



Annual Report 2019-20

YWCA Prince Albert, 2020

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2019-2020 Board of Directors

Heather Sherdahl Halcro	President
Jan Cash	Vice President
Cathryn Abrametz	Secretary
Verna Beaulac	Treasurer
Patricia Weir	Director
Estelle Hjertaas	Director
Tammie Leonard	Director
Georgette Arcand	Director
Stephanie Sasakamoose	Director
Amy Lamb	Director
Amanda Gebard	Director

Mission

The YWCA Prince Albert is a charitable organization providing programs, shelter, services and support that address the needs of women and other individuals, families and communities to encourage human dignity and equality.

Vision

Empowering Individuals, Families, and Communities to Achieve Overall Wellbeing.

Values

To help us achieve our vision and carry out our mission we value the following tenants:

- The balanced development of the whole person in body, mind and spirit;
- Community partnerships and interprofessional relationships;
- Fairness and equality for all women and girls;
- Honouring differences and diversity;
- Empowering people to achieve their potential;
- Interconnectedness of women and their families worldwide;
- Promoting overall well being of individuals, families and communities;
- Accountability, transparency and conducting ourselves with integrity;
- Creating leaders by being leaders;
- Working together to achieve our vision;
- Being innovative in addressing services gaps in the community.



Word from the CEO

YWCA Prince Albert operates out of eight different locations in the City. As of the writing of this report, the YWCA employs 145 people and serves thousands of clients in the Prince Albert area. I have the honour of leading a dedicated, talented team and within these pages you will find reports of each of our major programs. I want to mention some of the other highlights not included in the program

reports.

A new branding strategy and website redesign was implemented as a result of the hard work of our new Communications and Marketing Coordinator. Check out the details in her report in this document.

We undertook a number of major capital projects during the past year including the purchase of a fourplex, which once renovated will be supportive housing for youth; installation of sprinkles at our Central Avenue location, and front step replacement at Our House. Saskatchewan Housing Corporation provided partial funding for these

three projects.

In March of 2020 the YWCA Prince Albert, like the rest of the globe, had to quickly respond to the COVID-19 pandemic. We were successfully able to put a variety of measures in place that protected both our staff and our clients. Deemed an essential service, we needed to find ways to work in a new reality that still allowed us to offer necessary services to our clients. The management and staff rose to the occasion, coming up with a number of creative solutions. In my almost twenty years at the YWCA, I have never been more proud of our team of dedicated employees.

At YWCA Prince Albert, we are involved in our community – our management

and staff sit on numerous committees and boards, work in partnership with other community agencies and are continually looking for ways to improve services. We take pride in ensuring our staff receive proper training and support, so they can professionally meet the needs of our clientele. We also have a number of volunteers and a very dedicated board of directors. Together we “Empower Individuals, Families and Communities to Achieve Overall Wellbeing”.

Donna Brooks
Chief Executive Officer



Word From the Board President

The 2019-2020 year has been an interesting one for YWCA Prince Albert. This fiscal year started out like any other with the return of many Board members. I would like to take a moment to recognize the board and their incredible contributions. Current Board members are: Jan Cash (Vice-President), Verna Beaulac (Treasurer), Cathryn Abrametz (Secretary), Amanda Gebhard, Amy Lamb, Estelle Hjertaas, Georgette Arcand, Patricia Weir, Stephanie Sasakamoose, and

"Nothing in life is to be feared, it is only to be understood. Now is the time to understand more, so that we may fear less." - Marie Curie

Tammie Leonard. We are sad to say goodbye this year to long-time Board members Jan Cash and Verna Beaulac, who are concluding their three two-year terms. We hope to have these dedicated women back in the future!

We began the year working out plans to complete another round of Strategic Planning, as the last plan was completed back in 2016 and concluded in 2019. In terms of large projects, the board also

finalized Board Policies in 2019, and began a strategic monthly review of those policies to be completed on an ongoing basis at each board meeting which assists the board to keep up on changing requirements and wants of the organization. We were also able to finalize new Branding Standards for the YWCA, to help ensure unity amongst the enormous variety of programs we have.

In November, I was lucky enough to attend YWCA Canada's Annual Membership Meeting in Toronto, certainly not realizing at the time how much things would change in the coming months that would affect our ability to gather for such meetings. I also attended, along with several other board members, YWCA Prince Albert's annual holiday party, held at Wesley. I believe I can speak for all the board party-goers when I say we were so happy to be included in such a fun party, that it was a treat to meet so many more staff, and it was such a fun test of our music bingo skills!

In the new year, we received word of a new contract that would enable a significant expansion of the much used and needed Kindred

Spirit program, which makes such a difference to families in Prince Albert. The Board also began planning for Lunafest, the film festival celebrating, showcasing, and championing women in film to celebrate International Women's Day, we were excited for the incredible short films. Unfortunately, this turned out to be one of the early casualties of COVID-19, as it was cancelled as a safety precaution before the pandemic was declared. It was an unfortunate but necessary loss, but a project that we hope to bring back next year.

Since then, the YWCA has seen plenty of modification, as has the rest of the world, due to the virus, but YWCA Prince Albert staff and services are essential and have continued to operate. The board is so grateful for the perseverance and bravery every staff member on the front lines demonstrates, and the hope offered to society when staff like those at YWCA Prince Albert continue their important work.

Heather Sherdahl Halcro
Board President



From Human Resources

It's been a challenging year here at YWCA Prince Albert, but overall we've experienced more highs than lows with program growth and a continued positive work culture.

Our in-house training team delivered some great sessions in both PART and ASIST. We were also able to provide training opportunities to our staff in

trauma workshops, CPR/First Aid, Mental Health First Aid, and Life Skills Coaching to name a few. Additionally, our Youth Services Coordinator, Kimberly Smith and I developed our own workshop for setting healthy boundaries which we successfully delivered to staff.

