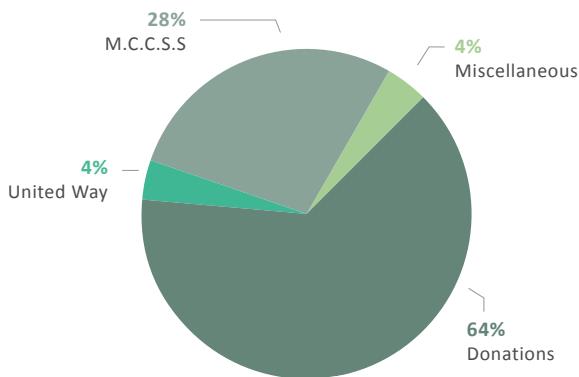
REVENUE	CAPITAL FUND	RESERVE FUND	GENERAL FUND	2020 TOTAL	2019 TOTAL
M.C.C.S.S	\$105,276		\$1,227,163	\$1,332,439	\$1,103,717
United Way			\$194,498	\$194,498	\$194,498
Donations	-		\$2,991,664	\$2,991,664	\$1,838,342
Miscellaneous	\$29,878	\$148,837	-	\$178,715	\$148,904
	<b>\$135,154</b>	<b>\$148,837</b>	<b>\$4,413,325</b>	<b>\$4,697,316</b>	<b>\$3,285,461</b>

## EXPENSES

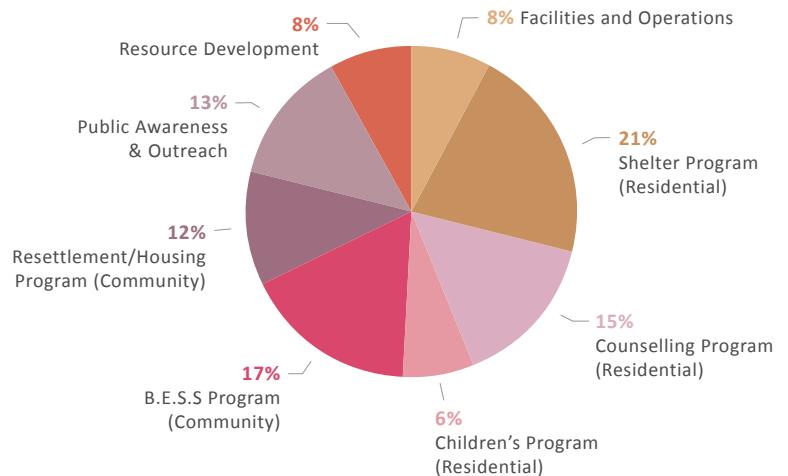
Programs	-	\$ 82,118	\$2,268,292	\$2,350,410	\$ 2,270,665
Public Awareness and Outreach			\$457,042	\$457,042	\$448,690
Resource Development			\$292,892	\$292,892	\$274,717
Facilities and Operations	\$9,073	\$32,686	\$201,677	\$243,436	\$220,380
Amortization	\$246,568			\$246,568	\$236,986
	<b>\$255,641</b>	<b>\$114,804</b>	<b>\$3,219,903</b>	<b>\$3,590,348</b>	<b>\$3,451,438</b>

<b>EXCESS (DEFICIENCY) CURRENT YEAR</b>	<b>\$(120,487)</b>	<b>\$34,033</b>	<b>\$1,193,422</b>	<b>\$1,106,968</b>	<b>\$(165,977)</b>
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### REVENUE 2019/2020



### EXPENSES 2019/2020



Summarized\*

## STATEMENT OF FINANCIAL POSITION

<b>ASSETS – Current</b>	<b>CAPITAL FUND</b>	<b>RESERVE FUND</b>	<b>GENERAL FUND</b>	<b>2020 TOTAL</b>	<b>2019 TOTAL</b>
Cash and Temporary Investments	\$1,734,148	\$3,086,706	\$159,954	4,980,808	3,720,501
GST/HST/Sundry Receivable			\$50,259	\$50,259	\$53,709
Prepaid Expenses			\$31,044	\$31,044	\$25,912
	<b>\$1,734,148</b>	<b>\$3,086,706</b>	<b>\$241,257</b>	<b>\$5,062,111</b>	<b>\$3,800,122</b>
Long Term Investments	–	–	–	–	–
Capital Assets	\$3,726,968			\$3,726,968	\$3,863,702
<b>TOTAL ASSETS</b>	<b>\$5,461,116</b>	<b>\$3,086,706</b>	<b>\$241,257</b>	<b>\$8,789,079</b>	<b>\$7,663,824</b>
<b>LIABILITIES – Current</b>					
Accounts Payable and Accrued Liabilities	–	–	\$241,257	\$ 241,257	\$222,970
	–	–	<b>\$241,257</b>	<b>\$241,257</b>	<b>\$222,970</b>
<b>Mortgage Payable</b>	–	–	–	–	–
<b>NET ASSETS</b>					
Invested in Capital Assets	\$3,726,968			\$3,726,968	\$3,863,702
Externally Restricted		–		–	–
Internally Restricted		\$3,086,706		\$3,086,706	\$1,751,116
Unrestricted	\$1,734,148		–	\$1,734,148	\$1,826,036
	<b>\$5,461,116</b>	<b>\$3,086,706</b>	–	<b>\$8,547,822</b>	<b>\$7,440,854</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$5,461,116</b>	<b>\$3,086,706</b>	<b>\$241,257</b>	<b>\$8,789,079</b>	<b>\$7,663,824</b>



\* The summarized statements of financial position and operations are derived from the complete financial statements of Interval House as of September 30, 2020 and for the year then ended. The full audited financial statements are available upon request.



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