



Luke's Place

Change her experience. Change their lives.

Annual Report for 2012











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A message from the President & Executive Director

The year 2012 was a bustle of activity beginning with the expansion of Luke's Place provincial work as well as a record number of women served. We know we speak for everyone when we acknowledge that these and other achievements highlighted in this report would not be possible without the support of:

-  Our 2012 funders: the Law Foundation of Ontario, the Ontario Trillium Foundation, Ministry of the Attorney General Victims and Vulnerable Persons Division, and Status of Women Canada
-  Our Board members who confidently govern our mandate and mission
-  Our staff who tirelessly provide the family law support services, emotional support and safety guidance needed for each individual woman
-  Our volunteers who play a vital role administratively, with legal and emotional support and in community fund development
-  The lawyers of Durham Region who donate their time and expertise to our Pro Bono Clinic and Legal Advisory Group
-  The women who provide valuable insight in our Women's Advisory Group
-  Our community donors who show their financial support individually and as part of local businesses and organizations
-  The Make Change. For Change. Community Fundraising Challenge participants who want to make a social impact
-  Our many partners and collaborators in Durham Region and across Ontario who are also providing outstanding services to women
-  Our clients who have the strength to free themselves and their children from abuse

Without you, Luke's Place would not have been able to provide 587 women in 2012 with access to our comprehensive support and resources. Although abuse against women is a serious problem worldwide, we take comfort knowing that Luke's Place helps change the experience and lives of abused women and their children locally and provincially.

In order to continue breaking new ground in the violence against women sector, Luke's Place needs your support, donations and volunteer time now more than ever. If you are presently involved with Luke's Place we thank you and if you are considering getting involved, please call today to find out how you can support or join our team and be part of helping to make change happen.



Lisa Allen
President



Carol Barkwell
Executive Director

Board of Directors

Lisa Allen, President, Business Committee Chair is a Partner with Deloitte & Touche LLP based in the GTA. She is a Chartered Accountant and has extensive experience in providing risk management advisory, governance, and internal control auditing services. Lisa joined the Board of Luke's Place in February 2007 and has over 9 years of experience as a not-for-profit Board Director and Officer.

Donna McAllister, Vice President is leading the development of equal access and opportunity to employment resources and services as Executive Director of the Durham Region Employment Network. She has a degree in Public Administration and Governance and extensive not-for-profit experience. Her focus is on issues of equity and inclusion which she advances through participation on numerous councils and working groups such as the Durham Region Accessibility Advisory Committee and the Working in Durham Immigration Portal. She is the past President of PFLAG Durham Region and has contributed her strengths in building critical partnerships, developing strategic alliances and long term visioning to the Board of Luke's Place since March 2010.

Louise Robichaud, Director, Past Treasurer, Audit Committee Chair is the Manager of Licensing Approvals in the Licensing and Market Conduct Division of the Financial Services Commission of Ontario. The Financial Services Commission of Ontario is a regulatory agency of the Ministry of Finance that regulates insurance, pension plans, loan and trust companies, credit unions, caisses populaires, mortgage brokering and co-operative corporations in Ontario. Louise is a Chartered Accountant and has extensive experience with audit committees and regulatory compliance. She sits on the Audit Committee of the Conseil Scolaire du District Catholique Centre-Sud and joined the Board of Luke's Place in December 2011.

Anna Argante, Director, Women's Advisory Group Chair is a survivor who brings a vital perspective on the challenges abused women face navigating through the family court process and the impact that Luke's Place has on their experience. Anna has a passion to give back to Luke's Place and is active in her community, sharing her experiences and knowledge with other women needing support. She has been a member of the Board since March 2008.

Jackie Long, Director, Human Resources Committee Chair is the Director of Human Resources for the City of Oshawa and is focused on enhancing people's daily lives through facilitative HR leadership. Jackie is keenly aware of the need for volunteer leaders throughout the community to support the critical work of organizations like Luke's Place. She sits on the Board of two not-for-profit organizations dealing with rehabilitative services for children. Jackie's work in the not-for-profit sector is focused on governance, Board excellence, change management and operational effectiveness. She joined the Board of Luke's Place in June 2010.

Chrystine Langille, Director is currently CEO of Naturopathic Doctors Ontario, the professional association representing NDs in the province. After obtaining an MBA and working in general management within the private sector for 10 years, Chrystine also provided strategic planning, marketing, governance and operational guidance to private and not-for-profit organizations across Canada for 20 years as Founder/CEO of BreakOut! Coaching & Consulting Inc. As an active volunteer she has worked with several organizations including Big Sisters and United Way of Toronto. Chrystine joined the Board of Luke's Place in November 2011.

