



A place for
hope
help and
healing



calgary & area child advocacy centre

REPORT TO THE COMMUNITY 2019-2020

A Message of Gratitude from Our Chair



Nancy Foster, Chair

As a community, we have been facing unprecedented challenges because of the COVID-19 pandemic. I am extremely proud and grateful to say that they have been met with a level of resilience and compassion by the Calgary & Area Child Advocacy Centre. The CCAC, an essential service to the community, remained open to provide children, youth and families with the trauma-informed and integrated services and support they needed, while also ensuring the health and welfare of staff and clients. On behalf of the Board, I express heartfelt gratitude to the Centre's partners and the CCAC team who continued to do their critical work, finding innovative ways to ensure children and families received seamless support.

This past year, we welcomed our new CEO, Karen Orser, who has demonstrated strong leadership during these challenging times. She has kept focus on projects and initiatives so important to the community and the future of the Centre.



Debra Mauro, Past Chair

We also said goodbye to four founding directors who have been with the Centre from the beginning: Tom Mauro, John Dielwart, Ann McCaig and Anita Poscente. Their vision for integrated practice and dedication to stewarding the organization is one of the main reasons why the Centre has grown and developed as it has. We are very grateful for and amazed by their capacity for giving and appreciate the strong foundation they helped build.

I also offer sincere gratitude to our Past Chair, Debra Mauro, who is staying on the Board to continue the work that she and Tom, as founders, began more than seven years ago. They have dedicated so much of their time, talent and resources, and it is difficult to put our appreciation into words.

This continues to be an incredibly challenging time for our city, province and country. I am confident, however, that through our commitment to collaboration with partners, the community and CACs across the province and beyond, we will continue to provide critical support for the children and families we serve. At the same time, because prevention is a strategic priority, we will continue to work together to collectively increase protective factors and promote healthy and resilient children and families.

In closing, I offer a heartfelt thank you to our donors, funding agencies and volunteers, whose generosity and commitment make it possible to provide these essential services to our community.

Nancy Foster, Chair



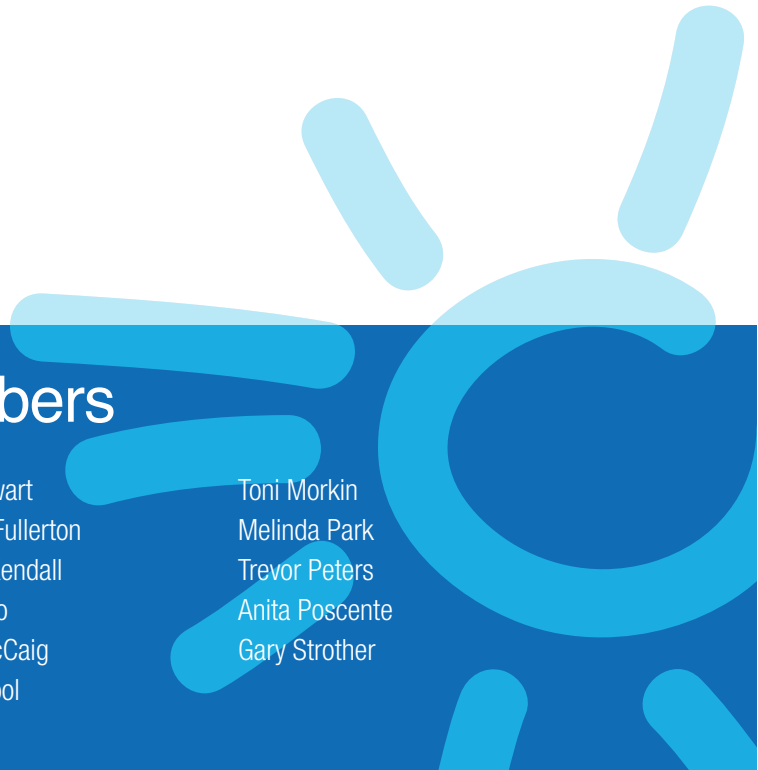
Karen Orser, CEO

2019-2020 Board Members

Nancy Foster, Chair
Debra Mauro (Chair to March 17, 2020)
Bernadine Chapman
Daniel Cheng
Paul Cook
Trevor Daroux

John Dielwart
Margaret Fullerton
Suzanne Kendall
Tom Mauro
M. Ann McCaig
Tara McCool

Toni Morkin
Melinda Park
Trevor Peters
Anita Poscente
Gary Strother



Annie and Claire: A Story of Hope and Healing

“Your child has experienced sexual abuse.” This was the news that sent the Clark family on a journey that would change their lives forever. Claire was filled with uncertainty. She asked herself how she would support her daughter, Annie, and navigate a system she did not know — all while wrestling with the many feelings in her own heart. They were referred to the Calgary & Area Child Advocacy Centre and began their journey of hope, help and healing.