Wellness programming is another area we focused on this past year with continued participation in the Whole Life Challenge. Also through a partnership with Catholic Family Services we were lucky to add drop-in counselling services for clients and staff, twice weekly, at our Central Avenue and Our House locations. Our Employee and Family Assistance Program with Catholic Family Services is still going strong and providing our staff with a much-needed resource for their

mental health.

We've added new policies around cyber security and I was able to bring some best practices back from the MLT Aikins Labour update seminar I attended. I have also been continuing my studies in the field of Human Resources and using that knowledge to improve our own Human Resources policies and procedures.

The addition of an online payroll and HR system has had its challenges but I'm happy to report that after working with the Canadian company Payworks, the process has been fantastic and will hugely benefit our organization on multiple levels when it is complete.

This March brought a new challenge to our doorstep with the outbreak of COVID-19. Our organization has created a number of policies and procedures to address the pandemic and with the leadership of our CEO, our great

management team, and dedicated staff we have come together to implement these new safety measures.

For the time being we are able to conduct our meetings over Zoom and our Occupational Health and Safety Committee has been diligent about addressing any safety concerns shared by staff. Our Facebook group has been a great way for staff to stay connected and we have also created weekly Zoom meetings for staff where a professional counsellor is part of the meeting to lend their expertise.

Whatever challenges lay ahead, if this year has proven anything, our organization is strong because of our people and together we will continue to thrive.

Sean McCall

Human Resources Manager

From Communications and Marketing



What a whirlwind of a year it's been! The position of Communications and Marketing Coordinator has only existed for a little over a year, yet so much has changed already.

One of the first changes was the enhancement of the monthly staff newsletter, which was given a new look, and some added content for the enjoyment of staff. Last year's annual report was given quite a bit of attention, resulting in a sleek design. The report for this year should be even better!

We now have several new social media pages, including Twitter, Instagram, and LinkedIn. The website was not only completely reworked, but migrated to a different service. It has reached a new level of professionalism matching many of the best modern websites.

The biggest change that occurred this year was the creation and implementation of branding standards organization-wide. We now have a refreshed logo, guidance on how to best-utilize our branding, and resources for ensuring consistency when presenting our identity outside of the

organization. The Branding Standards Manual was a labor of love, and to help ease the transition into the new standards, presentations were completed to encourage use and understanding.

Events were a large part of Communications and Marketing this year. Event support such as creating posters and advertising events was a common occurrence, but so were organizing events for both staff and the public. The staff Christmas party and Coldest Night of the Year were both successful, and we were even chosen to host YWCA Canada's Annual Member's Meeting (AMM) in 2021. Unfortunately, there were also some challenges near the end of this year due to COVID-19, which not only postponed Lunafest, but postponed our hosting of AMM to 2022.

This year has been a time of challenges and rewards, as we continue to move forward with communications, marketing, and public relations initiatives.

Jesse Kendall
Communications and Marketing
Coordinator



Central Avenue Residential Services

Central Avenue Residential Services has had another great year of serving our clients and community, and both staff and clients have found ways to develop their lives. Our staff had opportunities to take Case Manager and Life Skills coaching certification, ASIST and PART training, resilience and mental health training, as well as enriching workshops on trauma and boundaries.

For our clients' personal interest, "Out Saskatoon", FASD Network, and Budget Counselling Services came to present in our building, and an educational HIV session was put on by Access Place. Staff and clients also happily took part in community events together, such as Pitch-In Day and The Coldest Night of the Year.

Central Avenue completed some needed renovations that greatly enhanced client safety and the look of their surroundings. A new sprinkler system was installed throughout

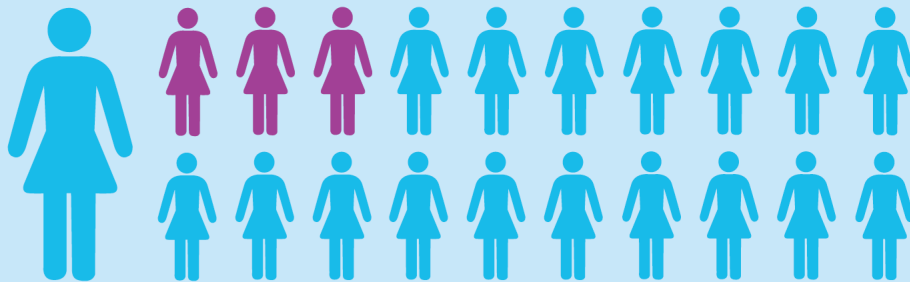
the whole building, and new cement was poured for our front entrance and sidewalks. Several areas of the residence were also freshly painted and newly furnished for our clients' benefit.

As usual, activities were a highlight for the residents all year long, and they changed according to the seasons. Swimming nights at Kinsmen Water Park and Frank Dunn Pool, barbecues, beach trips, drives to Little Red Park, movie nights, a Haunted Corn Maze, sweet grass and sage picking, and trips to Jessy's garden were just a few outings our families were able to enjoy. It's so rewarding to see families together, connecting and making meaningful memories they will always cherish!

Sheri Giesbrecht
Central Avenue Manager

109
individual women housed

14
were repeat clients



THOSE WHO SOUGHT SHELTER AT CENTRAL AVENUE



66
children stayed with their mother

29
mothers had children in care

43%
of adults had a grade twelve
education



27%
were age 30-39



59%
of clients stayed 15 days or longer

Central Avenue Youth Services



YWCA Central Avenue Youth Services is where we provide a safe, stable, and healthy environment for youth between the ages of sixteen to twenty-one. These youth come to us in crisis/emergency or through a referral process. We have twelve beds in total; eight for youth who are involved with the Ministry of Social Services and four beds that are available to the Ministry of Corrections and Public Safety.

