



BATTEREDWOMEN'S
SUPPORTSERVICES



Safety Changes Everything

IMPACT REPORT

APRIL 2023 - MARCH 2024



TERRITORIAL ACKNOWLEDGEMENT

Battered Women's Support Services is privileged to operate and serve on the unceded, stolen homelands of the $x^w m \theta k^w \acute{a} y \acute{a} m$ (Musqueam), Skwxwú7mesh (Squamish), and Sə́íl̓wətaʔ (Tsleil-Watuth) Nations of the Coast Salish peoples. We express gratitude to the Nations for their stewardship of these lands since time immemorial.

MESSAGE FROM OUR BOARD

2023 has been a landmark year for BWSS, one defined by growth, resilience, and deepened impact in our fight to end violence against women and gender-based violence. As a board, we have witnessed the incredible strides made in supporting survivors, particularly through our new housing initiative, which has become a cornerstone of our efforts to provide safe, stable environments for women fleeing violence. This year has not only been about providing immediate support but also about driving long-term social change. Our second-stage transition housing program, combined with our comprehensive services, including the crisis line, support groups, employment programs, training and the work at the Justice Centre at BWSS, offer survivors the security and empowerment they need to rebuild their lives and regain their independence.

Our financial strength has played a crucial role in making these achievements possible. Thanks to the unwavering commitment of our government and donor partners, as well as our social enterprises, we've been able to achieve financial independence and ensure the sustainability of our operations. This financial resilience has enabled us to deepen our service provision, meet the rising demand for support, and advocate for systemic changes that challenge the root causes of violence. It's not just about keeping the lights on—it's about creating a lasting infrastructure that will continue to support women in need for years to come. Our ability to raise funds effectively, even in a challenging economic climate, speaks to the trust and dedication of our community.

The heart and soul of BWSS, however, are the incredible volunteers and staff who bring our mission to life every day. Our volunteers work tirelessly, offering their time and compassion to help survivors on their journeys toward safety and healing. Whether responding to crisis calls or supporting our outreach efforts, they have been essential in ensuring that no woman faces violence alone.

Our staff, with their expertise and deep commitment, have continued to deliver life-saving services—from trauma and violence-informed care and legal advocacy to housing and safety planning. Their unwavering dedication to the women we serve has been a driving force behind everything we've accomplished this year.

As we look back on this year, one thing is clear: BWSS's sustainability is not just financial; it is deeply rooted in our ability to centre victims-survivors in everything we do. Every decision we make as a board is guided by our commitment to keeping the voices, needs, and safety of victims-survivors at the forefront. The partnerships we have built—with volunteers, donors, government, and community organizations—are all focused on creating real, lasting change. We remain committed to driving the social change necessary to end violence against women and gender-based violence, and we are proud of the role BWSS continues to play in challenging the systems that allow such violence to persist.

Looking ahead, we are filled with gratitude for the collective effort that has brought us this far. To our volunteers, staff, government partners, and generous donors, thank you. Your contributions have made an undeniable impact on the lives of the women we serve, and together, we are building a future where every woman can live free from violence and fear. The work is far from over, but with your continued support, we will keep pushing forward, ensuring that BWSS remains a beacon of hope, safety, and empowerment for all. Together, we are making lasting change, and together, we will continue this vital work.

Jennifer J.

Jennifer Johnstone
Chair,
Board of Directors



VISIONARY EMPOWERMENT PERSONIFYING CHANGE DETERMINED

ONE OF A KIND INTEGRITY RELENTLESS ENTREPRENEURIAL

LEADERS

SAFETY

TRUTH

STRONG

HEALING

POWERFUL

TRUST

FIERCE

PASSION

CREATIVE

BADASSED

TAKES ACTION

POWER BACK

INTERSECTIONAL

DELIVERING HOPE

FEARLESS

COMMUNITY

LIKE NO OTHER

WORDS THAT DEFINE US

THE REALITIES OF GENDER-BASED VIOLENCE



44% of women who have ever been in an intimate partner relationship –around 6.2 million women and girls aged 15 and older–reported experiencing some form of psychological, physical, or sexual violence in the context of an intimate relationship in their lifetime.

Statistics Canada, 2018

This reporting year, the alarming prevalence of intimate partner violence remained evident. While these numbers paint a stark picture, they fail to fully convey the immense suffering endured by each woman and girl. Each statistic represents a life impacted by isolation, fear, injury, and, in some horrifying cases, death. Behind these numbers are real faces, and it is only through collective action that we can truly make a difference.

