



ANNUAL REPORT 2021/2022

MOVING FORWARD

YOU FOUND THE COURAGE TO LEAVE, WE'LL FIND THE HANDS TO HELP.

MISSION STATEMENT

Shelter Movers is a national, volunteer-powered charitable organization providing moving and storage services at no cost to women and children fleeing abuse.

VISION

A world where survivors can move on from abuse in dignity and power.

BOARD OF DIRECTORS



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Aird & Berlis LLP



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STATISTIC

IN 2021, A WOMAN OR A GIRL WAS **KILLED EVERY OTHER DAY** IN CANADA, MOST OFTEN BY AN INTIMATE PARTNER OR FAMILY MEMBER.

CANADIAN FEMICIDE OBSERVATORY, 2022



CHAPTER HIGHLIGHT

APRIL 2021: ALONG WITH THOUSANDS OF SUPPORTERS, **SHelter MOVERS MONTREAL** PARTICIPATED IN THE MARCH AGAINST DOMESTIC VIOLENCE IN THE NAME OF REBEKAH LOVE HARRY.

MESSAGE FROM OUR FOUNDER

It is a relief and an honour to watch Shelter Movers continue to thrive despite facing another year of being impacted by COVID-19. As we enter a recovery phase of the pandemic, we cannot forget the risks it presented, nor the changes it brought to the fabric of our organization. While schools and businesses remained closed, our employees and volunteers continued to show up everyday to serve survivors – knowing full well our service cannot shut down.

In February 2022, the Board approved a 3 year strategic plan (2022-2025) centred on increasing access to Shelter Movers services nationwide, and becoming a nationally recognized organization of excellence. To accomplish these goals, we will increase our focus on traditionally underserved populations including 2SLGBTQIA+, Indigenous, and differently abled individuals. We will also establish a long-term resiliency plan to secure additional sources of multi-year funding.

Over the past year, Shelter Movers received a notable number of local and national awards for its impact in the community, particularly from United Way Halifax, Zonta Club of Toronto, and the office of the Governor General of Canada.

Moving forward, Shelter Movers has begun the process of establishing our newest chapter in Moncton, New Brunswick coming in 2022. This would not be possible without the collaboration of the YWCA and the enthusiastic response from local citizens, electoral officials, and community agencies.

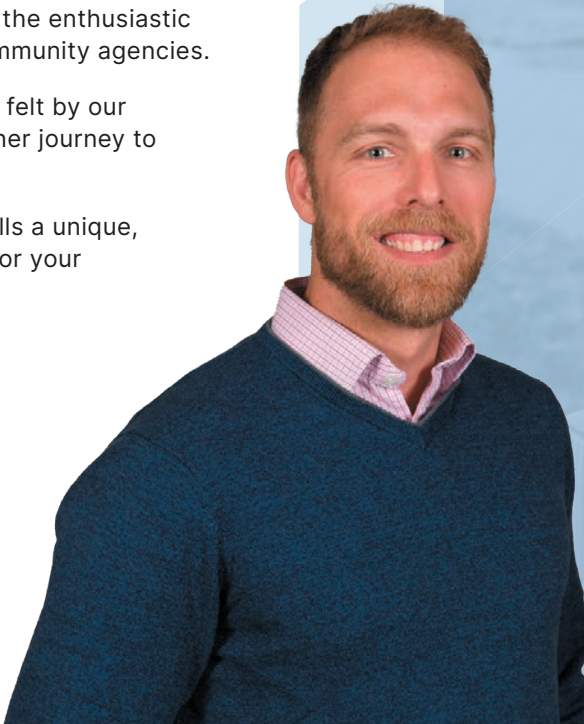
Most importantly, I am touched to hear of the gratitude felt by our volunteers and staff when accompanying a survivor in her journey to freedom.

Now more than ever, it is evident that Shelter Movers fills a unique, critical, and increasing need in our society. Thank you for your continued service and support.

