



transition society

shelter, guidance, & hope
for women & children fleeing violence

We acknowledge that we work on the traditional, ancestral, and unceded territories of the Musqueam, Squamish, and Tsleil-Waututh Nations.

Annual Report 2018-2019

Our Work



Vision Statement

Women and children are free from violence

Mission Statement

To raise awareness about and to provide a continuum of services including housing, support, counselling and education for women and children impacted by violence

Our Values

Respect: Celebrating individuality and diversity

Trust: Providing an environment of safety, confidentiality & security

Acceptance: Freedom of choice and unconditional support

Education: Increasing awareness of the issues and impacts of violence against women and children



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Chair of the Board's Report

Naveed Nadri

In 2018-2019, Dixon Transition Society gave new hope to and changed the lives of hundreds of women and children fleeing domestic violence. We were faced with many challenges, as well as opportunities, and continued towards our mission with renewed energy and optimism.

Our clients have and will always be at the core of our decision-making at Dixon. To this end, in the second year of our three-year strategic plan, 2018-2019, we fulfilled one of the foremost strategic priorities set in 2017: to work with key stakeholders to create new long-term housing units for our clients. Through the hard work and perseverance of our distinguished Executive Director, Pany Aghili, and her team, accompanied by the unwavering support of our Board of Directors, we secured funding for 20 new housing units for women and children fleeing domestic violence. Thanks to the Province of BC, BC Housing and City of Burnaby for your commitment to and funding of this project.

Another key milestone of the 2018-2019 year was our submission of an unprecedented number of grant applications and proposals. This was made possible by refocusing the efforts of our Executive Director on fundraising and by cultivating stronger relationships with external stakeholders who are key to propelling us toward our goals. In so doing, we greatly exceeded even our stretch fundraising targets, ensuring our clients had equitable access to a full spectrum of necessary services, including equipping mothers with the knowledge of how to provide support to their children and facilitate their recovery from experiences of trauma and abuse.

Another notable achievement for us this year was the completion of the necessary safety upgrades and renovations at all of our facilities, to ensure Dixon's full compliance with Work-Safe requirements, as a testament to our commitment to maintaining the highest levels of client and staff safety.

Dixon Transition Society was also a finalist in the "Non-Profit Organization of the Year" category at the Burnaby Board of Trade's annual Business Excellence Awards.

These achievements, albeit notable, are not without their shortcomings. During the 2018-2019 period, due to limits in housing space, as well as resources, our staff were unable to assist over 1,400 prospective clients who called our number looking for help. While we continue to work tirelessly towards achieving our Vision, it is critical to acknowledge that we have a long way to go towards ensuring all women and children can find refuge from violence.

We would like to thank all of our donors, funders and supporters. It is because of your continued generosity and support that we are able to provide help to women & children in need.

We are also deeply grateful to our loyal staff, Board members, volunteers and existing clients whose hard work and contributions continue to shape Dixon into the strong community pillar it has grown to become.

Most importantly, to the clients we serve: we salute and commend you on the bravery and courage you show as you dream of and work to secure a life free from violence for yourselves and your children. Together, we will continue to strive for and create the kind of society where your dreams can prosper.

Executive Director's Report

Pany Aghili



For a non-profit organization to be successful there needs to be: clarity of vision, mission and values; effective governance and leadership; financial stability; a healthy and engaged workplace; and a qualified staff team focused on meeting clients' needs. Our achievements over the past year are clear indicators that Dixon has all the ingredients for a successful organization and has used all its assets to not only meet but exceed our strategic priorities.

Our success in meeting the needs of the women and children and the families we serve is due to the strong foundation built by previous Board members, former dedicated staff members and the current team of staff who are committed to and believe in women and children's right to be safe from violence. Comprehensive and clear governance policies combined with collaborative and visionary leadership of our outgoing Board Chair, Naveed Nadri, has enhanced the capacity of the Board and strengthened us to utilize the diversity of skills offered by all Board members. Our hard working and remarkable manager, Claire Kalfon's focus on delivering trauma-informed, high quality, impactful services, and the collective effort of past and present leaders and front line staff has meant that clients' needs are met and cycles of violence are broken. And of course last but not least, our funders and our dedicated, generous donors and volunteers have provided us the funds, time and skills needed to offer comprehensive services.