The impact of gender-based violence particularly intimate partner violence, extends far beyond what can be captured in data.

The emotional, psychological, and physical toll faced by victims-survivors is profound, with many victims living in constant fear and isolation. The trauma leaves lasting scars, impacting every aspect of a survivor's life. Each number in these statistics is a reminder of the pain and challenges these women face, but they also represent stories of resilience, strength, and survival.

Our efforts to eliminate violence against women and gender-based violence have been strengthened by the unwavering support of our community and donors.

EVERY NUMBER HAS A FACE



**THIS YEAR, OUR INCREDIBLE
VOLUNTEERS AND STAFF RESPONDED
TO 52,649 REQUESTS FOR SERVICES
ACROSS ALL PROGRAMS.**

Even though we scaled back our 24/7 crisis line to regular pre-COVID service, the number of victims and survivors calling our crisis line continues to exceed previous numbers.

33,280 CALLS RECEIVED

Providing crucial emotional support, information, and advocacy to those in immediate need

As we reflect on these statistics, it is essential to recognize that behind every figure is a survivor whose life has been forever changed. The progress we have made in supporting each woman, girl, and gender-diverse person would not have been possible without the solidarity and compassion of our community. We are deeply grateful to each donor, volunteer, supporter, and funder who has stood with us in this work. Your continued involvement allows us to not only provide critical services but also advocate for systemic change to prevent future violence.

14,163 SAFETY PLANS COMPLETED

Completed through our interactive safety planning tool, helping victims-survivors to take back their power

Together, we have made a profound difference. But there is still much work to be done. With your ongoing support, BWSS will continue to advocate for survivors, provide life-saving resources, and work towards a future free of violence. Thank you for your dedication to this effort.

THE POWER OF SUPPORT GROUPS

Isolation from friends, family, community support, and resources is used by abusive partners to cut off victims-survivors from support networks as a power and control mechanism. Support groups have the power to provide emotional support and education, challenge systemic oppression, address injustices, and affect individual and social change.

We are particularly motivated to create new alternatives for delivering specialized support groups that address the complex needs of people who have experienced multiple traumas. To support girls and women in breaking the silence, we have created a safe, nonjudgmental structure where girls and women find a voice, break isolation, and ultimately heal. All our support groups are co-facilitated by trained members of the BWSS team.

Modelling equality through co-facilitation helps demonstrate how power can be shared.

Modelling equality and sharing power is a transformational process that runs contrary to the power and control women experience in their abusive relationships. We are firm believers in the power of support groups and structures designed to provide emotional support and education, challenge systemic oppression, address injustices, and, ultimately, affect individual and social change.

Over the years, through applying knowledge, we have developed specialized curricula for support groups to address the diverse cultural needs, the different forms of gendered violence that girls and women experience as well as to address the multiple traumas that women experience as a result of gendered violence, one of them being sexual violence.

THIS YEAR WE PROVIDED
4,224 SUPPORT GROUP SESSIONS,
AVERAGING 18 PARTICIPANTS AT
EACH SESSION.



Of the victims-survivors who attend our support groups, 80% report experiencing sexual violence either historically in the form of incest, as youth through date rape or within their abusive adult relationships. We have integrated different interventions and therapeutic practices to create a therapeutic structure that can be enriching and transformative.



WHEN WOMEN SPEAK OUT

For many victims-survivors of intimate partner sexual violence, there is a strong feeling of injustice, which can, at times, be overwhelming and can hinder healing. The majority of girls and women who experienced gendered violence and who seek our support have endured numerous victim-blaming messages. These instances of victim blaming frequently morph into shame, guilt, self-blame, and —ultimately— secrecy. We have found that one of the main barriers for women survivors of sexual violence is “to defeat secrecy and speak out”.

In our experience, when women speak out, they usually begin by sharing their story with a friend or a family member. More often than not, these people encourage the girl or woman to maintain her story “secret”. Once a girl or woman is able to reach out for support, she has already navigated a social structure that has shot her down, with all likelihood, more than once. Through our specialized groups for women survivors of intimate partner sexual abuse, we invite girls and women to explore what are the messages that people send about women and girls who have been sexually abused and how these ideas affect them. We invite the group participants to have conversations through a verbal and non-verbal process, such as art therapy.