In partnership,



Marc Hull-Jacquin
Executive Director and Founder



SURVIVOR

“YOU HIDE YOUR BRUISES TO PROTECT YOUR CHILDREN, BUT ACTUALLY YOU’RE NOT PROTECTING THEM, YOU’RE JUST **EXPOSING** THEM TO A LIFE OF VIOLENCE.”



CHAPTER HIGHLIGHT

AUGUST 2021: SHELTER MOVERS NOVA SCOTIA LAUNCHED A SECOND RURAL EXTENSION IN THE ANNAPOLIS VALLEY, INCREASING OUR SERVICE AREA TO 60% OF THE PROVINCE’S POPULATION.

MESSAGE FROM OUR BOARD CHAIR

Shelter Movers donors, volunteers, staff, community members and partners continued to work together to help the organization thrive and grow during the second year of a global pandemic. Shelter Movers was not only able to rise to the challenges presented by these unprecedented times, but was also able to set ambitious and necessary goals for the future. This is a true testament to our resilience and perseverance.

Moving forward, our future goals are twofold: improved service for our current clients and further expansion of our services nationwide. It is no secret that the instability of the last year led to an increase in gender-based violence across Canada and around the globe. The pandemic brought increased demand for our services, demonstrating the necessity of the organization's continued growth.

Shelter Movers has only been able to get to where it is today with the unwavering support of our collective community. We humbly ask for your continued partnership as we continue to reach this critical juncture in our growth.

Thank you for all that you have given and continue to give, as we work together towards a country where fleeing intimate partner violence is barrier-free.

Danielle Muise
Board Chair



CLIENT TESTIMONIAL

"I AM SO GRATEFUL FOR SHELTER MOVERS. THEY HELPED ME ACCOMPLISH A MOVE I HAD WANTED TO DO FOR FIVE YEARS. THE DAY I WAS SO AFRAID OF FOR ALL THOSE YEARS, WAS MADE LESS STRESSFUL AND CONFRONTATIONAL THAN I HAD ANTICIPATED. YOU WOULD NEVER KNOW THAT THE TEAM THAT SO GRACIOUSLY HELPED ME WERE VOLUNTEERS. THEY WERE THAT GOOD AND EFFICIENT. THE SECURITY THEY HIRED WERE AMAZING AND HELPED ME FEEL MORE SECURE. SHELTER MOVERS ARE A WONDERFUL ORGANIZATION THAT HELPS PEOPLE HAVE A NEW START THAT MAY HAVE BEEN PREVIOUSLY OUT OF REACH."



IMPACT

3,699
ALL TIME TOTAL
NUMBER OF MOVES

STRATEGIC PLAN (2022 - 2025)

Shelter Movers has set ambitious growth plans that will take it from a grassroots, charitable organization operating in numerous regions, to a truly established, national organization. The following strategic objectives serve as the roadmap to achieving Shelter Movers' desired outcomes:

1 OPERATIONAL FOUNDATION

Building a strong foundation is important for two primary reasons. It establishes a culture of trust, confidence and motivation in all members of the organization to achieve a focused goal. Secondly, it provides the stability and resilience required to continuously improve and ultimately scale Shelter Movers' core services.

2 GROWTH FRAMEWORK

Growth can include extensions of existing chapters, expansions (i.e. creating new chapters), new teams or functions. The growth decision making process must be robust, transparent, and consistent. A framework is required for evaluating the expansion process to ensure new chapters are set up for success.

3 LONG-TERM RESILIENCE PLANNING

Charities are susceptible to fluctuating donations and external factors. By establishing long term resilience measures such as funding models, partnerships, and social enterprise activities, Shelter Movers can address vulnerabilities, increase certainty, and ensure impact.