Claire was connected to members of the CCAC Victim Support Team, who assured her they were there to walk alongside her and Annie every step of the way. The team first arranged for the Child Life Specialist to meet with and support Claire and Annie on their first visit to the Centre. “From the very first interaction, it was supportive,” Claire says. “It was reassuring to know that there were people who will be there to give unconditional support and answer the millions of questions that we had. I truly felt heard.”

At the Centre, Claire and Annie found a friendly and inviting space intentionally designed to make them feel comfortable and safe. They met the detective from the Calgary Police Service Child Abuse Unit, who was responsible for investigating Annie’s case. This included Annie sharing her story. It was difficult for her to talk about such a traumatic event, but Annie knew that she was heard and believed. “It set up her journey to heal,” Claire says.

Annie also needed a medical exam, which was completed by the CCAC’s on-site Alberta Health Services’ physicians. Although scary, Annie felt strengthened by the kind and compassionate medical professionals who made a world of difference. Annie and Claire then received a beautiful quilt — hand-made by the talented group of volunteer quilters, who have been providing quilts for the Centre for years — which, two years later, remains on Annie’s bed.

When charges were laid in the case, mother and daughter entered the often-daunting criminal court system. Consistent and continual updates from the Victim Support Team were important as they walked through the court process. Annie also began therapy through Alberta

Health Services’ Child Abuse Service Team at the Centre — beginning a difficult but important part of Annie and Claire’s journey. Claire emphasized that therapy was an “essential piece of the healing process for Annie.”

When the time came for Annie to go to court, the thought of testifying was scary. To help, Annie received court preparation at the Centre and met Webster, the court support dog. The Crown Prosecutor also met with Annie and Claire at the Centre, giving them the opportunity to ask questions and review important information.



Before the trial, word came that the accused was going to plead guilty. Annie no longer needed to go to court. One year and seven months after charges were laid, the accused was sentenced.

Annie and Claire’s journey continues today. Looking back over the past two years, Claire believes that, “there is no way we would be who we are today and be in the space we are in without all of you [at the CCAC]. Each person and program we connected with was an essential piece of the healing process. Each of you was a piece of the puzzle of putting things all back together, and each interaction fit a piece that would lead to healing.”

2019-2020 Program Highlights

Infants/Children/Youth Assessed

1,942/year **162/month**
23% increase over 2018-2019

Victim Support

1,116 children and **236 adults** were supported through the Victim Support Team.

Facility Dogs

Facility dogs Axel and Webster supported families through **179 interviews** and court visits.

Pre-natal Outreach Support Team (POST)

POST is a multidisciplinary team that works from a harm-reduction, client-centered and trauma-informed lens to provide early support for the most vulnerable and high-risk pregnant people. This past year, POST experienced a **55%** increase in **active files**; Police were involved in **41%** of **cases**; and **83%** of **clients** increased their support system because of POST involvement.

Volunteers

Our Victim Support Advocates, Child Space volunteers, dogs and handlers from PALS (Pet Access League Society), knitters, quilters and organizations in the community contributed more than **18,000 hours** of service to the CCAC.

Indigenous Program

The Indigenous Liaison provides Victim Support Services to Indigenous/Métis and Inuit children and families who have been impacted by child abuse, and increases the inclusion of family and community in supporting Indigenous/Métis and Inuit children and families.

"The Indigenous Liaison role has proven to be imperative and significant to our agency. The Indigenous Liaison has moved crucial processes along as she has effectively liaised between our case team, CAC members, RCMP members, and Calgary police members. With the Indigenous Liaison's assistance our child protection matters that have included critical work with police agencies has been smooth and successful."

