

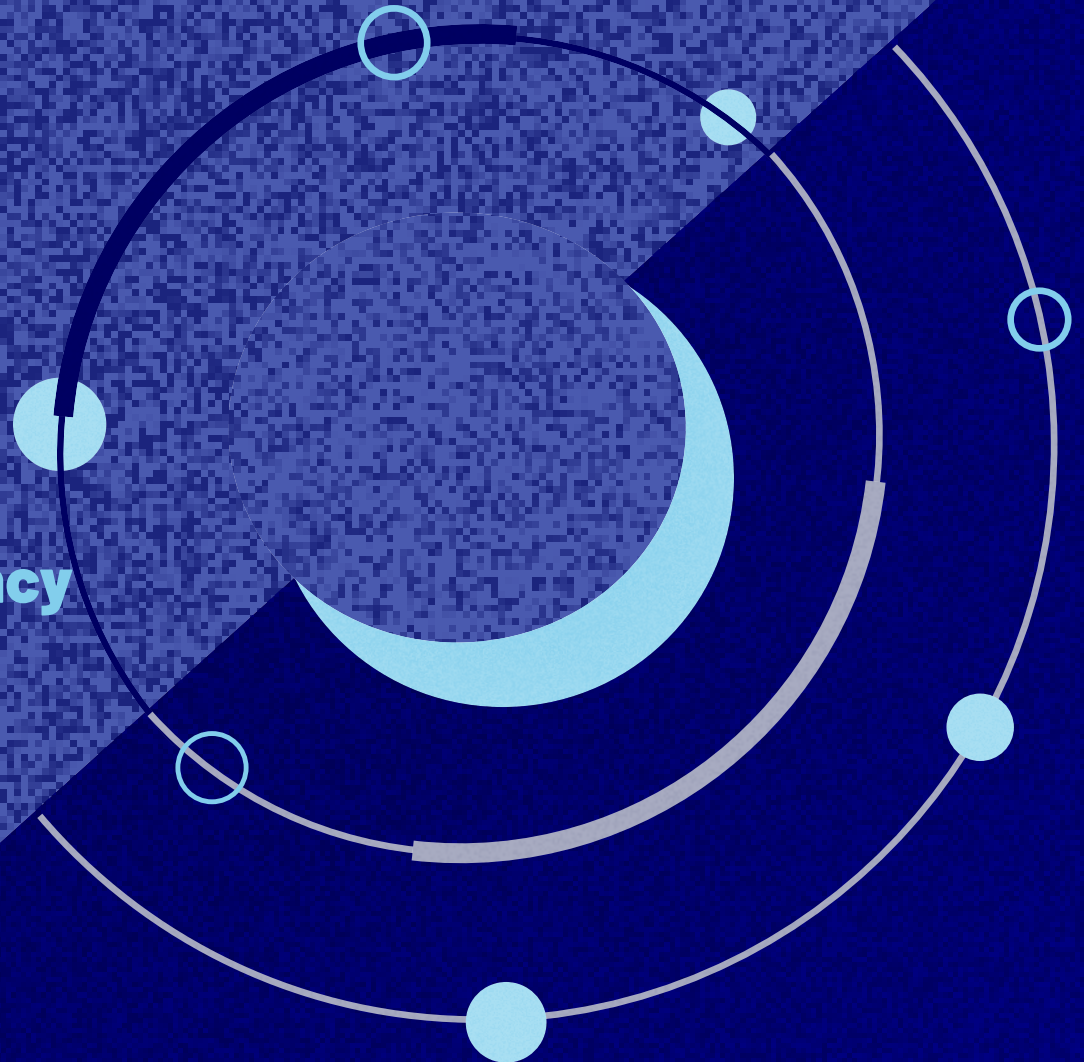


**WAVAW**  
rape crisis centre

**2021/2022**

# Annual Report

**Reflections on  
Growth, Change and Resiliency**



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## Mission Statement

We are a feminist, anti-oppressive, decolonizing rape crisis centre operating on unceded Coast Salish Territories. We provide support services to survivors of sexualized violence with shared experiences of gender oppression: women, Two-Spirit, trans and/or non-binary people. We advocate for social and systemic change through education, outreach and activism.

## Vision Statement

A world where people of all genders are valued and live free from sexualized violence.