IMPACT

1,549
CHILDREN MOVED



CHAPTER HIGHLIGHT

**OCTOBER 2021 : SHELTER
MOVERS GREATER
TORONTO** EXTENDED ITS
SERVICES TO PEEL REGION,
SUPPORTING SURVIVORS IN
MISSISSAUGA, BRAMPTON,
AND CALEDON AREAS.

A JOURNEY OF HOPE AND MOVING FORWARD A SURVIVOR STORY

“Aluoch” was working at a bank in Nairobi when she decided to leave everything she knew behind for a chance at safety. With only two suitcases in hand and a phone in her back pocket, Aluoch and her son made the courageous 18 hour flight from Kenya to Canada to escape her abusive partner.

In July 2019, Aluoch arrived in Canada riddled with fear and excitement. But it didn't take long for her to ask herself the dreaded question, “did I make the right decision?” Although shelters all over Canada were narrowing their capacity by the minute, a family shelter for immigrants to Canada found space for Aluoch and her child.

“It's not your home at the end of the day,” she says. “It's only really a roof over your head. It's a big sacrifice.” But, along with that big sacrifice, came a network of women experiencing the same thing. “I felt like I was walking in these other women's shoes. I was so glad to have met them (in the shelter) when they had crossed to the other side of their trauma.”

Beyond therapy and completing a program at the City Adult Learning Center, Aluoch joined Shelter Movers as a volunteer Move Coordinator to help her settle into the city, and heal from her abuse. Not only did volunteering provide her work experience in Canada, but she discovered that the role was a quick way to learn to navigate the city.

“Now when I'm traveling (around the city), it feels familiar. I know the city based on the moves I did and coordinated.”

Aluoch's decision to start over wasn't easy and required a lot of resources to make it happen. If Shelter Movers was available in Kenya the barriers to leave would have been eliminated and she would have been able to start her new life sooner. Through her volunteering at Shelter Movers, Aluoch shares a message of hope to other women who may be experiencing similar situations of violence in their own homes.

“Don't shy away from telling people what you're going through. If you keep quiet, you won't find a solution,” she says.



IMPACT

**29,360
MOVER HOURS**



NATIONAL HIGHLIGHT

NOVEMBER 2021: SHELTER MOVERS MET WITH THE HONOURABLE MARCI IEN, THE NEW FEDERAL MINISTER FOR WOMEN AND GENDER EQUALITY AND YOUTH TO DISCUSS THE WORK WE ARE DOING ACROSS THE COUNTRY.

THE RIPPLE EFFECT OF THE HOUSING CRISIS

Cities all over Canada are in the throes of an unprecedented housing crisis. Between 2021 and 2022, the average home price increased by 20% due to historically low interest rates and short supply. At the same time, the average monthly rent was also on a steady upswing as more and more potential homebuyers were priced out of the market. This lack of housing affordability and availability has resulted in additional barriers for women experiencing violence to leave their abuser.

The increase in gender-based violence during the COVID-19 pandemic has been well documented. Shelters reported an increase in the number of crisis calls and requests for support or services for survivors. Shelter capacity was also greatly impacted. According to Statistics Canada, on the snapshot day of April 14, 2021, 70% of women were turned away because the shelter was considered full.

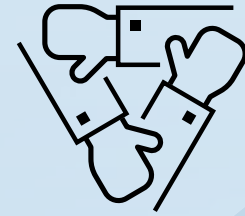
For women who reside in the shelters, their stays are now lasting longer and longer. Nearly 1 in 5 (19%) short-term shelters reported an average length of stay that exceeded the mandated three months. For Shelter Movers, this means extended storage periods.

“What used to be weeks-long stays at emergency shelters are often months long, because there is simply nowhere for residents to go. In some cases, we will hold survivors’ stuff for well over a year before they can find a place, and are able to leave a shelter,” says Marc Hull-Jacquin.

The rising cost of living and continued financial instability has left many women more reliant on their partners in general. Now, with the added stressors of the housing market, women are forced to make the decision between two evils: returning to their abuser or the risk of homelessness.