Victoria Froats, Director is an Employment Specialist with the City of Toronto. She has over 20 years experience working with marginalized individuals and families providing employment counselling and life coaching services within the public, private and government sectors. She sits on the Research Committee for C.E.R.I.C. (Canadian, Education, Research Institute of Counselling). Her passion and goal is to provide support and advocacy on behalf of women and children's rights. She joined the Board of Luke's Place in December 2011.

One woman speaking out about change*

If it had not been for the support, dedication and commitment of the staff at Luke's Place I can definitely say I would not be where I am today.

After several years of living with a man whom I feared, I was left only with fond, faint memories of the woman that I once was. I lived day-to-day, carefully calculating each movement and sentence in order to keep the peace.

I had been abused in so many ways for so long that I had started to feel like a stranger in my own skin. A once strong, independent, educated career woman was now a defeated, unwanted, paranoid broken shell. I was completely isolated from everything and everyone familiar.

March 3, 2012 was the day I packed up and vanished.
I can honestly say in my 38 years that was the most difficult and terrifying thing I have ever had to do.
I was homeless, jobless and penniless with not much more than the clothes on my back and a few boxes.

I was given the name and number to Luke's Place by a family friend.
I was instantly touched by the kindness of those who work there.
They were empathetic and non judgmental, assuring me I was not alone and they would help me in any way they could.

It was through Luke's Place that I was given the emotional support to help me understand what I had just lived through and helped me accept it was not my fault.

Luke's Place also provided me with the necessary skills to remain safe from my abuser. They educated me on the available resources and provided me with access to free legal advice and counseling to help begin my new life.

Today, one year later, I am happier than I have ever been. I am fully established, have a great job and am surrounded with friends and family that love me. I have a brand new, positive outlook on life.

Thank you Luke's Place!

* Facts have been changed to protect her identity.

About Luke's Place

Luke's Place is named after a 3½ year old boy killed by his father in 1997. Luke's mother, Kate, had serious concerns about Luke's safety with his father and had applied for supervised access through the family court process. She was unsuccessful and Luke was killed by his father, who then killed himself, on his first visit. Following Luke's death, the community came together to work to make sure no other child would face a similar fate. Kate played an important role in the work done in Durham Region, as did many other women who had left abusive relationships. One of the products of that work was Luke's Place - Canada's first stand-alone family law resource and support centre for abused women and their children. Kate remains connected with Luke's Place to this day.

Luke's Place **mission** is to support abused women and their children throughout the family law process and to provide them and their communities with specialized resources about family law and woman abuse. Our **vision** is a family law system that promotes healthy, safe families.

Current programs & services

Luke's Place works to improve the safety and experience of abused women who are or who may become involved with the family law system. We offer:

- 📍 free family law support in confidential Oshawa and Ajax locations
- 📍 services on site at family court, Durham Courthouse
- 📍 individual consultations with Legal Support Workers
- 📍 summary advice from family law lawyers at our Pro Bono Clinic
- 📍 group support sessions and legal information workshops
- 📍 accompaniment to legal and court appointments
- 📍 training and resources for service providers across the province
- 📍 research and consultation
- 📍 community education
- 📍 resource library and online reference manuals
- 📍 family law support referrals for men who have experienced abuse

New programs & services

Ministry of the Attorney General Family Court Support Worker Provincial Training Initiative, together with our collaborative partners, Action ontarienne contre la violence faite aux femmes, Springtide Resources, Barbra Schlifer Commemorative Clinic and in consultation with the Ontario Association of Interval and Transition Houses, Luke's Place has successfully launched this important training, education and resource initiative for Family Court Support Workers (FCSW) across Ontario. We have provided in-person training to 150 workers and supported them through an extensive collection of online tools and resources as well as ongoing access to a private online moderated discussion forum. A two-day annual gathering of FCSW's was held in Toronto in September. Evaluations of the initiative by FCSW's have been very positive. Luke's Place is also providing Family Court Support Worker direct services in the Durham Region.

Luke's Place is excited to announce the publication of **"It Shouldn't Be This Hard: A gender-based analysis of family law, family court and violence against women"** by Pamela Cross.

"It Shouldn't Be This Hard" examines Ontario family law and the family court system, including recent and anticipated changes to both, using a gendered intersectional lens to explore the implications for women who have experienced violence and their children. It reviews community and government initiatives, law and policy reform and the key legal issues that arise again and again for women involved with the family court system and proposes a number of strategies intended to assist women and others within flawed systems and move us closer to comprehensive systemic change.