## Values

We are feminists who acknowledge and name systems of oppression and the impact of colonialism on Indigenous and other marginalized communities.

### WE ARE ACCOUNTABLE

We respond to calls for action from the communities we serve and recognize our opportunities for growth.

### WE ARE NON-JUDGEMENTAL

We create spaces for survivors to define their needs without judgement.

### WE ARE SURVIVOR CENTRED

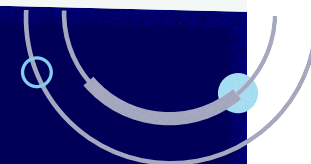
We honour that survivors are experts of their experiences and have the right to choose.

### WE ARE INCLUSIVE

We honour and centre different ways of being and knowing.

### WE ARE VISIONARY

We are leaders at the forefront of service provision and social change.



# A MESSAGE FROM LEADERSHIP

## Themes of Growth, Resiliency and Change



If there's one thing the pandemic has taught us again and again, it is that change is the only constant in this world. We are so proud of the ways in which the WAVAW team has navigated the past year and how they have kept survivors at the heart of all that we do.

One of the things we have really leaned into since the beginning of COVID-19, is the reality that paradox is all around us. We can resist perfection and show-up with brilliance and deep care to meet survivors where they are at. We can be visionary and continue to learn, grow and shift. We can experience the vulnerability of collective pain in the work, and the world that we are living in and continue to be at the forefront of advocating for change while leaning on one another to build strong resilient communities, recalling our intergenerational resilience and leadership.

One of the teachings that change offers us is the reminders that we are always evolving, growing and learning; there is no final destination when you are in the service of community. As the world changes around us, we must also thoughtfully change and adapt. Showing up with the intent of listening to what survivors need to feel held, now, in this new iteration of the world, is of the utmost importance to our team.

Amongst all of the change and growth survivors are encountering, we recognize our role as an anchor for community. Change can be disorienting. We continue to strive to be a consistent place to land for survivors, families, loved ones, our colleagues in the sector, and our donors and supporters who find connection in our WAVAW community.

As we navigated our way through the second year of the pandemic, we pushed ourselves to adapt, grow and shift our programming,

events and philanthropy to further align with our new world. As we planned and strategized, we leaned further into our commitments of what it means to embody an intersectional feminist, anti-oppressive and de-colonizing framework. You will get to read about all of the ways this incredible team did this in the following pages.

The leadership team's focus in our 39th year was growing, and learning how we can prepare a strong resilient organization that has the infrastructure in place to ensure that WAVAW can thrive for as long as the community needs us.

As we journey towards our 40th year, we are deeply moved by what it means to have earned the trust of survivors, colleagues, donors, and community. We want you to know that we do not take your trust in us lightly.

Our promise to you, is that we will always hold the value of continuous growth. We will continue to create our solid foundation, and be a soft place to land for those that need us. We will change and evolve as the world around us changes. We learn about how to do better, and we will continue to be visionary and courageous, amplifying the voices of survivors and celebrating our resilience. Thank you for being along on this journey with us.

**We couldn't do this without you.**

## GROWTH, RESILIENCY AND CHANGE

Reduced our waitlist for individual counselling by **ONE FULL YEAR**

Launched **Four** new support groups

Answered **4,769** Crisis Line Calls  
increase of **+41%**

Welcomed **1,984** new donors to the WAVAW Community

Held our first **Pipe Ceremony** since COVID-19

# We've been busy.



Conducted a feasibility study to investigate the option of opening a WAVAW Integrated Sexual Assault Clinic



Secured a new office space & nominal lease in Downtown Vancouver



Invested in an organizational re-brand... coming soon!

2021  
5055



Rewrote our Policies and Procedures to align with our values and support our organizational culture



Collaboratively negotiated a second collective agreement

Continued to build a creative, healthy and thriving hybrid work environment





# VICTIM SERVICES PROGRAM

## **Crisis Response, Critical Support and Long-Term Care**

Throughout 2021-2022, the Victim Services Program saw not only new growth for our team, but allowed us to bear witness to the resiliency and growth of the survivors that we continue to serve. The impacts of the ongoing COVID-19 pandemic have had a disproportionate impact on those who already experience marginalization, and as the world reopened, rates of reported sexualized violence and calls on our 24-Hour Crisis & Information Line grew exponentially.