Shelter Movers helps fill a critical gap adjacent to the housing crisis. When survivors use our services they do not incur the cost of moving, or storage, allowing them to allocate those dollars to more essential living expenses. Our network of reliable storage facilities allow us to keep our clients’ cherished belongings for longer, in hopes of giving them the autonomy to choose safety.

In addition to providing the only service of its kind in Canada, Shelter Movers offers an extended network of support for survivors of gender-based violence. In collaboration with our staff, volunteers, community / corporate partners, and individual donors, we are confident that we can move forward together, and rise to the exceptional challenges presented by the Canadian housing crisis.



IMPACT

2,065
ALL TIME TOTAL
NUMBER OF
VOLUNTEERS



CLIENT TESTIMONIAL

“SHELTER MOVERS WAS SUCH A LIFE-SAVING STRESS RELIEF. THEY LOADED AND UNLOADED ALL OF MY STUFF AND WERE SO KIND AND HELPFUL. I CRIED FROM OVERWHELMING GRATITUDE AS I FOLLOWED BEHIND THE TRUCK. WHAT AN AMAZING SERVICE TO OFFER WOMEN LEAVING UNHEALTHY SITUATIONS. IT’S NICE TO KNOW, EVEN WHEN YOU FEEL LIKE YOU’VE GOT NO ONE, THERE’S PLACES AND PEOPLE READY TO SUPPORT YOU IN MOVING TO A BETTER LIFE.”

VOLUNTEER SPOTLIGHT

After completing 47 moves in just under a year, Cherlyne, a Lead Mover with Shelter Movers, shares a memory from her volunteer experience:

"I worked with a client that was living in a shelter with her young daughter. When she initially left her abusive household, she hadn't been able to bring any of her belongings with her, and was afraid of going back alone. The shelter staff contacted us [Shelter Movers], and we accompanied her back to the home that she had shared with her abuser.

I remember being in the car with the client on the way to her previous residence. While I explained the move process, and how we would pack her belongings, I remember her nodding, and trying to stay strong in anticipation of getting this move done ... but her eyes were filled with tears and her hands were shaking.

When our team arrived, we took care of everything. We packed up her clothes, her photos, her documents, and her daughter's toys. As we drove away, it was like she had become a new person. In the car, she was laughing and sharing stories, showing us pictures of her daughter, and telling us about her family. When we brought her back to the shelter, her little girl was waiting. We had all of her toys and stuffed animals ready for her, and you could just see the relief on the client's face. All the stress, anxiety, and fear in her eyes during the initial drive were gone. She could close that chapter of her life. As we said our goodbyes, I knew I had just witnessed the most wonderful, heartwarming experience of a mother being given back her autonomy to restart her life with her daughter by her side."



IMPACT

193
REFERRING
AGENCIES



CHAPTER HIGHLIGHT

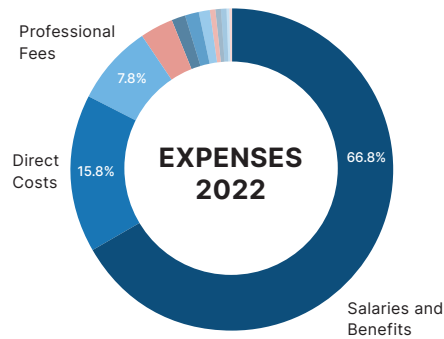
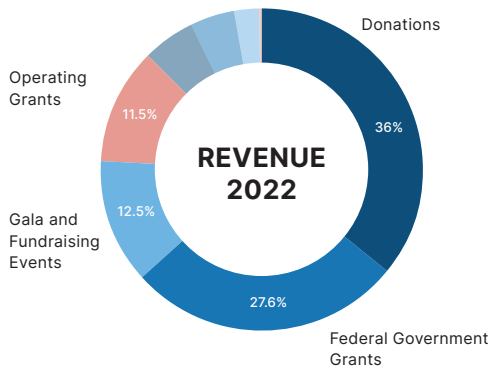
JANUARY 2022: DESPITE THE DANGEROUS IMPACTS OF THE TRUCKER CONVOY, **SHELTER MOVERS OTTAWA** REROUTED MOVES WITH ADDITIONAL PROTOCOLS TO CONTINUE MEETING THE NEEDS OF SURVIVORS.

