



## Annual Report 2020/2021



*You found the courage to leave,  
we'll find the hands to help.*

# Message from our Founder



The events of this past year irrevocably changed our clients and our organization in nearly every way possible. The financial and operational risks posed by COVID-19 forced us to reimagine and reprioritize our work. The global pandemic threatened our ability to raise funds, recruit and retain volunteers, and deliver our service reliably and safely to the dramatically increasing number of families in need of support. In April – May 2020, it was not clear whether our young organization would survive these challenges. Instances of gender-based violence grew quickly as families became increasingly locked down with their abuser.

I am so proud to have witnessed our community rally like I have never seen before. Our volunteers and employees adapted Shelter Movers' service model; rapidly adding more safety measures and securing a supply chain of personal protective equipment. We secured new funding from an array of generous sources, to offset the lost donations from our key events. We worked closely with community agencies and business sponsors to ensure they knew we remained available to survivors. Most importantly, Shelter Movers' volunteers and employees across Canada held true to our commitment to families in need.

Not only did Shelter Movers continue to serve clients, our organization continued to grow. By the end of March 2021, our teams moved an average 88 families per month, a 66% increase over the previous year. We also established two additional chapters, serving metropolitan Montreal and Waterloo Region.

Despite the many challenges we faced together, it is a privilege to share with you that Shelter Movers is stronger and more effective than ever. Not even a global pandemic could deter our community from our mission to make our country a safer, more compassionate place for survivors of abuse.

Executive Director  
Marc Hull-Jacquin

# Message from our Board Chair



I'd like to start by expressing gratitude. We are so grateful to you, our community of donors, volunteers, partners, and staff for the overwhelming support and resilience you've shown during these unprecedented times.

Despite this year's challenges, thanks to the commitment and generosity of our Shelter Movers community from coast to coast – including new chapters in Waterloo and Montreal – even more families and survivors were served this year than ever before.

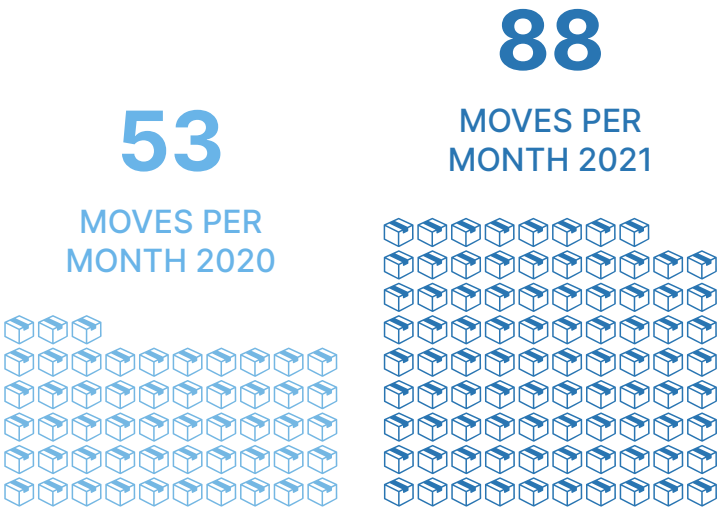
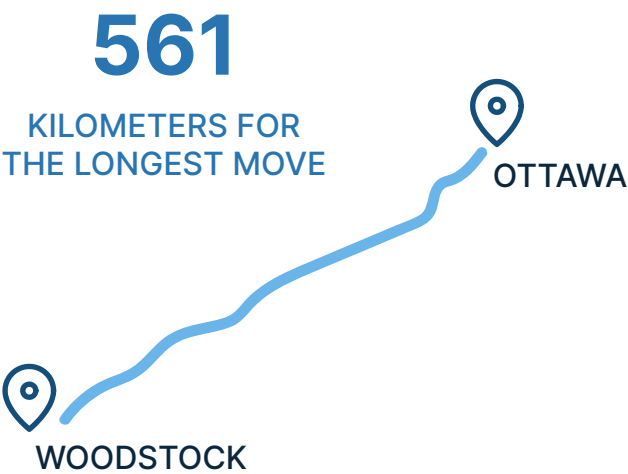
But rising demand is a stark reminder of the importance of our work in removing barriers so survivors can transition from living with abuse to living free of violence. And while the ongoing pandemic will continue to shape our safety protocols and how we work, the ingenuity, strength and commitment of our team and generous supporters will ensure we are here for even more families in the year ahead.

Shelter Movers is a team effort. Every move quite literally relies on a dedicated team of volunteers, staff and agency partners who commit their time and energy to ensuring a safe, new start for a survivor. A thousand moving pieces come together every day across the country thanks to the unwavering support and compassion of people like you.

Thank you.