Over the years, Dixon has transformed into a learning organization. This means we are intentional in supporting the growth of staff, reflecting on our practices, learning from these reflections and continually transforming the organization to better meet the needs of the women and children and the families we serve.

I am so grateful for the privilege of serving women who rise above all they have experienced with resiliency and courage. I am also grateful for working with: dedicated Board members who are generous donors of not only time and skill but also funds; a passionate and committed Board Chair who has always put what is best for Dixon first; and an amazing group of women who are brilliant, desire and seek growth and do not waver in their commitment to ending violence against women and gender based violence.



Manager of Operations & Services

Claire Kalfon

Domestic violence is a pervasive social issue that crosses all ethnic and racial groups as well as socio-economic classes, which is why meeting the needs of Dixon's diverse clients is one of our strategic priorities. Ensuring the face of our community is reflected in the diversity of our multicultural and multilingual staff is one of the ways we meet this strategic priority.

We also look to the women we serve as the experts on how best to meet their needs and design workshops and services based on their input and guidance. An example of this is providing a workshop on the impact of trauma and violence on children, how to recognize the signs and how to support children heal. With support of a grant from the Canadian Women's Foundation, we are delivering this workshop three times a year and provide lunch and childcare for the mothers during the workshops to make the sessions more accessible.

Lastly, we have incorporated a trauma informed culture into our workplace, which enables us to meet the clients where they are, understand their responses to the trauma they have experienced and support their resiliency to rebuild their lives free from domestic violence.

Communications & Development Coordinator

Jianna Faner



Since joining Dixon this year, I have been continuously impressed with the dedication and compassion of Dixon's supporters. This year, we wanted to do more for those who make our work a reality and to bring more attention to the programs and services we provide. To that end, we implemented a comprehensive three-year communication plan, including a social media strategy. We also introduced a new Community Relations Assistant position in the hopes of engaging donors and volunteers more efficiently. We made great strides in building relationships this year, but we are continuing to learn how we can best ensure that supporters like you are connected to the impact that you make on the lives of women and children fleeing violence.

We also recognize that ending violence against women is a responsibility of a community as a whole, so we are proud to have been able to speak to a variety of groups about Dixon's services, and violence against women more generally, including a workshop on trauma-informed care at the BC Society of Transition Houses' Annual Training Forum.

Thank you so much for your commitment to supporting women and children fleeing violence. Thanks to you, women and children are safe and supported in their journey to heal and rebuild their lives.

Highlights



Capital Improvements



Thanks to support from CMHC, BC Housing and the generosity of the Raymond James Canada Foundation, we were able to make exciting improvements to our facilities this year. At Dixon House, we updated the furnace, installed air conditioning and a new hot water tank, upgraded the roof, repaved the driveway, renovated all the bathrooms and replaced closet doors. At Second Stage, we replaced the blinds and updated the flooring in all the units. To meet Health & Safety standards, we replaced our office doors to enhance visibility for when staff and clients meet.

Affordable Housing

In December, the Province of British Columbia approved Dixon Transition Society's project to create 20 new affordable rental homes in Burnaby for women and children fleeing violence. The project will be funded through the Building BC: Women's Transition Fund.

With the support of the Province of BC, BC Housing and the City of Burnaby, we look forward to providing these critically needed housing spaces so that women no longer need to face the impossible choice of returning to a violent home or risking homelessness.



Donor & Volunteer Appreciation Event



Dixon's annual Donor & Volunteer Appreciation Event is where we show our appreciation for the amazing community of people who give to Dixon. We offered refreshments and presented on our program evaluation of Wenda's Place Second Stage Housing, which highlighted the impact of our incredible donors and volunteers contributions.