FINANCIALS

Audited Financial Statement as of March 31, 2022

REVENUE	2022	2021
● Donations	\$810,420	\$758,401
● Federal Government Grants	\$620,597	\$443,069
● Gala and Fundraising Events	\$280,137	\$9,898
● Operating Grants	\$259,429	\$131,029
● Municipal Government Grants	\$119,693	\$119,277
● Provincial Government Grants	\$101,345	\$67,000
● Government Assistance	\$57,216	\$297,747
● Interest Income	\$581	-
TOTAL	\$2,249,418	\$1,826,421

EXPENSES	2022	2021
● Salaries and Benefits	\$1,472,914	\$965,157
● Direct Costs	\$347,743	\$215,450
● Professional Fees	\$172,440	\$66,868
● Office Supplies / Telephone	\$75,071	\$36,699
● Legal Fees	\$32,143	-
● Rent	\$28,695	\$9,978
● Advertising	\$22,867	\$9,041
● Gala and Fundraising	\$14,278	\$4,324
● Donation Processing Fees / Bank Charges	\$14,269	\$9,360
● Insurance	\$11,319	\$2,419
● Audit Fees	\$9,697	\$5,138
● Travel	\$3,048	\$32
● Amortization of Capital Assets	\$268	\$361
TOTAL	\$2,204,752	\$1,324,827
Excess of revenue over expenses	\$44,666	\$501,594



To view the complete Audited Financial Statement please visit our website.

www.sheltermovers.com/financial-statements

CLIENT TESTIMONIAL

"THE SERVICES WHICH SHELTER MOVERS PROVIDED WAS ABSOLUTELY INVALUABLE TO ME DURING A VERY DIFFICULT TIME IN MY LIFE. THEY WERE KIND, GENUINE AND VERY PROFESSIONAL. THE MOVERS WENT ABOVE AND BEYOND TO CREATE AN ATMOSPHERE THAT MADE ME FEEL SAFE AND REASSURED, AND THEY WERE INCREDIBLY EFFICIENT AND FAST IN THE MOVING PROCESS. THE IMPACT OF A FEW HELPING HANDS IS IMMEASURABLE. THANK YOU FOR EVERYTHING THAT YOU DO."



IMPACT

830
VOLUNTEERS
RECRUITED

SPONSORS AND PARTNERS

Shelter Movers is deeply grateful for the generosity of our donors. It's through the support of our cherished partners, and every individual person that believes in our mission, that we have been able to support women and children on their journey to a life free of abuse. Every survivor that reaches out to Shelter Movers depends on our staff and volunteers to provide moving and storage service to ensure their safety. We would not be able to complete our work without our donors. Shelter Movers would like to thank every corporation, foundation, and community member who has allowed us to champion change for survivors fleeing gender-based violence in communities across Canada. **Thank you for making a positive difference for so many lives!**

CORPORATE PARTNERS

AAI Corporation

Annapolis Cider Company

Baker Tilly WM LLP:
Chartered Professional
Accountants

Budge Studios

Carson Dunlop

Dervaitis Loch Law

Desjardins Group

Dion Comfort: Residential
& Commercial HVAC
Ottawa

Economical Mutual
Insurance Company

Elte Furniture

Emera Incorporated

Financeit Canada

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Greenwin Corp

Heartland Farm Mutual

IMPACT Ottawa Real
Estate Team

Insurance Institute of
Ontario - Conestoga
Chapter

Jeda Industries Inc.