We have the privilege to work with youth who come to us with diverse backgrounds and unique barriers. Providing them the opportunity and guidance to develop independent and interdependent skills is our goal. We do this to ensure their future success by: supporting their mental health by connecting them to appropriate services; connecting them to culture; preparing them for employment by creating resumes and practicing interviews; advocating alongside them, helping to give them a voice; and encourage sobriety through positive social activities such as sports, camping, and group activities.

Kimberly Smith
Youth Services Coordinator

Some highlights have been:

- Haunted Corn Maze
- Exhibition
- Camping
- Barbecues at Little Red

Indoor activities from year-end:

- Cooking and baking nights
- Movie nights
- Card games and board games
- Painting and crafts

Our House

Our House has been open as a Crisis homeless shelter since 2007 with a Transitional area included shortly after. The Our House community has been very supportive of one another and that makes life here more enjoyable. Like all families we have our personality clashes, but everyone is here for a reason and things can be worked out with a little help from staff.

I am very proud of my staff. They have been a hard-working group that willingly help and encourage many clients who have had a hard life.

We plan celebrations for any excuse possible, all of the religious holidays plus Halloween, Valentines Day, St. Patrick's Day, Mother's Day, and Father's day. We decorate and have special foods, which is nice for residents who love to help and usually take over. Barbecues are a favorite event in warmer weather.

Our building had to have a major overhaul on our front stairs, which went on for weeks, then months. You realize how a small inconvenience can be a big irritation after a very short time.

Our Cold Weather Program runs from October fifteenth to April fifteenth each year. Starting at eight in the evening we offer a place to sleep, provide breakfast, and provide warm clothing. The Cold Weather Shelter closes at eight in the morning each day. Clients can take advantage of the showers and laundry. We hope we never see another death from freezing in our city.

Edna Bruce
Our House Manager



OUR HOUSE

Crisis and Transitional Floors



11,524

total bed nights

57%
of women

47%
of men

cited addiction as the reason for
accessing the crisis shelter

60%

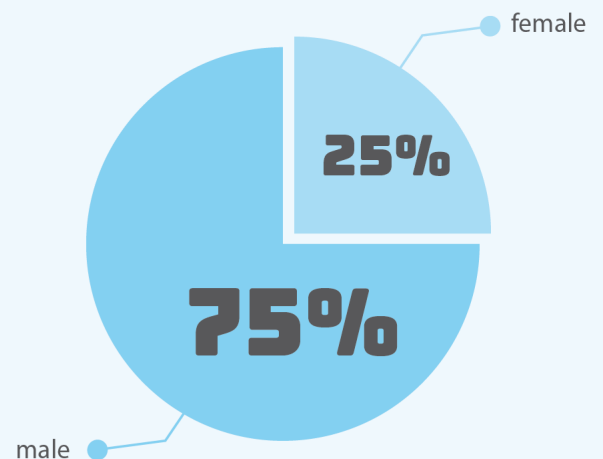
of clients left no longer in crisis



COLD WEATHER SHELTER

1,807
total bed nights

those who accessed the Cold Weather
Shelter were:



180
repeat clients

Homeward Bound



The past year was a transformative one for all of the Homeward Bound programs. We saw tremendous change and growth and we are grateful for our community partners, administration support, and the dedicated staff members that made it possible.

Since our inception five years ago, our mandate has always been to place the clients' needs and self-determination first in the implementation of services and supports. In 2019/2020, we acknowledged what the clients asked for, and responded to the ever-changing needs of the community. Kindred Spirit, Homeward Bound Oakdale, and Homeward Bound Windsor all saw expansion in services this year.

With expansion, came the need to restructure our Homeward Bound management team. Rob Dunlop, who was instrumental in developing the program, assumed the manager's position for the Windsor program, Kandace Korycki became the manager of Oakdale and Tami Popoff assumed the manager's position at Kindred Spirit. We are so fortunate to have a wealth of leadership skills at Homeward Bound and are grateful for the leadership each of them provides.

We are also grateful to the staff members who have "shouldered the heavy lifting" during this year of transition. It is the compassion and dedication of our staff members that has allowed Homeward Bound to adapt and adjust to the needs of our community.

Dave Hobden

Manager of Housing Operations
Homeward Bound

Homeward Bound Windsor

From its inception in the winter of 2015 as a Housing First initiative, Homeward Bound has always let our clients determine the direction in which we would grow. We started by putting our first three clients together in a three-bedroom unit and observed what they needed to be successful. At first it was our goal just to meet basic needs – shelter, food security, income supports, and an improved standard of health following harm reduction guidelines. Building our program from the client out, we discovered so much more needed to be done, and could be done, but often times resources and services were not available or did not exist.

Using the philosophy of creating our program around observation of needs we were able to identify various sub-populations in the homeless community and with the help of our funding and community partners have been able to develop separate and distinct programs under the Homeward Bound umbrella to serve unique populations. Broadly identified sub-populations are being housed and served through: Kindred Spirit (women and children), Oakdale CLSD (youth with special needs), Oakdale Youth (youth homelessness), and within Homeward Bound specialized programming for seniors, individuals with substance use complications and concurrent disorders, and others engaged in high-risk lifestyles have been developed and implemented.

In addition to observation, the collection of relevant and valid demographic and program data is a key factor in developing suitable and relevant programming. Using our own data,

we were able to identify two key areas which we began to focus on in the past year. First, trauma faced by women, men, and members of the LGBTQ community who have been engaged in the sex trade industry has been a huge barrier to healing and has oftentimes been an obstacle in keeping individuals in this sub-population housed. Secondly, the occurrence of domestic and intimate partner violence is rampant in the homeless population.