Thank you so much to all of our guests who took time out of their day to be with us, and thank you for everything you do to keep women and children safe and free from violence.

Our Impact at a Glance

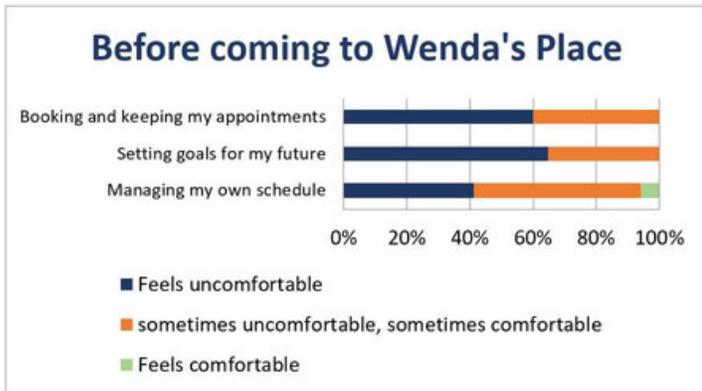


The impact of our work cannot just be measured in numbers. Women living in our transitional housing programs create a powerful community. That community combined with the services offered at Dixon Transition Society lifts women up and builds on their resiliency. This impact can be seen in the evaluation of Wenda's Place, our Second Stage Housing program, and it is captured here in the women's own words.

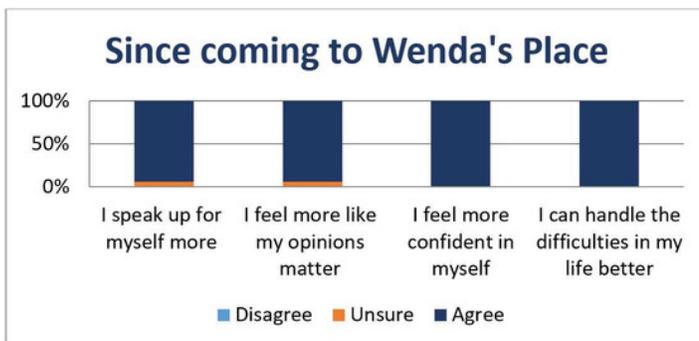
Impact 1:

When women are empowered with tools and skills for life and given freedom to use them, their confidence blossoms, and for many, so does a newfound self-love.

"I became more confident because of this place."



"It's important that I do things just for me."



Impact 2:

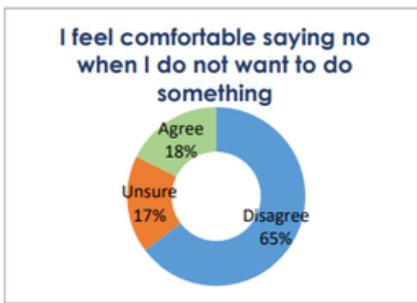
In being kind and caring toward themselves, women realize their impressive strength and resilience.

Impact 3:

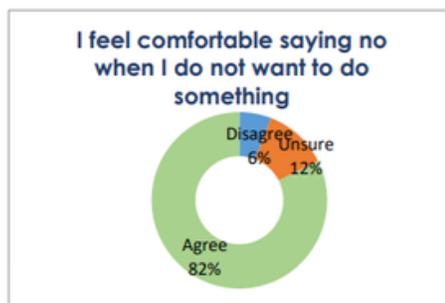
Women find that with the help of Dixon staff and services, their overall mental health and well-being is vastly improved. Life feels hopeful again.

"Now I am ready to implement what I have learned in my life. I feel so much more independent."

"I know I am not alone or the only one to go through this."