– Jamie Springchief,
Tsuut'ina Delegated First Nations Agency Supervisor

Child Life Program

The CCAC is the only centre in Alberta to have a full-time Child Life Specialist on staff. The Child Life Specialist normalizes children's visits and decreases stress by explaining to children what to expect while they are at the Centre, so fears and misconceptions can be alleviated.

"Child Life has made a tremendous impact on the well-being of victims and their families."

– Staff Sgt. Peter Siegenthaler, Calgary Police Service



Court Support Dog, Webster, with Camella Wong (Crown Prosecutor's Office) and Denise McLaren (Victim and Witness Services)



Victim Support Advocate, Sophia Weaver



AVIRT nurses and assessors

Forensic Interviews

1,622 forensic interviews were conducted by the Forensic Interview Specialist, Calgary Police Service, Children's Services and the RCMP.

Forensic Interview Specialist

The CCAC is actively building forensic interviewing capacity across Alberta to ensure that all children and youth receive high quality services in response to child abuse. We are accomplishing this through training of professionals and providing innovative opportunities for feedback and review for those who conduct forensic interviews in rural communities. Our dedicated Forensic Interview Specialist, Dr. Sarah MacDonald, trained **50 partners** from Calgary Police Service, Children's Services, Tsuut'ina Delegated First Nations Agency and the Crown Prosecution Service, and led forensic interviewing peer review sessions with the RCMP and other Alberta child advocacy centres.

Education Program

The Youth Champion program operated in **14 schools** and students devoted **6,384 volunteer hours**. Teachers, administrators and volunteers spent **2,625 hours** supporting students and the program.

"It was a great experience that allowed me to learn about different issues going on in the lives of people in my school community. I learned tools that I can take into my own life to better equip me for stress and relationships that come in the future."

— Youth Champion participant



Carol Tapanila and her dog Lucy from PALS



Youth Champion Forum at St. Paul's Centre



RCMP Constable Gabrielle Spencer

CCAC Partners

Children's Services intervened in **1,543 cases** throughout the year in partnership with Calgary Police Service on three specialized teams: Joint Investigative Child Abuse Team (JICAT), Alberta Vulnerable Infant Response Team (AVIRT) and Child at Risk Response Team (CARRT).

Calgary Police Service has **21 detectives** who work out of the CCAC and have investigated **707 files**.

Alberta Health Services Child Abuse Medical Stream completed **68 exams** for children and youth who have experienced sexual or physical abuse and **153 consultations** to other professionals in the community. The Therapy Team, composed of social workers, psychologists and therapists, completed **259 intakes** for children and youth needing specialized therapeutic interventions.

RCMP have provided support, consultation and forensic interviewing to detachments throughout Southern Alberta on more than **400 files**.

Crown Prosecutors were regularly on-site at the Centre for trial preparations, case consultations and meetings with partners and families. They work with justice system stakeholders and the community to promote safe communities.

A Year in Snapshots



Dr. Sarah MacDonald, CCAC's Forensic Interview Specialist, presenting at the Canadian Criminal Justice Association Conference



Peter Laycock, AHS Psychologist, flipping pancakes at the 2019 CCAC Stampede Breakfast



Child Space Volunteer, Meaghan Peters



Facility Dog, Axel



Kevin Barr, Partner, dropping off craft kits made by staff at Borden Ladner Gervais LLP



We were sad to say good-bye to Laverne Cooper (left), one of our long-time volunteers from *Quilts from the Heart*, who passed away this year. Laverne is pictured with AHS Social Workers, Laura Aspenlieder and Sharon Lee.



Elder Kelly Good Eagle blessing a sacred space at the Centre with Levi First Charger of the Urban Society for Aboriginal Youth, and members from the CCAC, Calgary Police Service and Children's Services