To help address these two specific areas, twelve suites in the Homeward Bound Windsor building have been designated for this purpose. The units are on a secure self-contained floor with limited access, a lounge/meeting room, and specialized designated staff. Prior to COVID-19, culturally sensitive programming was being developed with input from clients, Homeward Bound personnel, and community partners. This will be an area of focus moving forward.

In five years Homeward Bound has housed 336 individuals, not counting the Kindred and the Oakdale CLSD programs. We have grown from two staff to fifty-six and one house to nine houses and ninety-five apartment units spread

out in three apartment complexes. Perhaps the most important number though, is one – one community where everyone: all staff, all community members, all programs and community partners, pull on the rope together to make a difference. Homeward Bound is its own community where all are welcome.

Homeward Bound Oakdale

Homeward Bound Oakdale has been operating for just over a year now. This past February, we celebrated our one-year anniversary. Reflecting back on the last year has solidified the need for an additional youth transitional program in Prince Albert.

Oakdale was developed to provide supports to nine individuals supported through Community Living that were aging out of the Child Welfare System. Over the last year, we were able to increase the capacity to 11 due to the success of the program. As we took on this new endeavor, the team recognized that there continued to



be a gap for young adults that have found

themselves in similar positions; without stable housing or a secure base to grow. We expanded our Oakdale building to provide supports to young adults experiencing homelessness, or at risk of becoming homeless. We currently support over twenty-five young adults in our program. With the increase in residents, we also expanded our team. Brigitte Kereluk joined Oakdale as Supervisor, and Ally Nagy as Coordinator.

At the core of Oakdale, we believe in community. We have founded our program on the pillars of inclusion and belonging and growth and development. Our day program focuses on each individual's unique and diverse needs: whether that is vocational/educational, healthy relationships, community involvement or life skills. All clients are connected to a key team member who is dedicated to helping our residents dream a little bigger and reach goals that they've set out for themselves.



As we begin a new year, we hope to see continued growth and milestones just as we have this year. We have celebrated three individuals graduating high school, the purchase of a first vehicle, going through the driver training program, and another

becoming a first-time parent. The Oakdale meal program continues to be an opportunity for clients to enhance their cooking and employment skills; now offering a hot meal for staff to purchase.

This last year, additional diversified programming was offered to support clients with their various interests and aptitudes. More one-on-one time was spent teaching and modeling over group programming; focusing on healthy relationships, increasing mental wellness, addictions counselling, and home hygiene.

Clients were also eager to have a

fun-filled year, which in turn also increased skills in various areas. The most memorable being a northern camping trip with six clients and two enthusiastic staff members. We had clients participate in team sports, swim nights, and wood cutting.

Over the next year, our goals are to further promote independence within our clients through purposeful programming, and to increase staff training and development through core courses offered by Community Living. This will enhance the care and support that is being provided to our clients.



Oakdale Grand Opening





Kindred Spirit

Kindred Spirit is a support program for women who are at risk of losing their children into the care of the Ministry of Social Services (MSS), or for women who are working toward having their children returned to home from the care of the Ministry of Social Services.

The goals of Kindred Spirit are family reunification, the reduction of children in the care of the Ministry of Social Services, and to assist parents to be able to live independently with their children.

Kindred Spirit began in 2016, as a six-unit holistic supportive program for families. Over eighty families have received supports and services during this time, seventy-five children have remained in the care of their parents and eighty-four children have returned from Child and Family Services.

The client successes and the impact the program has had on the community has identified the need for additional services and encouraged The Ministry of Social Services to make funding available for expansion. In 2019/2020, the decision was made to expand the program from six suites for women and their children to nineteen suites with additional supports for fathers and two-parent families.

A restructure of Homeward Bound enabled Kindred Spirit to move into a completely renovated facility and expand their services. The new facility contains visitation suites, emergency suites, and the opportunity to support nineteen families. The increased units allow us to reduce the wait time to access Kindred Spirit services and enables us to support our families more effectively.

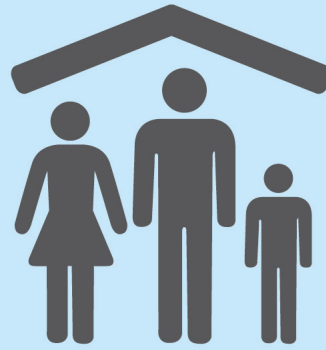
As part of the expansion in services, we were able to develop a community outreach program to support women transitioning into the community. Kindred Spirit is now able to provide additional resources for women that graduate from the program.

We are so appreciative of the community support and the trust that The Ministry of Social Services has placed in us. When we look back on the past four years since we opened our doors, we are amazed at how far we have come. We thank our dedicated staff members and the families we work with for all of their support.

Tami Popoff
Kindred Spirit Manager

336

individuals housed in the Homeward Bound program alone



HOMEWARD BOUND

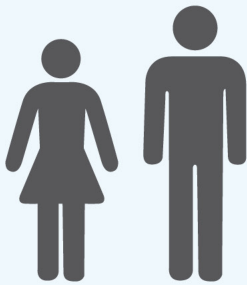
Five-Year Statistics and Growth

2

staff at program start

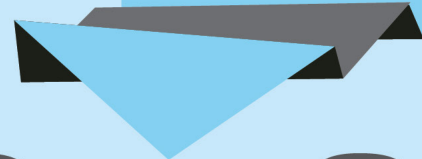
56

staff today



1

house at program start



9

houses today

95

apartment units across three buildings



1

community where everyone works together to make a difference

Community Connection Centre

Funded by the Ministry of Immigration and Career Training and the Ministry of Education

The Community Connection Centre is a one-stop shop for residents of Prince Albert for their settlement and integration needs. Our mission is to connect people from all backgrounds to supports and services in our city. Because of this, we strive to offer a number of programs and services that will serve the community.