Before coming to Wenda's Place



After Coming to Wenda's Place

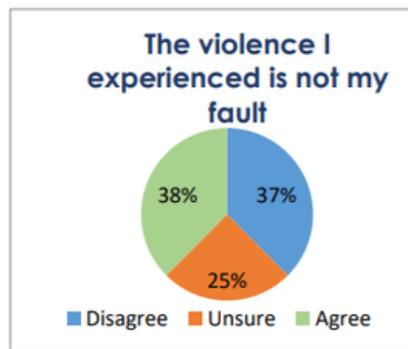
Impact 4:

Women gain knowledge of the cycle of abuse and come to value healthy relationships and boundaries.

Impact 5:

When women come to Dixon, they are welcomed by a community. While they may have once felt alone and isolated, they are now surrounded by women with shared experiences and find themselves ready, even excited, to tell their stories.

"I have learned that I have the right to want or not want something."



Before coming to Wenda's Place



After Coming to Wenda's Place

"I have been able to set goals and plans, to decide about my future, be dependent on myself and not need others."

Our Impact in Numbers



2986 Total
Calls for
Space



1493 Women and
Children Turned
Away Due to Lack
of Space

1540 Counselling
Sessions Provided



525 Clients
Served

122
Workshops
and
Activities



63 Total Volunteers

187 Children
Served



1,013 Total
Volunteer
Hours

Transitional Housing Programs

We offer the families we serve with a continuum of services to meet their needs and support them in their journey towards healing. Our transitional housing program consists of Dixon Transition House, Wenda's Place Second Stage Housing and Third Stage Affordable Housing.



*"Securing safe and affordable housing is an important step for women to gain independence, reach their potential and kick start their life."
- Jasmine Roh,
Housing Outreach Worker*

The Housing Outreach program provides support to women and their children who are in the process of leaving Dixon's housing programs. The Housing Outreach Worker works closely with women to support them in their search for safe and affordable housing while connecting them with their new community.

"Dixon staff are conscious of power imbalances and show integrity in their roles and interactions with clients." - Jasmine

A special thank you: Jennifer Oh

In March, Jennifer Oh, Dixon House Coordinator, left our organization to relocate to Vancouver Island. Jennifer started as a practicum student at Wenda's Place in March 2012. When her practicum placement ended, Jennifer was too valuable to lose so she was hired as a Casual Women's Support Worker. She then became the Housing Outreach Worker, a role she found very rewarding. She loved seeing the look in the eyes of the women and children when they moved into their very own home. Jennifer was then promoted to Coordinator where she continued to support the women and children at the transition house. We miss Jennifer's presence at the House, and her compassion for the women and children. We wish Jennifer and her husband all the best as they start a new and exciting journey.

Sustaining Women's Success

We're committed to seeing women live thriving lives free from violence long past their time at our facilities. We offer Stopping the Violence Counselling, individualized support, and a variety of workshops throughout the year that empower women to set goals, gain skills and live independently.

The Stopping the Violence Counselling program provides professional individual counselling for women who have experienced violence.

Counselling is offered in a non-judgmental and safe environment to facilitate an understanding of the responses to trauma as a result of abuse or violence.

Workshops cover a range of topics such as building healthy relationships and healthy boundaries, financial literacy, couponing, self-care and mindfulness, yoga, pottery and self-defense.

Women often share that these sessions enabled them to gain opportunities that were once taken away from them.



"Before any support and advocacy can happen, rapport has to be built. Women at Dixon are vulnerable with us so we need to be mindful of our words, actions, and attitudes."

- Allison Bota,

Transitional Housing Programs Coordinator

Left: Allison testing out one of the cozy quilts made by Friends of Wenda. Wenda Erikson was an accomplished quilter and her friends make quilts every year in memory of her, for the women and children of Dixon.

"I am always amazed by the tremendous courage women have as they leave an abusive situation to find safety."

- Allison

"I take a woman-centered approach that lets her identify the areas she needs support in, and the type and amount of support she requires. Women are often given little agency in domestic violence situations and this simple shift helps to build trust while also building confidence." - Allison

Sustaining Children's Success

Dixon Transition Society provides services specifically for the children who come through our doors. Both Dixon House and Wenda's Place have Child Support Workers on staff who are responsible for supporting children through this challenging transition period in their young lives. We also offer a Family Counselling program that supports parents in their roles as caregivers.