Board Chair  
Christina Topp

# Impact By the Numbers





# Highlights



Montreal Chapter opened in September 2020 and began a partnership with Desjardins.



Waterloo Region chapter launched in December 2020.



Shelter Movers Nova Scotia launched our first rural extension to serve survivors on the South Shore.



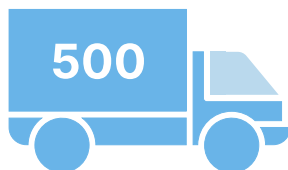
Shelter Movers' Pass It On fundraising campaign connected supporters throughout the country.



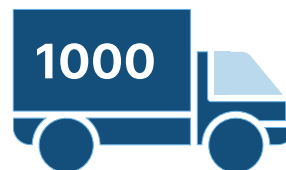
Runners from Shelter Movers Nova Scotia participated in their first Blue Nose Marathon, and the team won Rookie of the Year.



Peter Celler raised \$14,710 for Shelter Movers Vancouver with his Run Through Night Campaign.



Shelter Movers Ottawa reached its 500<sup>th</sup> move milestone!



Shelter Movers Greater Toronto reached its 1000<sup>th</sup> move milestone!

# Overcoming COVID – 19

## The Shadow Pandemic

Prior to the COVID-19 pandemic, one in three women, globally, experienced physical or sexual violence, mostly by an intimate partner, according to UN Women. Shelter Movers' clients also reported experiencing emotional, financial, and other types of abuse; as well as coercion or control. The advent of the pandemic led to multiple factors that exacerbated gender-based violence, including higher instances of isolation with an abuser and additional financial insecurity. This intensification of violence against women and girls during the COVID-19 crisis has come to be known as the "Shadow Pandemic".



## Shelter Movers Is Essential

Deemed an essential service in all provinces where we operate, Shelter Movers continued to operate throughout the duration of the pandemic. In March 2020, swift enhancements were made to key operating procedures to incorporate health screening, surface cleaning and disinfection, and the introduction of personal protective equipment, including masks and gloves on every move.



## Meal Deliveries

Shelter Movers also pivoted to assist survivors in different ways during the pandemic. Along with moves we delivered meals to our local shelter partners, while the residents were in quarantine.



## Supporting Survivors Panel

In May 2020 Shelter Movers hosted a panel discussion on the impacts the global pandemic had on gender-based violence in Canada. Moderated by Rhiannon Rosalind, CEO of the Economic Club of Canada, the panel featured: Maryam Monsef, Minister for Women and Gender Equality, Paulette Senior, CEO of the Canadian Women's Foundation, Samra Zafar, survivor, advocate and author as well as Marc Hull-Jacquin, Founder and Executive Director of Shelter Movers.

**Zero infections**  
in 1,099 successful moves

# Our Volunteers





# A Client's Story

A few years ago I left an abusive relationship in Toronto. When my ex grew increasingly controlling and abusive I filed domestic abuse charges. Sleeping on friends' couches I had to reconfigure my housing, safety, and well-being.

One evening I found a pop-up for Shelter Movers Toronto on Facebook. I was incredulous at what they were offering; free moving and storage services for women and children in domestic abuse situations. Having grown up as a childhood survivor I remember how we didn't move because my mother had no support.

The evening of the move the team picked me up, I was introduced to the team and signed all the forms. The volunteers were kind, we chatted in the car. The amicable but vigilant atmosphere helped to curb my anxiety over running into my ex.

Since that evening I've moved six times in a year. The housing crisis in Toronto hits harder when you're in crisis. But I was literally lighter because the majority of my belongings were in safekeeping. I was given no deadline. The priority was clear from the start: support survivors with kindness.