After She Leaves, Empowering women and their advocates through gender informed training: with funding from Status of Women Canada, Luke's Place will be training 100 service providers across Ontario in family law support for abused women. Additionally, workers will receive training to facilitate four legal information workshops for women in their own communities. With support from the Law Foundation of Ontario and Status of Women Canada, Luke's Place will provide these workshops for women in Durham over the next two years. This work is informed by the paper "It Shouldn't Be This Hard" and Luke's Place "After She Leaves" Resource Manual for workers. To date, 35 workers have been trained in the GTA and 21 women have participated in the first series of workshops.

Court office: we are pleased to have the opportunity to provide important services on-site at the family court, Durham courthouse since September. From October to December 2012, Luke's Place workers and volunteers have supported 40 women at this office. This has greatly enhanced the accessibility of services for women who may not have known they were available otherwise and has strengthened coordination with court related service providers.

New fund development & marketing

An Ontario Trillium Foundation grant provided funding for a part-time Fund Development & Marketing Manager over a 2 year period. The first project of 2012 was a revamp of the Luke's Place brand to better represent our multi-faceted partner and client network. This revamp began with the design of a new logo followed by new stationary and marketing materials. Social media pages were also created for facebook, twitter @LukesPlace1 and LinkedIn.

A speaking guide was developed to ensure all Luke's Place messaging would be conveyed in a professional and consistent manner. Training sessions were held for staff and volunteers to review both the newly developed graphic and speaking standards manuals. A Fund Development & Marketing Committee consisting of 16 volunteer members was established to help promote fund development and marketing efforts as the need arises.

In December 2012 Luke's Place launched a fundraising campaign titled 'Make change. For change. Community Fundraising Challenge' to complement and build on our compelling tagline 'Change her experience. Change their lives.'. The primary objective of the campaign is to increase donations to Luke's Place by challenging local businesses and organizations to make change happen by choosing Luke's Place as their charity partner at third party events. A marketing services grant valued at \$12,500 was awarded to Luke's Place whereby four local businesses are assisting with the development of www.makechange.ca and a campaign video. Pickering Town Centre Ladies Room generously hosted the launch with help from 10 retail partners generating significant media publicity and more than \$10,000 in donations.

Stationary and marketing material samples

Are you

- Thinking about leaving an abusive relationship?
- In the early stages of separation?
- Concerned for someone you care about?

Change her experience. Change their lives.

Luke's Place mission supports abused women and their children throughout the family law process and provides them and their communities with specialized resources about family law and women abuse. Our work is a family law system that provides healing, safe families.

Luke's Place can help

We work to improve the safety and experience of abused women who are or who may become involved with the family law system.

Every step we take must be for the woman, so that they can take their own and build better lives for themselves and their children.

You can take the next step towards a life free from abuse by calling today to make a confidential appointment.

"I was lost. I did not know how to deal with the family legal system. Luke's Place was there for me every step of the way!"

Make today a day for change

- Eliminate violence or fear
- Secure a monthly income
- Build a functioning home
- Obtain a portion of your proceeds
- Help find a concrete sponsor
- Retire

Thank you!

Charlotte Business Number 8762 1222 888888
905.728.0078 or 1.800.524.2124
www.lukesplace.ca

Specialized support for abused women at every stage of the process of divorce and law.

Support & Resource Centre for Women & Children



Working address
PO Box 54900
6 King Street East
Oshawa, Ontario L1F 1A0
Tel: 905.728.0078
info@lukeplace.ca

905.728.0078 or 1.800.524.2124
www.lukesplace.ca

Is it about?

Abuse can happen to any woman.

Abuse control and flight options in many different ways. The abuse may be physical, sex, or economic over time. It doesn't matter how often it happens or what form it takes, if it is abuse and it is wrong. No one deserves to be abused.

Thinking about leaving?

Leaving a relationship can be the most challenging time for a woman and her children.

If you or a woman you know is thinking about leaving an abusive relationship make safety the top priority.

Contact Luke's Place to help plan the safest way to leave.

Luke's Place offers

- Free family law support to confidential and anonymous Ontario and legal assistance
- Individual consultations with Legal Support Workers
- Guidance advice from family law lawyers at our Pro Bono Clinic
- Group support sessions and legal information workshops
- Training and resources for service providers across the province
- Community education
- Resource library and online reference materials
- Family law support advocate for men who have experienced abuse

We acknowledge the support of






Thank you!

"I would have been just finished that day had Luke's Place not been there to help."

Luke's Place is recognized as a provincial leader in women abuse and family law.