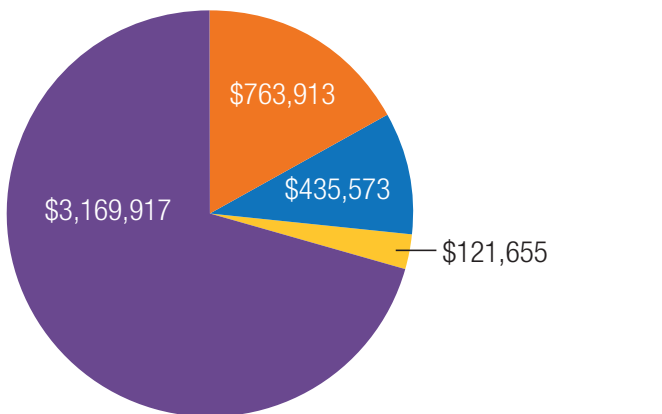


Financial Highlights 2019–20

Statement of Financial Position

	as at March 31	
	2020	2019
Assets	\$	\$
Current		
Cash	1,704,194	2,330,917
Short-term investments	4,959,036	3,282,288
Inventory	16,867	17,405
Accounts receivable	341,909	363,185
Prepaid expenses	13,772	12,556
	7,035,778	6,006,351
Property, equipment and rights	955,380	1,255,796
	7,991,158	7,262,147
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	250,254	367,676
Deferred contributions	1,236,754	1,197,100
	1,487,008	1,564,776
Net assets		
Invested in capital assets	955,380	1,255,796
Unrestricted net assets	5,548,770	4,441,575
	6,504,150	5,697,371
	7,991,158	7,262,147

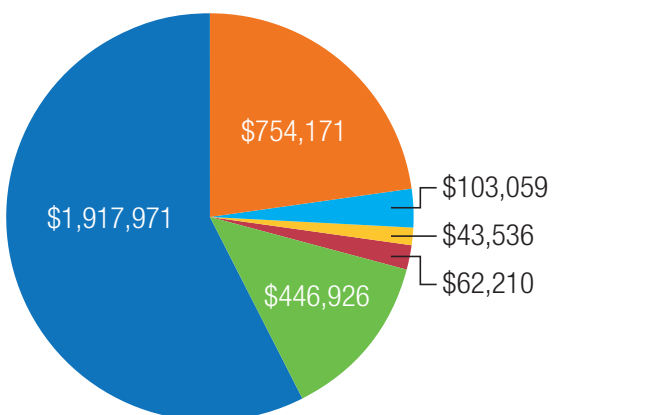
Complete audited financial statements are available by contacting the Calgary & Area Child Advocacy Centre.



Revenues

\$4,491,058

- Grant revenue
- Partner contributions
- Donations
- Other income



Operating Expenditures

\$3,327,873

- Salaries and benefits
- Occupancy costs
- IT support
- Advertising and communication
- Program development and evaluation
- Other (office, professional fees, training & development)

CCAC: Partners United in a Shared Vision



The CCAC is a leader in child sexual abuse awareness, education, and prevention and a valued partner of Children's Services and the Government of Alberta in supporting children, youth, and families impacted by child abuse. The collaboration of co-located professionals at the CCAC, including Children's Services' child intervention staff, supports child victims and their families through every stage of healing and seeing justice done. **Alberta Children's Services**



The Alberta Health Services Child Abuse Service provides multiple facets of care for children and families who are impacted by the many forms of child abuse. We are able to provide exceptional professional work by our physicians, nurses, social workers and psychologists to the families, but also work closely with our colleagues at the CCAC to ensure the families receive the care and professionalism that they deserve. **Alberta Health Services**



The complex and often disturbing nature of child abuse investigations can take an immense personal toll on police officers. It's made a lot easier knowing that our partners at the CCAC are taking such excellent care of victims and their families. We feel fortunate to be working at a Centre filled with so many dedicated, tireless and like-minded child advocates. **Calgary Police Service**



"The prosecution of offences involving children can be complex and challenging. The emotional toll on children and their families of being involved in the Criminal Justice System can be significant. The ability to work in partnership with other stakeholders ensures that the Crown is able to do their job of ensuring justice is done in these cases. It is important that children and their families receive the immense support the CCAC is able to provide to them as they navigate the court process to ensure their well being." **Suzanne Kendall Q.C., Chief Crown Prosecutor**



The impact of the RCMP's work at the CCAC positively impacts rural communities by providing them with the same wrap around services afforded to urban families. The collaborative work with the CCAC's partner agencies allows for rural children to have the same tailored approach to recovery and justice; and a safe environment to discuss their abuse despite their geographical location. **Royal Canadian Mounted Police**



"The depth of partnership and the total commitment to working collaboratively in the best interest of kids and families is something we are very proud of at the CCAC. We consider it a huge honour to work with our partners to support and champion this essential work." **Karen Orser, CEO, CCAC**



calgary & area child advocacy centre

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