The Victim Services team has continued to grow and adapt to the needs of survivors and to address the complexities of lived experience and intersecting identities, renewing our commitment to ensuring that our programs and service delivery are reflective of those seeking our support. This past year, we have also seen how survivors' relationships to dominant systems has changed as we continue to imagine a world free of violence, and what justice and healing can look like outside of a punitive criminal legal system.

As we reflect on what growth and resilience has looked like for our team, we are filled with gratitude as we continue to expand our team and thus expand the ways in which we are able to walk alongside survivors. In April 2021, we hired three new Sexual Assault Result Team (SART) team members, expanding our ability to provide necessary crisis support. The expansion of our SART team allowed us to provide crisis stabilization sessions for survivors on our waitlist for individual counselling and support groups, as well as support the Victim Services team in attending calls to the hospital and urgent

**“I have been a client since before COVID, and the support WAVAW has given me as I wait for trial has been life-saving. I don’t know what I would have done these last 8 years without WAVAW”.**

**YOU  
ARE  
NOT  
ALONE**



**WE'RE JUST A PHONE CALL AWAY**

**24-Hour Crisis & Information Line  
1-877-392-7583**

police accompaniments. With the launch of WAVAW Connect in 2020, we have seen a steady increase in interactions with survivors through this service, extending our ability to provide crisis support over multiple forms of communication.

We have also deepened our connections with community partners, allowing us to bridge gaps in service delivery, particularly around police advocacy, and navigating civil claims in court. We invited two lawyers from Hammerco to provide a workshop with the Victim Services team around supporting survivors who are choosing to file civil sexual assault claims, which has allowed our team to have greater capacity for survivors choosing to navigate this process.

In the wake of ongoing social change and a shift towards accountability from justice systems, we have also witnessed how survivors are not only fighting for justice and accountability from the people who harm them, but also from institutions that also perpetuate harm towards survivors. This includes supporting survivors who decide to file complaints for police misconduct. This exemplifies the strength and resilience survivors carry, and the power of their stories in advocating for large scale changes to the systems we exist under.



# SOCIAL CHANGE TEAM

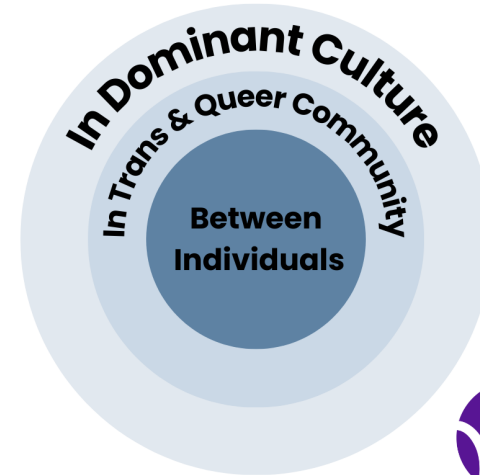
This year has been exciting for WAVAW's social change work. As an organization, we have been able to reinvest in, and organize our social change work with more intention, growth, and resilience. Much of our shifting society work is unfunded; yet we see this work as absolutely vital. As we often say, "we don't want to bandage people up and send them back out into the world that harmed them in the first place".

Social change work is how we connect with our community, add critical analysis about rape

culture, and start to shift some of the conditions which allow of sexual assault to happen. This year, we convened community in our salon series, and publicly hosted webinars on community accountability, lateral violence in queer and trans community, safety in digital spaces, and other topics often overlooked in conventional antiviolenace spaces.

Our social change team has also been working alongside researchers and community advisors to amplify the diverse voices of survivors. We have been advising research at the Centre for Gender and Sexual Health Equity on their Trans Health Equity Project, and working alongside Living in Community as they continue to advocate for sex workers' rights. With the addition of the Safechoices program, which looks at intimate partner violence in 2SLGBTQ relationships (formerly held by the Ending Violence Association of BC), we began working with a longstanding community advisory which has helped to deepen our understanding of 2SLGBTQ intimate partner violence in rural and northern communities.

## Ecological Model for Understanding Sexual Violence



Violence within queer/trans community happens in the context of external stigma and pathologization. We look at systemic violence first, and think about it from the outside in.