Full today the advice you have to take when through the legal process.
905.728.0078 or 1.800.524.2124







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Fax: 905.728.0078
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Statistics

According to Statistics Canada in 2010, victims of family violence accounted for 25% of all victims of violent crime. Women have more than twice the risk of becoming a victim of family violence, with girls or women accounting for 7 out of 10 victims of such violence. The same research showed that 56% of family violence incidents resulted in charges being laid or recommended, which is higher than the 43% rate of charging in non-family violence incidents. Over the past decade, 65% of spouses accused of homicide had a history of family violence involving the victim, most often when the victim was estranged from the partner.

As the population of Durham Region increases (+8.6% 2011 vs. 2006 Stats Can Census) sadly so does the need for our services. A Canadian survey found that 19% of domestic violence victims who left their relationship experienced further abuse during separation. Further to that, the Ontario Coroners Domestic Violence Death Review Committee found that in 81% of cases, domestic homicide was perpetrated during separation, showing that women and their children are most vulnerable during this time. The effect of violence on families has become all too clear as up to 360,000 Canadian children are exposed to domestic violence every year.

In 2012 Luke's Place provided direct service to 587 women (307 of whom were new to our services) with family law issues through in-person, telephone and electronic consultations, court accompaniment, groups and workshops. This represents a 40% increase in the number of women served over last year. Luke's Place also provided education, training and resources to more than 250 service providers across the province.

Looking forward to change

Centre of Excellence vision: Luke's Place is committed to establishing a provincial Centre of Excellence on Family Law and Woman Abuse. We have conducted research with hundreds of service providers across Ontario about the family law support work they do with women as well as the challenges and unmet needs in this area in their communities. Together with Action ontarienne contre la violence faite aux femmes, we gathered key stakeholders at a two-day Think Tank in 2011 to discuss the need and vision for this Centre.

Throughout 2012, Luke's Place has synthesized this feedback and acknowledges that while the violence against women and other sectors provide effective responses they are almost always working with extremely limited resources, there is no coordinated leadership of response efforts or of advocacy for systemic change.

A provincial Centre of Excellence on Violence Against Women and Family Law could address the gaps and shortfalls created by this lack of coordination, complement and enhance existing work and support frontline workers, women and their children and enhance ongoing family law and family court process reforms underway in Ontario.

More specifically, a Centre of Excellence could provide:

- 📍 A coordinated and cohesive network of supports for women, regardless of where they are in Ontario
- 📍 Training and education for frontline violence against women workers across the province, delivered both in person and electronically
- 📍 Resources to support frontline workers, available both in hard format and online
- 📍 Resources to support organizations and individuals dealing with vicarious trauma related issues
- 📍 Templates for community-based research
- 📍 Direct service models to support organizations to develop or expand their family law/violence against women programming
- 📍 Workshops and resources for women, both in hard format and online
- 📍 Online/telephone support connecting frontline workers with lawyers
- 📍 Online supports such as a moderated chat room so workers can discuss challenging cases, common barriers, strategies for dealing with them, best practices and success stories
- 📍 Training, resources and support to the provincial family law bar to enhance the knowledge and skills of lawyers who represent women experiencing violence
- 📍 Resources and supports to law faculties
- 📍 Analysis of systemic issues and advocacy to address them
- 📍 An opportunity for ongoing academic and community-based research to identify and analyze emerging trends and evaluate effective family law supports for women

Financial statement highlights

Statement of Operations for the year ended December 31, 2012

	<u>2012</u>	<u>2011</u>
Revenue		
Donations	\$ 26,892	\$ 38,405
Education and training	25,890	14,844
Grant funding (Note 4)	669,351	491,216
Other	<u>153</u>	<u>151</u>
	<u>722,286</u>	<u>544,616</u>
Expenses		
Amortization	216	216
Grant-related expenses (Note 4)	669,351	491,216
Insurance	-	223
Occupancy costs	1,604	-
Office and general	3,608	363
Professional services	761	4,737
Program and resource costs	22,927	10,605
Renovation	-	1,729
Wages and benefits	<u>9,455</u>	<u>21,993</u>
	<u>707,922</u>	<u>531,082</u>
NET REVENUE OVER EXPENSES	\$ <u>14,364</u>	\$ <u>13,534</u>

Grant funding & deferred revenue as at December 31, 2012

Grant funding of \$588,443 was received during the year from various external sources for specific projects. Revenue was recognized as expenses were incurred. Deferred revenue consists of the unexpected portion of these grants as follows:

	Opening <u>Balance</u>	Grants <u>Received</u>	Expensed <u>Currently</u>	Closing <u>Balance</u>
Ontario Trillium Foundation	\$ 101,750	\$ 44,300	\$ 96,417	\$ 49,633
Status of Women	-	118,050	115,059	2,991
Attorney General	64,672	178,563	207,892	35,343
Law Foundation	36,866	247,530	249,983	34,413
Canadian Women's Foundation	1,636	-	-	1,636
	\$ <u>204,924</u>	\$ <u>588,443</u>	\$ <u>669,351</u>	\$ <u>124,016</u>

These deferred revenues are represented on the balance sheet as follows:

Deferred revenue - operating grants	\$ 119,358
Deferred revenue - capital assets	\$ <u>4,658</u>
	\$ <u>124,016</u>

Ontario Trillium Foundation and Attorney General includes funds administered through collaborative partners.

The following is a summary of grant-related expenditures:

	<u>2012</u>	<u>2011</u>
Amortization	\$ 3,506	\$ 3,691
Insurance	4,614	3,766
Program and resource costs	37,529	34,541
Office and general	19,422	21,821
Occupancy costs	13,958	15,744
Professional services	169,533	113,078
Wages and benefits	<u>420,789</u>	<u>298,575</u>
	\$ <u>669,351</u>	\$ <u>491,216</u>

Donations, volunteer hours & contributed services: the activities of the organization are dependent upon the voluntary services of many individuals and their monetary donations. The dollar value of contributed services and volunteer hours is difficult to quantify. Both of these contributions are not included for this reason in the statement of operations.

Who is helping to make change happen?

The Ladies Room at Pickering Town Centre



American Idol winner Phillip Phillips



Community donations



Volunteer luncheon at Deer Creek





Get involved & donate!

Luke's Place is recognized as a provincial leader on woman abuse and family law yet we operate without annualized core funding. We must rely on community donations and short term grant funding just to keep our door open and provide basic services to every woman who needs them. We have been experiencing grant funding instability and an exponential growth in demand for our services which has left us feeling vulnerable and in great need of financial support now more than ever.

Since our work is dependent on the participation of and donations from members of our community we are asking you to get involved, donate and make change happen! To help you, help us, help them, we have launched:



www.makechange.ca

Luke's Place is challenging Durham Region to take your business or organization to the next level by partnering with us to help local women who need our services, your services or both. The social benefits are endless! Together we can raise awareness for violence against women, increase donations for Luke's Place and work towards ending the cycle of abuse. Everyone will feel satisfied knowing that for every \$500 raised Luke's Place can put one family through our program.

Not sure what you can do to help? Let's be creative in our thinking for fun and mutually beneficial events! It's as easy as reviewing the campaign flyer on the next page and contacting our Fund Development & Marketing Manager to brainstorm ideas on how we can help each other achieve our common goals and really make change happen in our community.

Interested in volunteering? Luke's Place is seeking volunteers for our Board of Directors, legal support role and marketing team. Our **Board of Directors** meets monthly to provide oversight and guidance to the mission and mandate of Luke's Place. Our **legal support role** assists women by providing them with emotional support during the complicated legal process and by accompanying them to court and other related appointments. Our **marketing team** supports the diverse communications efforts needed to increase awareness of Luke's Place and encourage participation in our Make change. For change. Community Fundraising Campaign.

Thank you for helping to Change her experience. Change their lives.

Charitable Registration Number 8876I-1218-RR001

MAKE FORCHANGE.  **Luke's Place**
Change her experience. Change their lives.

Community Fundraising Challenge

Luke's Place is a local support and resource centre for abused women and their children providing free family law support services and guidance on how to stay safer through the legal process.

We operate without annualized core funding and rely on community donations to address the growing need for our services so we are challenging Durham Region to change...

lives of abused women futures of children fundraising into fun
your social impact hurtful into hopeful pennies into dollars
doing it tomorrow into doing it today
her experience and their lives

Make change happen. Get involved. Donate. Have fun.
Be creative. Hold an event. Do something. Anything.

Small change for you. Life change for abuse survivors.

Contact us today at 905.259.5005 or makechange@lukesplace.ca
because helping with change is what we do best.

Thank you for helping to
Change her experience. Change their lives.



www.makechange.ca



Contact information

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Toll Free	1.866.516.3116
Fax	905.728.6105
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Fund development email	makechange@lukesplace.ca
Websites	www.lukesplace.ca www.makechange.ca
Social media	https://www.facebook.com/LukesPlace1 https://twitter.com/LukesPlace1 https://www.linkedin.com/company/luke-s-place-support-&-resource-centre-for-women-&-children

Charitable Registration Number 8876I-1218-RR001