OUR SUPPORT GROUPS

In our work, we are eager to integrate trauma theory, bodywork, art therapy, and narrative therapy, among other approaches. Our multiple approaches are designed to provide the space for girls and women to stand in their own power and enter their transformative journey.

At BWSS, we are certain of the effectiveness evidenced through the different ways we work with victims-survivors who seek healing and justice. It remains true that women sharing their stories in the safe, structured setting of a support group is a powerful way of breaking the silence and transforming women's stories of injustice into skills and knowledge that not only contribute to the transformation of the women themselves but also to the transformation of ourselves as therapists, counsellors, support workers and volunteers and the larger society as women apply their newfound or reclaimed skills into their lives with their children, families, co-workers and beyond.

In our work as group facilitators, we facilitate the re-telling of women's stories by knitting them together and finding common themes that grow organically into a web of skill, knowledge, and expertise. This expertise has contributed to the transformation of individual lives, families, and communities.

We are honoured to continue the tradition started 45 years ago with the following support groups:

**Healing Connections
(Drop-In Support Group held
every Tuesday)**

**Wildflower Women of Turtle
Island Drum Group
(held weekly)**

**Healing from Trauma through
Empowerment Stage 1 and 2**

**16 Steps for Empowerment and
Discovery**

**Healing and Empowerment
for Black Women**

**Latin American Women's
Support Group**

**10-Week Support Group for
Empowerment**

**Healing our Bodies and
Ourselves**

NAVIGATING LEGAL SYSTEMS WITH SURVIVORS



99% of the survivors accessing the Justice Center at BWSS report that they feel supported, more able to understand the legal system, able to access support in their own language, and feel they have more skills and knowledge to self-represent/or communicate their needs to their lawyer. In addition, survivors have shared that they feel more prepared and confident to navigate the legal system.

The Justice Centre at BWSS opened with a new name on April 1, 2023, and this is a community-based legal advocacy clinic providing trauma and violence-informed, multilingual, and culturally responsive legal advocacy services for diverse women who have experienced violence in BC. The Justice Centre at BWSS is a comprehensive legal advocacy clinic. It is a centre for survivors, created in response to the urgent need to address systemic barriers that prevent women and gender-diverse people from accessing legal services and obtaining fair and just outcomes. It has been carefully designed to address the increasing needs of the community and is a powerful tool for empowering survivors and promoting justice.

The Justice Centre at BWSS has opened up incredible opportunities, including ensuring that the issue of intimate partner and/or sexualized violence is taken into consideration throughout the entire legal process to working towards ensuring that the legal system is accountable to survivors by advocating with police, lawyers, and others who work within the legal system; to improve legal response to women who have experienced intimate partner violence; to lobby for the right for women to have adequate and secure legal aid and social assistance. Our overarching goal is to advance gender and racial justice in the legal system and, more broadly, in Canada.

We work on full representation files and support women at hearings and throughout the trial process, including full trial prep. When they are self-represented, we attend a range of hearings with survivors. We regularly accompany survivors to lawyer's appointments. Legal advocates attend court mediations with survivors they support, as well as court accompaniments for immigration, family, and criminal court dates. We attend meetings with the Ministry of Child and Family Development when there is a threat of child apprehension or court for child welfare files, along with supporting survivors with information and referrals to lawyers and other support services both internally and externally.

We have a specialized legal advocate focusing on immigration who assists survivors with immigration issues affecting their status in Canada or who are at risk of deportation. Our main areas of focus for immigration are *family violence temporary residence permits, human trafficking temporary residence permits, refugee-protected person applications, and humanitarian and compassionate applications.*

We have a specialized legal advocate focusing on supporting Indigenous women and family members navigating the child welfare system, family court, missing persons, criminal charges, and Indigenous issues and law.

We have a specialized legal advocate focusing on family law and child welfare law, supporting survivors with all levels of this process from document, production, protection orders, without notice appearances, trial prep and court appearances.

Other areas that the legal advocates assist in but less frequently include Criminal, Mental Health, Wills/Estates, Human Rights, Consumer, Employment, etc.

2,159 SURVIVORS

Provided with legal advocacy

107 HEARINGS

Involved our specialized legal advocates

Court accompaniments for survivors are available 5 days a week, and we receive requests daily from survivors for this support service. Survivors who are dealing with complex trauma and dealing with the intersection of oppression and violence receive support around legal advocacy, court information, and assistance during accompaniments.

We run an average of two family law clinics monthly with external family law lawyers, where an average of eight survivors are supported.