Nearly five years into offering our trans specific sexual assault support services, we have started to develop our Meaningful Inclusion blueprint, which will be a substantial resource to the antiviolence sector in supporting trans survivors. With this work, we have increased our advocacy for trans inclusion in the feminist anti-violence field, which is often not a safe place for trans people to access support. We offer workshops to staff teams, as well as individualized support for organizations who are looking to do better for trans survivors, and we speak up against transmisogyny in our sector as well as in online spaces.

As we launch transformative justice at WAVAW, we are reflecting deeply on our learning that people who cause sexual harm are often survivors themselves, and that the line between survivor and perpetrator can often be blurry or nonexistent. Part of the social change team's work is to create spaces within WAVAW for these tough conversations, and starting to share our learnings with our community.

Social change work allows us to live our values, and we are thrilled to be back together as a team. As we enter our next period of growth and change, we are re-committing to challenging systems of oppression, and hope you will be by our side during this critical work.

## SHIFTING SOCIETY

### RENEWING OUR COMMITMENT TO ACCESSIBLE LEARNING

Adapting to life in a pandemic has taught us a lot about accessibility for online learning. Our workshops have a wider reach than ever, and we are regularly supporting organizations across the country. We've heard consistently that virtual learning is much more accessible across different learning styles, and we're exploring how to implement hybrid learning permanently.

# MEANINGFUL INCLUSION PROJECT

## FUNDED BY THE DEPARTMENT FOR WOMEN AND GENDER EQUALITY

WAVAW's Meaningful Inclusion project is currently in year three of five, which means that we've started evaluating our community-developed sexual assault support programs for gender diverse survivors. This evaluation will culminate in developing our promising practices framework for supporting the feminist anti-violence sector to become more inclusive of those most deeply impacted by gender-based violence: cis and trans women, trans, nonbinary, Two-Spirit and gender diverse folks.

This substantial resource will be shared nationally with organizations and service providers in order to equip our sector to better support trans and gender diverse survivors. Our focus is on the unique needs of trans and gender diverse survivors, and how organizations can think differently about programs and advocacy; rather than trying to fit queer and trans survivors into services that weren't built by their communities or with them in mind.

WAVAW continues to offer our gender diverse counselling and victims services; the first programs of their kind in Canada, and have even expanded the Inclusion counselling team.

The WAVAW team continues to go beyond the basics of trans inclusion to understand the complex realities of queer and trans community.

We are so excited to share what we have learned with you in the coming years.



# TRANSFORMATIVE JUSTICE PILOT PROJECT

**TRANSFORMATIVE JUSTICE AT WAVAW REQUIRES US TO CHALLENGE THE CONDITIONS, CULTURE AND/OR COMMUNITY IN WHICH THE SEXUALIZED VIOLENCE BECAME POSSIBLE; SO THAT ACCOUNTABILITY BECOMES ACHIEVED ON A PERSONAL AND COLLECTIVE LEVEL.**

**LIKE ALL WORK WE DO AT WAVAW, TRANSFORMATIVE JUSTICE IS SURVIVOR-CENTRED.**

WAVAW's Transformative Justice Pilot Project is underway and as we grow this innovative program, we are reflecting on our learnings.

After hearing from many survivors (especially those made marginalized by systems of oppression), that the criminal legal system does not align with their values, and rarely connects survivors to feelings of healing and justice, WAVAW identified the critical need for sexual assault support services that exist outside of colonial systems. After securing a grant from Vancouver Foundation, we began exploring alternative justice systems and programming through a two-year test pilot.

We're working with a small group of survivors to explore their justice needs outside of criminal justice, in partnership with Just Outcomes, a local Restorative Justice consulting service.

We know we're standing on the shoulders of Black, Indigenous and communities of the global majority as we explore transformative justice, and we are working to find out what our role is in creating alternatives to the criminal justice system.

It is our hope that the learnings from this project will help us develop a robust, community based program in the future.

# COUNSELLING PROGRAM

## Individual Counselling, Support Groups, and Ceremony

Over the past year, we have been discovering our “new normal” and much of this change has been rooted in change and growth. It has been a time that has required us to tap into our resilience and dig deep into our organizational values of being visionary and accountable. We have challenged ourselves at every step to grow in intentional ways so we can continue to make meaningful impact.