*"Witnessing the growth and strength of clients makes my job rewarding."
- Linda Kong, Child Support Worker*

The Child Support program is in place to meet the needs of children fleeing violence. Many children who come to Dixon have witnessed or directly experienced violence, so we recognize the importance of support during this challenging period. Children at Dixon can attend workshops and activities like arts and crafts workshops, story time, baking, games and outdoor activities. The Child Support Worker also helps with homework and getting enrolled in school.

Dixon's Family Counselling program provides free professional counselling to parents or primary caregivers who reside in Burnaby.

*"Visitors are often shocked by how cheerful it is here. It's a positive and nurturing environment."
- Linda*

*"I always try to let the kids be hands on when baking, making art and decorating for different celebrations."
- Linda*

 A photograph of a hand-drawn calendar board for July 2018. The board is divided into two columns: 'SUMMER RECREATION PROGRAM EVENTS' and 'IN HOUSE EVENTS'. The events are listed with dates and descriptions.

SUMMER RECREATION PROGRAM EVENTS		IN HOUSE EVENTS	
17	VANCOUVER AQUARIUM	12	STAFF MEETING * WPCOMMON AREA CLOSED 1:00pm - 5:00pm
20	PLAYLAND @ THE PNE	13	HOUSE MEETING 3:30pm - 4:00pm
24	BELLY-DANCING		
26	PEDAL BOATING	30	MINDFULNESS GROUP 4:00pm - 5:00pm
31	SUMMER WRAP-UP BBQ		

Left: The Summer Recreation Program events board. The program gives children at Dixon a fun way to spend their summer vacation. These events are organized every year by one of the Summer Students.

Our Supporters & Community Events

Women and children are able to find safety and hope at Dixon. This is possible because of the friends, champions & leaders who believe in the work that we do and give so generously to Dixon.

Scotiabank Charity Challenge

Thank you to the runners and donors who raised \$15,215 in support of the Housing Outreach Program as part of the Scotiabank Charity Challenge. Thanks to you, 30 women have full access to our program for over a year.



Christmas Jazz Concert

The 7th annual Christmas Jazz Concert held at the Brentwood Presbyterian Church helped us raise \$8,700 in support of Dixon Transition House. Thank you to Grand Villa Casino, Anita Webster and ExecutiveSpeak for sponsoring the event!



Volunteers

Thank you to our incredible volunteers who organize donations, pick up groceries, garden, tutor, provide legal advocacy, facilitate workshops, and more.

Barbara White
Cheryl Hanson
Christine Launay
David Reavie
Deanna Kayne
Emma Leever
Eva Fyfe
Gordan Andjelic
Heather Knittel
Helen Tsepnpoulos
Jasmine Chauhan

Jaynie Gollom
Jenissa Flood
Karen Tsui
Katheryn Small
Lauren Bartholomew
Liz Grant, Logan HR Consulting
Madith Wilson
Mahsa Shoar
Megan Burnett
Nicole Kim
Rena Taggar

Ruby Tupeya
Saeedah Bouzari
Sarah Lewis
Shandele Cruickshank
Sharon Dong
SupportingLines
Tamara Robson
Tara Sperling
Tony Baptista
Vera Gabrielson
Wendy Kyer

Board of Directors, 2018-2019

Naveed Nadri, Chair
Narges Nirumvala, Vice Chair
Laura Morgan, Treasurer
Jane Banham, Secretary
Anita Webster, Director
Taruna Agrawal, Director
Donna Shum, Director