The three biggest challenges the legal advocates have been facing in their work supporting survivors are as follows:

- The legal advocates are receiving more requests from survivors dealing with an intersection of both immigration and family law, family law and criminal law, or family law and child welfare law. This creates double the work and time for any legal advocate on a full representation file and creates additional barriers to how we approach the work, which is tackled first and how to strategize for both levels of the system involvement without jeopardizing either.
- Family law trials seem to be set for longer periods of time. We are currently seeing trials set for 10, 14, or 20 weeks. Often, these longer trials are considered high-conflict cases due to the history of domestic violence and the multiple applications or appearances preceding the start of the trial.
- Legal aid is not funding those trial dates, and lawyers are hesitant or not willing to work on the file at all due to the fear of being held to the file upon trial. More survivors are forced to self-represent against their abusive partner or against a lawyer if the abusive partner can afford one, which means women are less prepared and are often experiencing more trauma.
- Due to this fact, our legal advocates are taking on more full representation files to support women who are self-representing, which means attending a full trial, taking notes, and, at times, addressing the court. Also, legal advocates must provide translation, do all trial prep, create direct and cross-questions, prepare witnesses, find experts, issue subpoenas, and write closing submissions and applications that come up during the trial. All within a small number of hours a week, a full representation file for a 20-day provincial court trial can be more than 100 hours a week of preparation and deliverable time, which is near impossible for legal advocates to meet, yet is it necessary to help support survivors access to a fair trial.





Our Justice Centre team provided an average of 15-20 appointments to survivors daily. Eight survivors a month have been able to access free legal advice through our family law legal clinics, and we are planning to increase this over the coming months with our partnership with Legal Aid BC.

We continue to highlight that we are seeing an increased number of abusive partners choosing to self-represent and be able to cross-examine or communicate directly with survivors for hearings, applications, and trials. This issue is happening often and many times per year, which each time is re-traumatizing for survivors.

We continue to take action to make visible the necessity of holding abusive partners accountable in family law proceedings to protect survivors from constantly being re-exposed or re-traumatized by abusive partners who use their power to run their own trials and cross-examine survivors.

17 PUBLIC LEGAL EDUCATION SESSIONS PROVIDED TO 240 PEOPLE

The topics include: Family Law 101, Navigating Family Law, immigration 101, Criminal Justice System, Protection Orders, MCFD/CFCSA 101, and our community-based research report Colour of Violence: Race, Gender & Anti-Violence Services



AWARE PROGRAM: EMPOWERING WOMEN THROUGH EMPLOYMENT

Why is AWARE important?

As a part of our ongoing commitment to ending violence against women, BWSS offers a specialized, progressive employment program that supports women who have experienced violence and abuse in their lives to move toward independence and self-reliance.

Advancing Women's Awareness Regarding Employment (AWARE) is a program that supports women in achieving not only financial independence but also freedom.

AWARE is a specialized trauma and violence-informed program for women who have experienced violence and/or abuse in their lives. The AWARE program adheres to a holistic approach, offering employment-related skills training, volunteer placements, career exploration and other activities related to individual employment goals.

The program allows women to identify barriers to employment and manage those barriers to obtain employment. Women come from all different areas and stages of their lives. Some women are still in the process of leaving an intimate partner or violent relationship. Others are out of the cycle of abuse and moving through their goals. Some women may not know what direction to go; others have a goal in mind but just need guidance to bring it to fruition.

This year, we have been able to support over 900 women in the employment program.

Support women in achieve jobs, education, and work experience across all communities; Abbotsford, Surrey, Burnaby, and Vancouver, just to name a few.

In total, women have been able to receive more than \$38,300 in tuition cost alone.

**“I COULD HAVE NEVER DONE
IT WITHOUT THE SUPPORT OF
MY EMPLOYMENT
COUNSELLOR, FOREVER
GRATEFUL FOR HER.”**



We are so proud of the achievements of every woman who accesses AWARE, and we continue our work to support survivors on their journey of independence.

The highlight here is that women are empowered and assisted in earning a livable income and getting out of survival mode. In addition, through our community partners, we have also been able to support with tuition costs among those women who need to gain skills to enter the workforce.

Advocating for women is also part of the employment program, where we support women's educational advancement in all industries. Women have also been able to access work experience skills with the Care for Community program, in which women can work in the community to gain experience.

Through the program, women can feel like they can have a chance in our competitive workforce.