Perhaps the area that you can see the most of this is in the resurgence of our support groups. Our counselling team started a total of 5 new groups, which all required curriculum development and a great deal of courage.

We also continued with our Remembering Our Ancestors workshop series, our groups in community, and partnered with Yoga Outreach to offer a trauma-informed yoga focused support group. In total we were able to facilitate 101 support group sessions. This is absolutely something to be celebrated.



**REMEMBERING  
OUR ANCESTORS**

FIVE **FREE** MONTHLY ONLINE  
WORKSHOPS GROUNDED IN CULTURE  
AND TRADITION FOR INDIGENOUS  
SURVIVORS OF SEXUALIZED VIOLENCE

TO LEARN MORE, VISIT:  
[WAVAW.CA/ROA](http://WAVAW.CA/ROA)

 **WAVAW**  
rape crisis centre

However, our main highlight, is that as a result of our support group offerings, it is now less than a month between when a survivor does an intake, and when we are able to offer a service. It took a tremendous amount of growth, resilience and vision for each counsellor, and our team as whole, to successfully take this on and create this impact.

Our counselling program offered a total of 1304 individual virtual, phone, and in-person counselling sessions, reducing the waitlist for this service by a full year.

Our team has also participated in many community outreach and education initiatives. We have participated in the volunteer training, facilitated talk backs, facilitated rape culture and feminist support skills workshops and ran an unprecedented ASL workshop with the Deaf Well Being Program. However, the bulk of our community outreach focused on allied support with Indigenous communities as the mass graves were uncovered, and several Indigenous peoples were reported missing, some of whom had had their lives stolen. Our team supported a Pipe Ceremony which was coordinated by our Indigenous Program Coordinator and facilitated by Elders in community, tabled at Pow Wows and attended vigils.

This year, we received 156 new intakes, a stark difference from last year's 69. The amount of people reaching out to us for services along with perpetual systemic violence has required that we continue to deepen our resiliency, and grow in visionary ways to meet the needs of survivors in our ever changing world. We are so grateful to be doing this work and look forward to the year ahead.

## COUNSELLING PROGRAM

### **156** new referrals

**99** to General Counselling

**21** to Indigenous Counselling

**36** to Gender Diverse Counselling

### **1304** Individual Counselling Sessions

**+29%** increase

### **101** support group sessions at WAVAW and in Community

- 16 Virtual Drop-In Sessions
- 20 Remembering our Ancestors
- 4 at Partner Locations
- 18 Creative Resistance
- 24 Returning to Blueprint
- 12 Yoga Outreach
- 4 Accountability for All
- 1 Sixteen Steps to Discovery and Self-Empowerment

# FUNDRAISING PROGRAM

- As WAVAW's fundraising team reflects on the intersections of growth, resiliency, and change, we once again find ourselves grateful to be at the cornerstone of two communities: our community of supporters, and the survivors that we serve.

In June of 2021, the Vancouver Police Department reported a 129% increase in reported sexual assaults. This devastating metric showed us that even as the second year of the pandemic yielded a "reopened world", its ongoing impacts continued to be felt deeply both by those who access our free-of-charge services, and those who sustain them. Yet, despite the ever evolving challenges of COVID-19, our fundraising team saw significant growth. All that we were able to accomplish this year, from launching new programs, to hosting new events, to reaching more survivors than ever, is testament to the dedication of our donors.

Our growth is rooted in community care, and we are excited to celebrate some moments of unparalleled generosity with

you. This year, Indigenous author, artist, entrepreneur, and WAVAW Board Member Priscilla Omulo (Tsartlip First Nation) donated a series of six moving paintings created in collaboration with graffiti artist Mack Stewart. Their Spirits Are Still With Us brought awareness to the disproportionate number of murdered and missing Indigenous women, girls, and 2SLGBTQIA+ peoples, and highlights the intersections of colonialism and systemic racism that contribute to violence they experience. This generous gift raised more than \$6,000 for WAVAW's Indigenous Counselling and Outreach Program. We thank Priscilla, and celebrate how her leadership supports the resiliency of the survivors we serve.

Our signature event, Streaming for Survivors, also grew from a weekend-long campaign to a seven-day, global fundraising event. More than 100 streams brought in over a million viewers who collectively raised more than \$108,491! This event quadrupled in size in just one year, and brought together podcasters, streamers, celebrities, artists, and gamers, all with the determination of creating safer digital spaces for all.