Friends of Dixon

between \$250 and \$499
or equivalent value

30 Minute Hit, Burnaby
Agra Tandoori Restaurant
Arts Club Theatre Company
Ballet BC
Bard on the Beach Shakespeare Festival
BCAA & United Way Community Child Car Seat Program
Beaty Biodiversity Museum
Browns Social House, Brentwood
Capilano Suspension Bridge
Carolyn McKindred
Catherine Humphries
Chan Centre for the Performing Arts
Dageraad Brewing
Diane Brokenshire
Earnest Ice Cream
EverythingWine, River District
The Fermented Grape
Harrison Hot Springs Resort
Home Depot, Coquitlam
H.R. Macmillan Space Centre
Jill Alexander
John Schaub
Joyce Marino
Kai Cherie
The Keg Steakhouse + Bar
Keith Metcalfe
Knapp & Associates Technology Services
Lindt and Sprüngli (Canada) inc
Lisa Look
Madison Ave Boutique Hair Studio
Margarette Joven
Museum of Anthropology
Plum
Purdy's Chocolatier
Purdy's Factory Store
Ray Varkki
Rocky Mountain Soap Co.
Scandinave Spa Whistler
Sharon Summerfield
Sisterhood of Temple Sholom
Starbucks, Austin Station
Steamworks Brewery & Taproom
Sushimoto
Tammy Tran
The Shoebox Project for Women
Vancouver Ki Society
Vancouver Theatresports
Vancouver Symphony Orchestra
William L. Pinto
Windsor Elementary School
Yaletown Brewing
Yogenfruz
Ying Wai Yeong
YMCA, Robert Lee
Ziptrek Ecotours Whistler

and many other donors who chose to give anonymously

Champions

between \$500 and \$999 or equivalent value

Anita Webster
BCAA, Canada Way
Cheryl Bawtree
City of Burnaby, Clerks & Legal Department
City of Burnaby, Planning Department
Connie Pagnan
Dave Edwards
Deer Lake United Church
Delta Kappa Gamma, Burnaby Chapter
Derek Williams
Ellery D'Souza
GVC Credit Union
Hearties International
Ian Rokeby
Jane Ross
Jasmin Voisin
Jock Ross
Kuldip Taggar
Laura Morgan
Martin Mankowski & Karina Boreczek
Margaret Gladys Stanley
Melvin Hiebert
Michael Knapp
Mike den Haan & Christy den Haan-Veltman
Narges Nirumvala
Patricia Morgan
Rita McDonald Foundation
Signe Jurcic
Vancity, Burnaby Heights
Vancity Centre
Women's Executive Network Foundation

Leaders

\$1000 and greater or equivalent value

Al Roadburg Foundation
Andrew & Crystal Johns
Rev. Dr. Brian Fraser & Brentwood Presbyterian Church
Burnaby Firefighters Charitable Society
Canadian Women's Foundation
Colliers International
Compassion in Action Fund (held at Vancouver Foundation)
Construction Maintenance & Allied Workers Canada
Crate & Barrel
Deborah & Stan Matthews
Forge Integrated Health
Fortinet Technologies (Canada) ULC
Fortis BC/Warm Hearts Foundation
Gateway Casinos & Entertainment Ltd.
Gillian Sherwood
Grant Thornton LLP
IBM, Burnaby
Incrementa Consulting Inc.
Jane Banham
John Lehmann
Leon Judah Blackmore Foundation
Leonard Schein
Lush
Matec Consultants Ltd.
Naveed Nadri
New Balance Gives Back
Raymond James Canada Foundation
Raymond James, Cathedral Branch
Seth & Ana Allen
SFU Arts & Communications Co-op
Todd Lilley & Family
Wesgroup Equipment
White Family
WOW 1 Day Painting, Fraser Valley

We are grateful for and
acknowledge the funding support of:



Ministry of Children and Family Development
Ministry of Public Safety and Solicitor General
Gaming Policy and Enforcement Branch



Department of Justice Canada
Service Canada-Canada Summer Jobs

Thank you for your
commitment to
ending violence
against women and
children!

*Stay connected with
Dixon Transition Society!*



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