We have two new programs this year:

1. Last July, we partnered with Smart Families Food Cooperative to run P.A. Food Box, formerly the Good Food Box program. We also partnered with Save-On-Foods Prince Albert to get the best price for fresh quality produce and other food items for the food boxes. From July 2019 to March 2020, we provided 911 food boxes to the community at a very affordable price. These food boxes also made their way to the homes of our vulnerable clients.



2. The Digital Literacy Workshops in partnership with YWCA Canada and MediaSmarts piloted in December at our Centre. The Digital Smarts program is a series of workshops developed by MediaSmarts to teach important everyday digital skills. We have offered sixteen workshops and a total of sixty-four individuals have participated so far. Due to COVID-19 risks, virtual sessions are underway.

Our other FREE programs, namely the ID Program (funded by Affinity Credit Union and Sasktel) and the Community Volunteer Income Tax Program, continue to meet a huge need in our community. Last calendar year, we helped 208 people apply for their Canadian birth certificates and Saskatchewan photo identification. Identification is needed to successfully

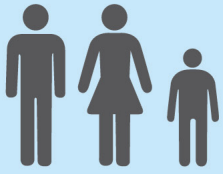
gain employment, achieve educational goals, apply for benefits and/or access other community resources.

For the second year, our staff organized the Coldest Night of the Year, a walking fundraiser in support of the homeless, hungry, and hurting in our community. We raised \$13,886 for the organization!

Although we had to work from home in mid-March to avoid the risks of COVID-19, it was still a great year for the Community Connection Centre and our clients. We have grown and will continue to grow as a team so we can serve the community better each year.

Niña Reynolds
Community Connection Centre
Manager

GATEWAY PROGRAM FOR NEWCOMERS TO CANADA



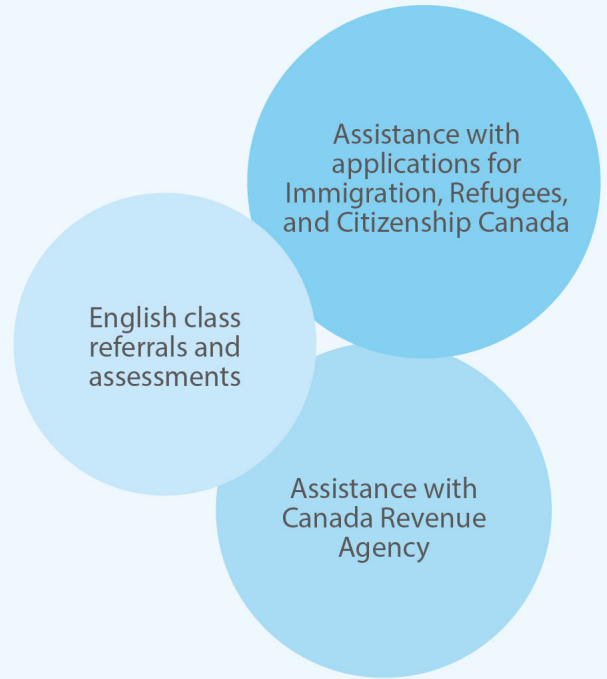
2883
participants



top countries of origin

INDIA AND PHILIPPINES

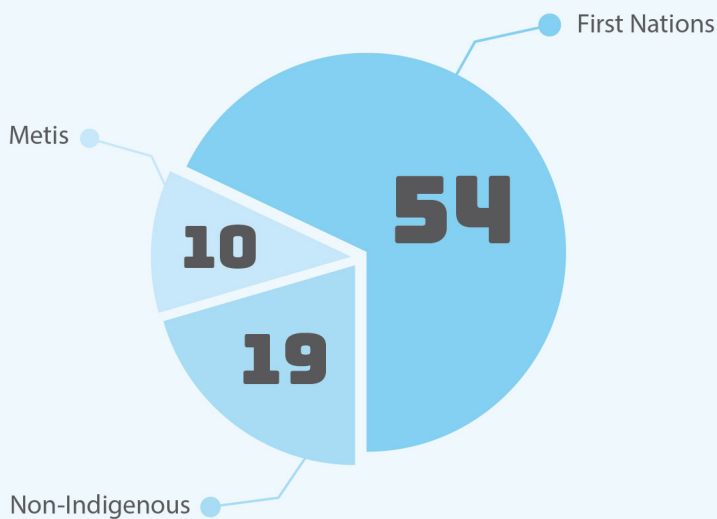
IN-DEMAND SERVICES



SETTLEMENT COUNSELLOR FOR NEWCOMERS TO PRINCE ALBERT

Focus on Rural, Remote, First Nations, and Metis Peoples

83 participants identified as:



IN-DEMAND SERVICES



* Food, clothing, and furniture

OCCUPATIONAL DEVELOPMENT COUNSELLOR

For All Job Seekers



45
participants



60%
were employed at year-end

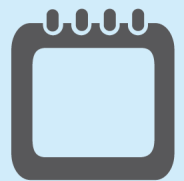
17

accessed employment
supports*



63%

maintained employment after
six months



* training and other pre-employment requirements

STAGE ONE EVENING ENGLISH CLASS

For Temporary Residents and New Canadians

13

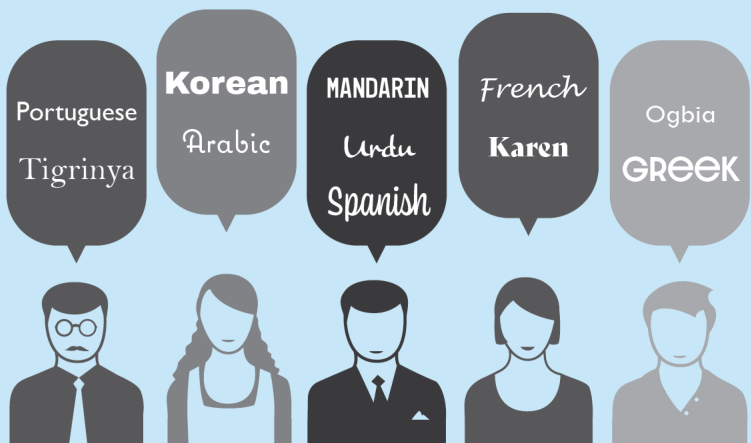
registered students



88%

fulfilled their
language-learning goals

FIRST LANGUAGES SPOKEN





Coldest Night of the Year 2020



Northern Lights
Casino

DATE: Feb 23/20

PAY TO THE ORDER OF: Coldest Night of the Year

Nine Hundred and Twenty ——— \$920.00

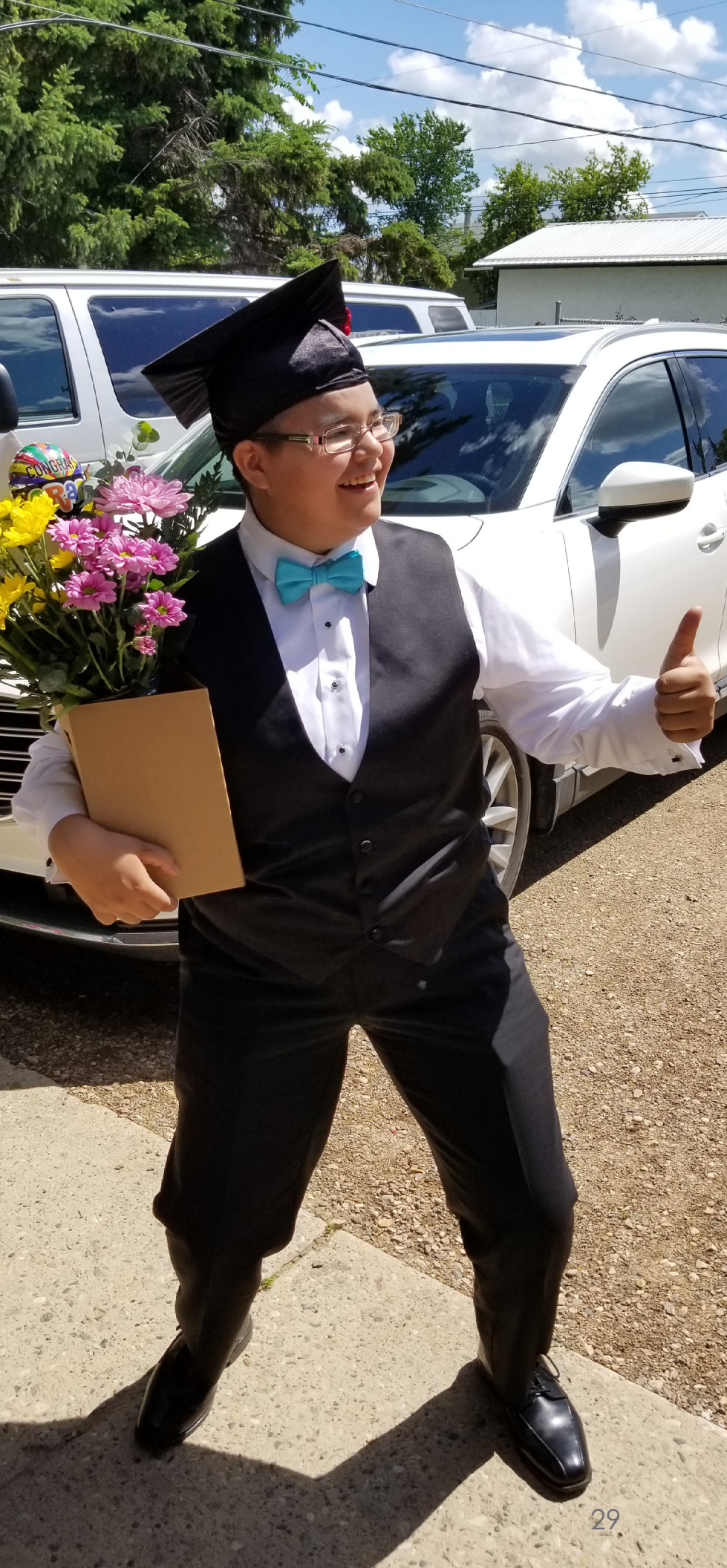
Re: Donation



Saskatchewan Indian Gaming Authority

MLC Volunteer Committee





Youth Homes

Harmony Home

Co-ed Youth Ages 16-21

Funded by the Ministry of Social Services

Here at Harmony Home, we have three female youth and six male youth who resided with us during the 2019-2020 year. Harmony Home is staffed twenty-four hours a day to help assist and guide the youth with their everyday needs.

Harmony Home provides supportive and transitional housing for young men and women ranging in ages from sixteen to twenty-one years. We take pride in assisting youth to acquire life skills that will allow the youth to become successful, independent adults. We are well-connected within our community and work closely with schools, mentors, counsellors, law enforcement agencies, mental health professionals, and Elders, which provides a very supportive holistic environment where youth can have all of their needs met.

Our youth are required to attend school

along with weekly programming with our Program Coordinator. Programming topics are vast and are geared toward empowering the youth. Programming commences each week with a smudge, and topics are centered on the youth's needs.

Harmony Home also encourages the youth to maintain positive family support. We have a living room area where visits are encouraged to take place.

Wendy Sundbo
Harmony Home Supervisor



Terrance Place
Co-ed Youth Ages 12-15
Funded by the Ministry of Social Services

Terrance place is a home for youth ages twelve to fifteen years old. Terrance place offers twenty-four hour supervision for guidance and support for youth that enter our home.