But perhaps the most significant growth that the fundraising program saw this year is the educational components that we incorporated into these two events - both of which featured virtual panels accessible to the public. These panels were an offering to our community and invited our donors to connect with our work, and their impact, on a deeper level beyond simply making a donation. We are so excited about how the growth of the fundraising program affords us the opportunity to give back, and make offerings to our community. Connecting philanthropy with anti-violence education and prevention is exciting, and will be critical in achieving WAVAW's vision of a future free from violence.

The reality of our present is that change will be constant. We will continue to grow in the face of uncertainty, and be resilient against systems of oppression such as racism, transphobia, homophobia, colonialism, and others that perpetuate rape culture. The generosity of our community this last year demonstrates that there is resiliency in the face of adversity. That we can grow even as we are establishing the infrastructure required to sustain us. That through change, we can find innovation, creativity, and community.

Between April 1st, 2021 and March 31st, 2022, 3,454 donors made 8,911 gifts to survivors. Many gifts arrived by mail with a handwritten note, or messages of solidarity and encouragement for survivors. The perseverance of our donors is beyond committed - it is tenacious. Thank you for growing with us. Thank you for sharing your resiliency with survivors. Thank you for supporting us to weather the change. We are so grateful for you.







# VOLUNTEER PROGRAM

## **SUPPORTING SURVIVORS, 365 DAYS A YEAR**

Sexual assault does not keep 9:00 – 5:00 hours. But, thanks to the support of WAVAW’s incredible volunteers, we are able to be there for survivors 24-hours a day, 7 days a week, 365 days a year.

This year, the number of survivors who called WAVAW’s 24-Hour Crisis & Information Line outside of working hours grew by more than 1,000. This average increase of more than 83 evening and weekend calls per month, was held by WAVAW’s volunteers; a team of folks who not only provide survivors with critical emotional support, but bridge the gap between these late night calls and our wrap-around support services. Together, volunteers centre survivors in their interactions; caring for one another, and sharing knowledge, information, and powerful stories of transformation. This collaboration allows the volunteers, and the broader WAVAW staff, to share resources, and ensure that no survivor falls through the cracks.

Our volunteers are resilient. Despite this drastic increase in calls, and the rising return to in-person activities (university, college, extra curriculars, work, etc.) 31 individuals demonstrated a powerful commitment to supporting survivors. Our volunteers also supported us in our efforts to grow as an organization, stepping further into the world of virtual service delivery and expanding programs. From providing emotional support in our virtual support groups, to providing valuable research and design skills, to amplifying our support services in their personal and professional circles, WAVAW’s volunteers support our organization, and most importantly, survivors every step of the way. We would like to express our deepest gratitude and love for every one of our WAVAW volunteers who has committed their time and energy to support survivors and shift society alongside us for another successful year.

# WAVAW 2021-2022 AT A GLANCE

1797

DAYTIME CALLS



2972

AFTER HOURS CALLS

70

HOURS SUPPORTING SURVIVORS  
REPORTING THEIR ASSAULT TO THE POLICE

ACCOMPANIED

68

survivors seeking medical  
attention  
at the hospital



209 NEW INTAKES TO THE  
VICTIM SERVICES PROGRAM

136 HOURS SPENT AT THE COURT  
HOUSE SUPPORTING SURVIVORS

SUPPORTING SURVIVORS. SHIFTING SOCIETY.



CRISIS LINE  
VOLUNTEERS WERE  
ON CALL FOR

6032

hours

74

text/chat support  
interactions

28

educational outreach  
activities & workshops



WAVAW BENEFITTED  
FROM THE AMAZING  
TALENTS OF

31

active  
volunteers

THIS FISCAL YEAR, WE WERE  
ABLE TO REDUCE THE TIME  
SURVIVORS FACE ON OUR  
WAITLIST FOR INDIVIDUAL  
COUNSELLING BY  
ONE FULL YEAR.