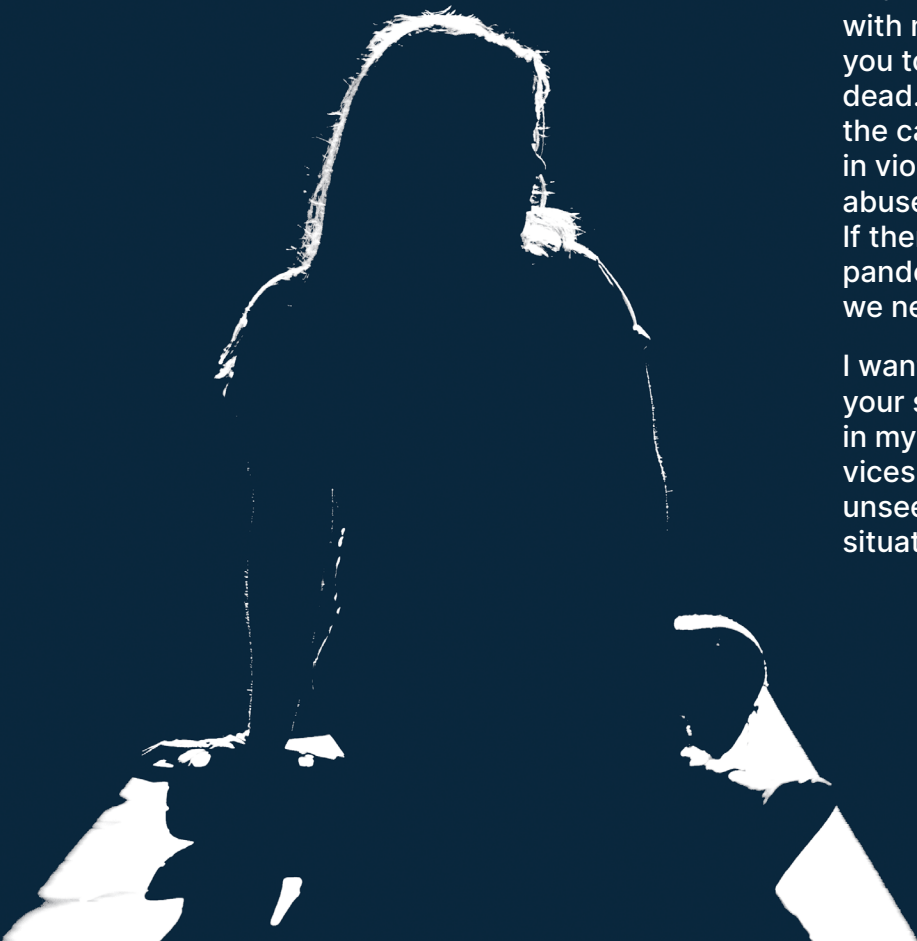
In two years, maybe once or twice Jessica and I have emailed with holiday greetings and an update on how long I expected to leave my things. There was no pressure or judgment.

So how did I get through it all? I made survival and hope my main priority. I reminded myself that I did something that I had never done before; I asked for help from everyone I knew – even strangers. I stepped 11,000 miles out of my comfort zone. As well, my writing helped me heal. I wrote to survive. At the close of 2020 I experienced the most peaceful and creative year of my adult life.

With the pandemic I'm certain that if I stayed with my ex I would not be able to speak with you today; I would either be hospitalized or dead. I live with that reality every day. I keep the caged birds, women and children living in violent homes, in my thoughts. Domestic abuse victims come from every background. If there's anything we've learned from the pandemic it's that we suffer in isolation and we need each other to survive.

I want to deeply thank Shelter Movers for your support through a very dark period in my life. As well thank you victims services. Thank you for being angels seen and unseen, you made an extremely difficult situation sane.

— Shelter Movers client, from her speech at the Shelter Movers Waterloo launch event in 2020



# Shelter Movers

## AUDITED FINANCIAL STATEMENT AS AT MARCH 31, 2021

	2021	2020
<b>ASSETS</b>		
<b>Current assets</b>		
Cash	\$ 739,871	\$ 305,177
Federal government grant receivable	80,418	–
Other grants receivable	38,277	–
Harmonized sales tax recoverable	14,082	15,570
Prepaid expenses	10,901	129
	\$ 883,549	\$ 320,876
<b>Capital Assets</b>	658	396
	\$ 884,207	\$ 321,272

<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Accounts payable and accrued liabilities	\$ 72,285	\$ 29,285
Deferred federal government grant	–	89,449
Deferred provincial government grant	107,790	–
	\$ 180,075	\$ 118,734
<b>NET ASSETS</b>	704,132	202,538
Unrestricted		
	\$ 884,207	\$ 321,272

	2021	2020
<b>REVENUES</b>		
Donations	\$ 758,401	\$ 394,975
Federal government grants	443,069	267,767
Other operating grants	131,029	85,000
Municipal government grants	119,277	–
Provincial government grants	67,000	–
Gala and fundraising	9,898	202,199
	<b>\$ 1,528,674</b>	<b>949,941</b>

<b>EXPENSES</b>		
Salaries and wages	\$ 667,410	\$ 467,392
Direct costs	215,450	149,472
Professional fees	66,868	36,831
Telecommunications	26,688	14,407
Office and general	10,011	12,785
Rent	9,978	22,292
Advertising and promotion	9,041	9,523
Donation processing fees	6,810	5,517
Audit fees	5,138	3,500
Gala and fundraising	4,324	131,659
Interest and bank charges	2,550	1,619
Insurance	2,419	1,600
Amortization of capital assets	361	342
Travel	32	7,735
Legal fees	–	367
	<b>1,027,080</b>	<b>865,041</b>
Excess of revenues over expenses	<b>\$ 501,594</b>	<b>\$ 84,900</b>

# Sponsors and Partners

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