JP Gravel Construction Inc.

Kataka Medical
Communication

Kindred Credit Union

Larrek Investigations

Life Clinic Laserbody Inc.

M BOUTIQUE

MacDonald & Associates

McKellar Structured
Settlements Inc.

MNP LLP

Nalini Deonarine AGF
Investments Inc.

Rainbow Development
Holdings Ltd.

RD Law Professional
Corporation

REMAX Hallmark The
Richards Group

Selmar Real Estate Group

Stewart McKelvey

Stillwater Consulting Ltd.

Strigberger Brown

Armstrong LLP

Sutton Group Wallace
Taylor

The Chiropractic Loft

The Church Brewing
Company

The PR Department

Tourangeau Mechanical

Weston Wood Solutions

Yogatown

FOUNDATIONS AND NOT-FOR-PROFITS

100 Women Who Care
Waterloo Region

2 A Billion

Benefaction

Burgetz Family Foundation

Canada Post Foundation

Community Foundation of
Ottawa

Dr. Ann Worth Charitable
Foundation

Enterprise Holdings
Foundation

Fonds de Bienfaisance

des employés de Montréal
Bombardier Aéronautique

Gitel People Foundation

Gore Mutual Foundation

H.O.P.E. Volleyball

Summerfest

REFERRAL PARTNER

“THANK YOU SO MUCH FOR THE IMPORTANT AND ESSENTIAL WORK THAT YOU DO. I HAVE FORGOTTEN HOW IT WAS EVEN POSSIBLE FOR US TO SERVE RESIDENTS WITHOUT HAVING SHELTER MOVERS’ SUPPORT.”



CHAPTER HIGHLIGHT

**FEBRUARY 2022 : SHELTER
MOVERS WATERLOO
CELEBRATED ITS 100TH
MOVE MILESTONE!**

Hodgson Family Foundation
 J. and W. Murphy Foundation
 Jerco Foundation
 Levante Foundation
 McIndless Family Foundation
 MeVyou Challenge
 Moez & Marissa Kassam Foundation
 Nova Scotia Insurance Women's Association
 Ontario Realtors Care Foundation
 P & L Odette Charitable Foundation
 Paul W. O'Leary Foundation
 RBC Foundation
 Reaching Home
 Seedlings Foundation
 Starbucks Foundation
 Tamara Foundation
 TD Private Giving Foundation
 TELUS Friendly Future Foundation
 The George Lunan Foundation
 The Hodgson Family Foundation
 The Michael McLean Foundation
 The Roof Garden Foundation
 The Sydney and Florence Cooper Family Foundation
 The Tenaquip Foundation
 The Young Women's Christian Association of Moncton Inc.
 TJRJ Fund at the Jewish Foundation of Greater Toronto
 UPS Foundation

Walden Family Foundation
 Walker Wood Foundation
 Wallenstein Feed Charitable Foundation
 Who Gives Fund
 Zonta Club of Toronto

GOVERNMENT PARTNERS

BC Civil Forfeiture (Provincial)
 City of Ottawa Sustainability Funding (Municipal)
 Ministère de la Justice - FAVAC (Provincial)
 Ontario Trillium Foundation (Provincial)
 The Corporation of the City of Cambridge (Municipal)
 The Minister of Health and Social Services (Provincial)
 Women and Gender Equality Canada (Federal)

STORAGE PARTNERS

Access Storage
 Advanced Storage Centres
 Apple Storage
 BigSteelBox
 Bluebird Self Storage
 ContainerWest Manufacturing Ltd.
 Depotium Mini-Entrepôt
 Doane Road Storage
 Dymon Storage
 Fireman Movers Storage
 Metro Self Storage
 Mini Mall Storage
 Montreal Mini-Storage
 Primo Storage
 Smart Stop Storage
 Spaces Self Storage

StorageMart
 StorageVault Canada
 Telson Road Mini-Storage
 Windmill U-Store it
 XYZ Storage