156

NEW REFERRALS TO THE  
COUNSELLING PROGRAM

1304

ONE-TO-ONE COUNSELLING  
SESSIONS OFFERED

101

SUPPORT GROUP SESSIONS  
FACILITATED

141

CRISIS STABILIZATION SESSIONS

8911

DONATIONS  
FROM

3454 DONORS

109

DIGITAL FUNDRAISING STREAMS

12

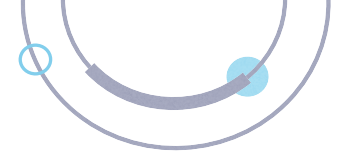
FUNDRAISING EVENTS HELD BY  
COMMUNITY MEMBERS

1984

FIRST TIME DONORS

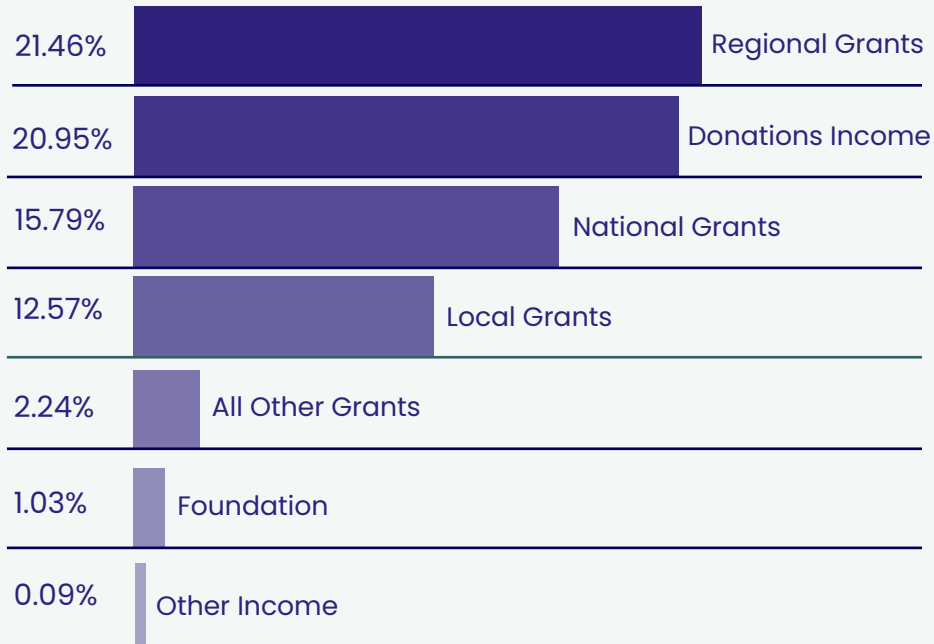


# WAVAW's 2021/2022 Fiscal Year



## SUMMARY OF REVENUE

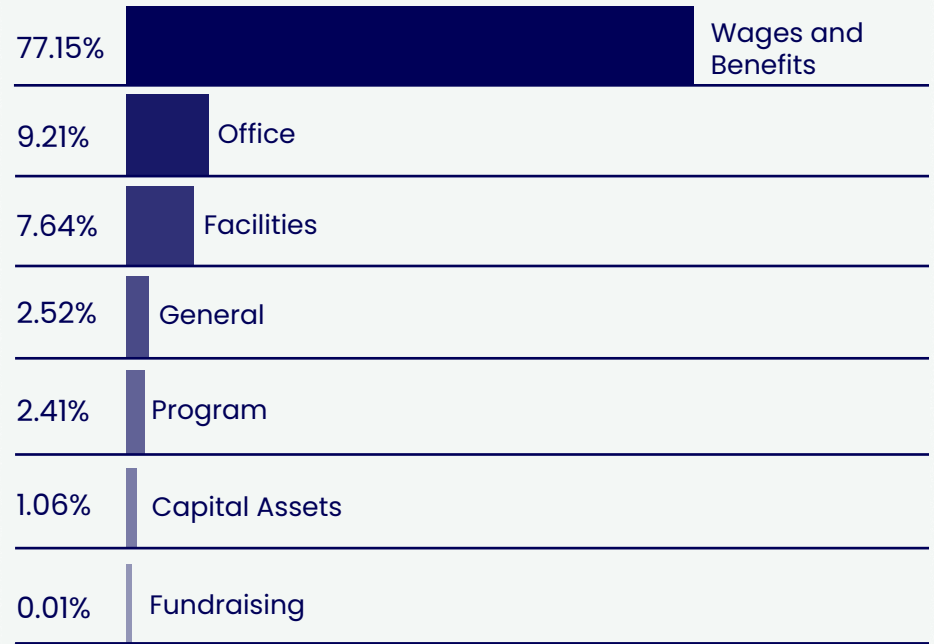
Total Revenue: \$2,435,793.06



The above is a demonstration of funds accrued in 2021-2022. WAVAW had \$514,339 in deferred revenue this fiscal year.