While residing at Terrance Place one of the focuses we have is working with each youth to establish strong life skills to enable them to transition into a semi-independent or independent program.

Terrance Place works closely with the Ministry of Social Services, mental health, medical professionals, and schools in order to ensure that there is a well-balanced approach to independence. As well as working closely with our partners, we also offer weekly programming for the youth. Programming topics focus on

life skills, dealing with addictions, healthy relationships and overall well-being.

Jessica Basaraba
Terrance Place Supervisor

Rendalyn Home
Female Youth Ages 16 - 21
Funded by the Ministry of Social Services

Rendalyn Home opened its doors eight years ago as of April 2020. Our home is a voluntary program that provides supportive and transitional housing for young women who are expecting a child, have a child, or are trying to have their children returned into their care from the Ministry of Social Services. The age range of eligibility is sixteen to twenty-one years old. We help the youth learn valuable life skills including: attending school, mental health and addictions help, budgeting, active parenting, cooking, cleaning,



housing applications, and dealing with the difficulties of having children while still growing up themselves.

Our weekly program is run by our Youth Homes Program Coordinator Tammy Burns who teaches parenting courses such as 'Traditional Parenting' and 'Nobody's Perfect'. Our program also educates our youth about physical, mental, spiritual and emotional health.

We had four newborns this year and have had the privilege of watching them grow into their little personalities and watch our toddler turn into a spirited young lady.

Danielle Panas
Rendalyn Home Supervisor



YOUTH HOMES

2020 ACTIVITIES

trips to the movies

fourth annual youth awards

pow wows

Little Red nature walks

skating

cultural teachings

Roughrider game in Regina

trips to the movies

Winter Break at Elk Ridge

Youth Christmas Party

2,823

bed nights at Harmony Home



1,965

bed nights at Terrance Place

RENDALYN HOME

2,033

bed nights



9

moms

1

toddler

8

babies



Settlement Services



Empowering newcomers to achieve their goals as they integrate into the community of Prince Albert.

Settlement Services is a multifaceted program that provides supports to Permanent Residents of Canada who reside in Prince Albert and area. Our program extends services for the entire family from our experienced staff who are able to best meet the needs of our clients in a culturally sensitive, trauma-informed manner.

We believe that our client satisfaction and retention is a result of the sense of community that we have been able to establish with all settlement services being offered in one location, YWCA Wesley. We

are thankful to our funder, Immigration, Refugees, and Citizenship Canada and also appreciate the community partners we have in Prince Albert who assist us in planning and developing new client-inspired programs and services that are ever-changing with client needs. Thanks to everyone who has in some way assisted in empowering our clients to achieve their goals as they settle into our community.

Resettlement Assistance Program

The Resettlement staff have a variety of formal and lived experience, and deliver welcoming and supportive services for those who have just arrived to Canada. The Resettlement Assistance Program meets and greets Government Sponsored Refugees at the airport, transports them to temporary accommodation, and assists them in finding suitable permanent accommodations. Our multicultural staff can deliver valuable information on a wide variety of topics in seven different languages. This important information assists with their integration into Canadian Society. During the 2019/20 fiscal year we helped settle 121 individuals from the Congo, South Sudan, Somalia, Burundi, Rwanda, Eretria, Syria, Sudan, and Burma.

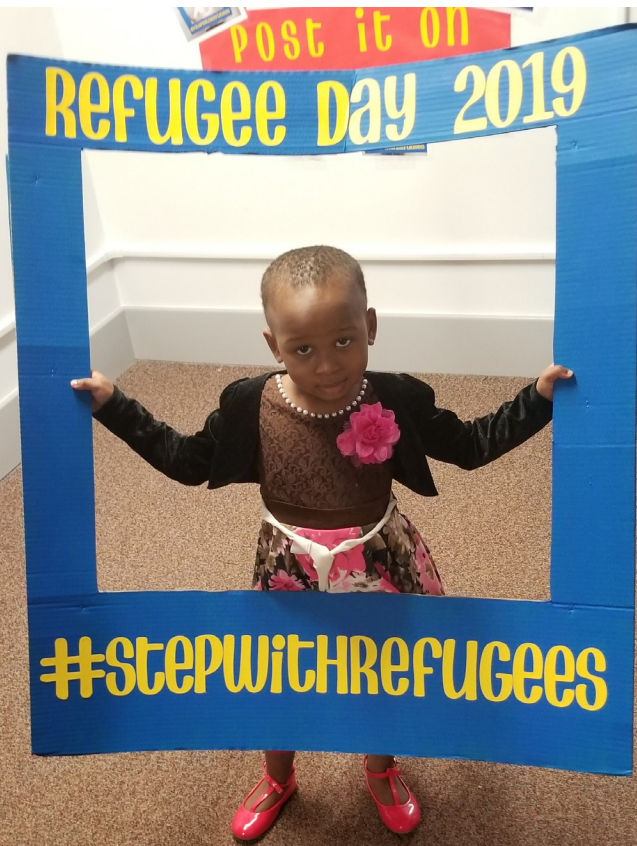
This year we were happy to be part of the reunification of two families who had been separated for seven years because of war in their home country and relocation to a refugee camp. When they thought all hope was lost, it was an honour to see a father reunited with his wife and children, and a thirteen year-old child reunited with her mother, father, siblings, and extended family.

We are proud to be the first step in assisting Government Assisted Refugees become an active part of Canadian society.

Volunteer and Community Connections

The programs and initiatives undertaken by Settlement Services aim to help our clients learn about Canadian culture, art, sports, and recreation while providing opportunities to connect with their new community. To help us do this task we are excited to say we have volunteers who work with our clients.