SECURITY PARTNERS

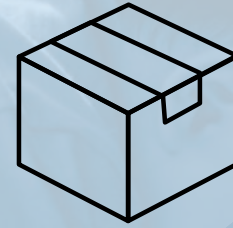
A.S.P Security Services
 Dans La Foule Inc.
 GardaWorld Security Company
 Genesis Security
 JOLCAR Security Services
 Vigilant Security Services

MOVING PARTNERS

Déménagement Outaouais Moving Inc.
 Fireman Movers
 Macho Movers
 Maritime Pro Movers
 Meldrum the Mover Inc.
 Martel Express Montréal Inc.
 Power Movers
 Two Small Men with Big Hearts Moving Co.

VEHICLE PARTNERS

Avis Budget Group
 Bristol Car and Truck Rentals
 Discount Rentals
 Enterprise CarShare
 Enterprise Rent-a-Car/
 Enterprise Truck Rentals
 Jamieson Car & Truck Rental
 Location Légaré
 Modo Carshare
 Penske Truck Rental



IMPACT

**1,468
 MOVES
 COMPLETED**



CHAPTER HIGHLIGHT

MARCH 2022 : SHELTER MOVERS VANCOUVER HOSTED A PANEL DISCUSSION FOR NON-PROFIT LEADERS ON THE TOPIC OF THE SHADOW PANDEMIC, BRINGING TOGETHER EXPERTS IN THE FIELD WHO DISCUSSED THE RESULTING RISE IN FEMICIDES ACROSS CANADA.

INDIVIDUAL DONORS

A special thank you to our monthly donors. Monthly gifts provide much needed financial stability and make an enormous difference in the lives of survivors. Your kindness is part of the collective impact needed to provide security and safety well into the future.

MONTHLY DONORS

Ryan Aspinall
 Kathryn Babcock
 Michael Bailey
 David Bergstrom
 Ryan Bird
 Cara Brown
 Sarah Carney
 Genevieve Caumartin
 Bled Celhyka
 Stephanie Chan
 Julia Cochrane
 Robert Collins
 Carmon Dangerfield
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 Emma Reid
 Emily Rushton
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 Samuel Shields
 Magdalena Szumilas
 Paul Taylor
 Christina Topp
 Monique Tschofen
 Tina Vahn
 Carolyn Vranesic
 Steve Wahl
 Brenna Winter

PRIME MOVERS - \$5000+

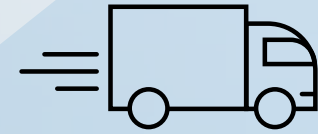
Paul Ebner
 Paul and Judy Huyer
 Natalie MacDonald
 Paulette O'Leary
 Eric Siegel
 Mikey Slivka
 Yona Zukerman

\$1000 - \$4999

Sarah Birch
 Cathie Brayley
 John Campbell
 Chung Cheong
 Garry Comber
 Sophie Cunningham
 Suresh Doss
 Tracey Evans
 Geoffrey Foster
 Julie Girvan
 Karen Gray
 Fraser Howell
 Meghan Hull-Jacquin
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 Jennifer and David Pelletier
 Alexander Profeit
 Evan Risko
 Bonnie Salsman
 Chris Sauvé
 Graham Smith
 Anne Spinks
 Susan Stadnyk

\$500 - \$999

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 Eric Valiquette
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 Kristen Burgetz
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 Barry Olshen
 Dean Olund
 Jo-Anne Ryan
 Dan Saikaley
 John Sansom
 Erin Smith
 Christine Temple
 Marlène Vézina
 Jon Westeinde



IMPACT

122
MOVES PER
MONTH



IMPACT

541
KILOMETERS FOR THE LONGEST
MOVE THIS FISCAL YEAR:
MONTRÉAL TO TORONTO



SHELTER
MOVERS



TRANSIT
SECOURS

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