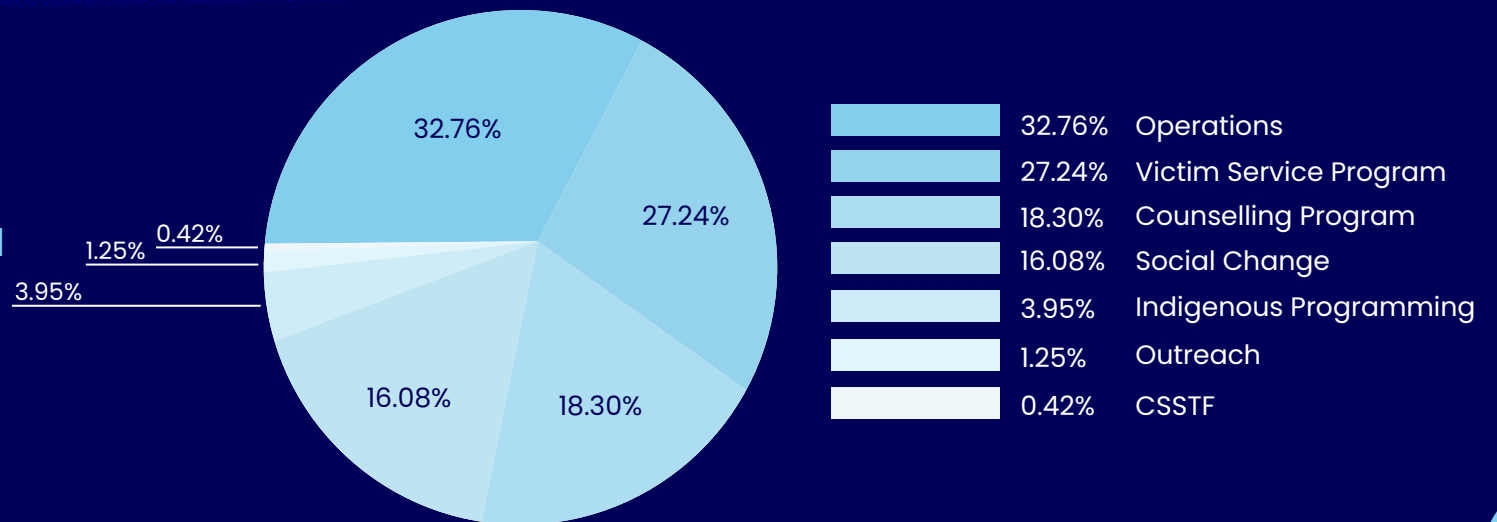
## SUMMARY OF EXPENSES

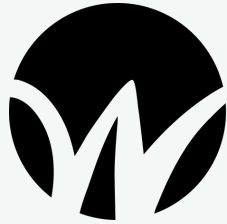
Total Expenses: \$2,393,343.13



## EXPENSES BY PROGRAM - TOTAL

Expenses: \$2,393,343.13





**WAVAW**  
rape crisis centre

## LEADERSHIP TEAM

**Dalya Israel (she/her)**  
Executive Director

**Felix Gilliland (they/them)**  
Manager of Social Change

**Sylvana Hof (she/her)**  
Manager of Operations

**Zahra Lalji (she/her)**  
Manager of Counselling Program  
& Clinical Supervision

**Emily Oswald (she/her)**  
Manager of Fund Development

**Ashley Teja (she/her)**  
Manager of Victim Services

## BOARD OF DIRECTORS

**Board Chair**  
Trina Prince

**Alla Shishkov**

**Maria dela Cruz**

**Sophie Medwell**

**Margery Pazdor**

**Emely Baker**

**Jillian Arkles**

**Priscilla Omulo**

**Soni Thindal**

## 24 HOUR CRISIS & INFORMATION LINE

1-877-392-7583

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