This past year we have hosted several family events where clients are able to participate in traditional Canadian celebrations. One of the highlights was the fall fair where volunteers from Deloitte helped facilitate carnival games, assist with refreshments, and supervise pumpkin carving. The highlight of the event was a horse-drawn wagon ride. Clients also were able to participate in a Christmas party, sporting events like soccer, weekly volleyball games, mini golf, and bowling.



At Settlement services we are proud of how we have connected with numerous community organizations to provide clients with opportunities to experience art, song, dance and educational opportunities. Clients had the opportunity to participate in the Common Ground program, which focuses on bringing Indigenous member of the community together with newcomers to share cultures and traditions.

Clients also have had the opportunity to share their cultures with the community of Prince Albert at International Women’s Day and World Refugee Day. Last year at World Refugee day we had over 150 people attend our event. Everyone was given the opportunity to try ethnic food and also observe a cultural fashion show, music and dance. Listening to clients from all over the world join in singing “This is My Canada” was the highlight of the evening. Our newcomers are proud to now be part of Canada and are appreciative and eager to embrace the future but also proud in remembering their roots.

Language Instruction for Newcomers – LINC

Our English Language Program is for Permanent Residents. Enrollment procedure for all permanent residents, including refugees, consists of registration at the YWCA language office with the proper government documents. After an assessment of the clients’ present language ability in listening, speaking, reading and writing, clients are then placed in the appropriate English class based on their

assessment outcomes.



Our newcomers begin by learning the English language which enables them to begin functioning in Canadian society. In our classes they learn about life in Canada, including laws, rights, responsibilities, and how to access our community resources. They also learn about banking, shopping, renting, taxes, employment, and volunteerism. This information helps them make informed decisions that are important in day-to-day life. Our students are also connected to the larger community of Prince Albert, through field trips and presentations.

In 2019 many of our Syrian students achieved the Canadian Language Benchmark (CLB) level they wanted and left our program for other ventures. Some continued their

learning at Saskatchewan Polytechnic, some found employment, and several moved to other cities and provinces. We also received many new students in the summer of 2019, mostly from the Congo. We continue to offer language services to Permanent Residents from many parts of the world.



In 2019 we had a steady enrollment of approximately seventy students from Literacy Level to CLB Level Seven. There were approximately fifty students in our Literacy Level to CLB Level Four and twenty students in CLB Levels Five to Seven. Five of our students who started at Literacy Level in 2016, achieved CLB Level Four in 2019 and completed their citizenship test requirement successfully. Literacy students are those with no English language and less than five years of formal schooling, therefore to complete CLB Level Four is quite a challenge and an accomplishment. Presently, there are fourteen Literacy students in our language program and

it is our goal to see each of them complete CLB Level Four in the upcoming years.

Settlement Workers in Schools – SWIS

The Prince Albert SWIS (Settlement Workers in Schools) program's purpose is to assist newcomer children, youth, and their parents with the challenges of adapting to the Canadian education system. We work with several partners in an effort to increase social inclusion and integration among immigrant youth. Some of our more notable partners are the school divisions, Jumpstart, KidSport, Creative Kids, PAYSA, and the Prince Albert Arts Centre.

We provide school registration assistance, education orientation activities, support for parent teacher interviews, home and school visits, as well as links to arts, sports, and recreation groups.

SWIS had an exciting and productive year in 2019, in which we worked with 242 students and parents.

At the beginning of the school year the Public School Division started a new program, the EAL Specialized Centre, at Vickers School for low English literacy students. The program offers several specialized supports to students

and families.



Thanks to the generous support from the Community Initiative Fund, SWIS clients were able to enjoy two months full of summer activities such as crafts at the Mann Art Gallery, trips to the farm, walking at Little Red, mini golf, visits to the Prince Albert Fire Department, and other community organizations.



We are thankful to our funder, Immigration, Refugees, and Citizenship Canada, as well as our various community partners who assist us in providing a well-rounded, community-based approach to welcoming and integrating newcomer kids and youth into Prince Albert's school system. We are thankful to be part of this effort and look forward to continue this

work into the future.

Employment Program

The primary focus of this program funded by Immigration, Refugees, and Citizenship Canada is to prepare Government Assisted Refugees for suitable employment in the community. Our clients experience many barriers in securing employment in their new community. This includes a lack of the official languages and also a lack of pre-existing networks or knowledge on how to navigate the local labour market. Our Employment program seeks to address these barriers through one-on-one counselling, small group job readiness classes, volunteer work experience, and workshops. This program runs hand-in-hand with the employment class.



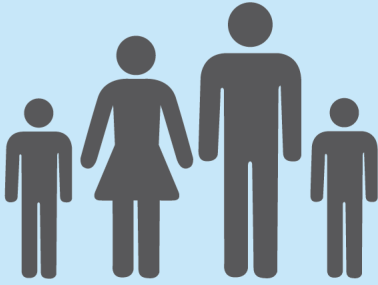
We are fortunate to have an employment class that focus on teaching the clients the language needed for them to be able to read, understand, and respond to job ads, application forms, and interview questions. Students are provided with various opportunities to practice speaking about their previous work experience and strengths and weaknesses. Clients also learned about employee expectations and workers' rights in Canada. Work experience is also part of the program.

Our clients are very motivated to find employment. This program always has a waiting list and new students requesting to enter the program.

Carolyn Hobden
Settlement Services Manager



SETTLEMENT SERVICES



121

individuals settled in Prince Albert

newcomers arrived from:

CONGO
SYRIA
SOMALIA
BURUNDI
RWANDA

SOUTH SUDAN
ERETRIA
SUDAN
BURMA



2

families reunited after being separated for seven years

242

students and parents utilized the SWIS program



English language students

5

newcomers completed language requirements and successfully became Canadian citizens