Women come from different backgrounds, challenges, and traumas, but AWARE can work alongside them to break down those barriers and allow women to build their communities. Providing hope, empowerment, and healing is just a snapshot of what survivors experience when attending AWARE. We continue to strive for women's independence and success.

**“I AM HAPPY TO COME AND
CLEAN, HELPS ME GET OUT OF
THE HOUSE, PURCHASE SOME
FOOD AND GAIN WORK
EXPERIENCE WHILE OTHER
PEOPLE WON'T GIVE ME A
CHANCE”**

34 YEARS OF SOCIAL ENTERPRISE



Social enterprise is based on sustainability and offers real potential to heal, repair and rebuild from the impacts of globalization, social and environmental erosion, and the exploitation of Mother Earth's resources for profit.

Social Enterprise and the "Triple Bottom Line" is a framework BWSS has used to broaden the traditional measure of business success by considering not just financial outcomes but also social and environmental impacts. In the context of a social enterprise, BWSS has focused on ending violence against women, promoting thrift fashion, and providing training and education while raising funds for services, advocacy, and social change activities.

BWSS operates two social enterprises – Strategic Interventions and My Sister's Closet.

Strategic Interventions designs and delivers workshops and training sessions aimed at educating, healing, and empowering individuals and communities to address the social challenges of our time.

My Sister's Closet is a thrift boutique advancing advocacy for zero waste, eco-fashion and the thrift movement. We enable all genders to access beautiful new and second-hand clothing and locally made artisan creations by women.

HOW DOES BWSS APPLY A TRIPLE BOTTOM LINE?

PEOPLE AND SOCIAL IMPACT:

Both of our social enterprises support initiatives to end violence against women by raising awareness, providing services, providing skill-building programs, professional development, or educational resources that empower people to improve their career prospects and personal growth.

MOTHER EARTH AND ENVIRONMENTAL SUSTAINABILITY:

By promoting thrift fashion, the enterprise helps reduce waste and lessen the environmental impact of fast fashion. This encourages recycling and repurposing clothing, which cuts down on the use of new resources and the pollution associated with garment production. The business contributes to sustainability by advocating for more eco-friendly consumption habits.

REVENUE AND ECONOMIC VALUE:

Any revenue not needed for immediate operational expenses is reinvested into our innovative services and programs. This approach ensures our enterprises remain financially sustainable while also furthering our social and environmental missions.



REFLECTING ON THIS YEAR

We are continuing to realize the original vision of our social enterprise model:

- Remaining consistent with our organizational mission
- Fostering teamwork, collaboration and partnership
- Reflecting our commitment to delivering results
- Promoting and mentoring leadership
- Embracing change, respecting what is working, and integrating new learning
- Viewing problems as opportunities to further our work to address some of the most pressing social problems of our time.

23 YEARS OF FASHIONABLE IMPACT: MY SISTER'S CLOSET AND THE MOVEMENT FOR ECO-THRIFT

For over two decades, My Sister's Closet has stood as a beacon of hope, sustainability, and change. Celebrating 23 years of "thrift fashion to end violence," our lil' eco-conscious thrift boutiques are shaping a unique space in both the environmental, social justice and anti-violence movements. Through our work, we have made a lasting impact not only on reducing textile waste but also on supporting the critical effort to end violence against women and gender-based violence through our work at BWSS.

68,928 POUNDS OF CLOTHING & TEXTILES

Saved from the landfill

\$749,426.60 REVENUE

Generated by two store locations and ecommerce site to support the ending gender-based violence work of BWSS

ENVIRONMENTAL LEADERSHIP IN THRIFT FASHION

My Sister's Closet has long been at the forefront of the zero-waste and eco-thrift fashion movements. We remain committed to sustainability, which is evident by diverting over one million pounds of textiles from landfills since inception. My Sister's Closet prevents thousands of pounds of clothing and textiles from ending up in the trash. This dedication to extending the life of pre-loved clothing significantly reduces environmental harm and exemplifies how fashion can be both stylish and sustainable.

EMPOWERING COMMUNITIES AND SUPPORTING SURVIVORS

The impact of My Sister's Closet extends far beyond fashion. An incredible team of **89 dedicated volunteers** contributed their time to running our two store locations on Commercial Drive and Main Street and our e-commerce site. Together, they helped generate over **\$749,426.60** in gross revenue last year, which goes directly toward key ending violence initiatives.





THE FUTURE OF ECO-THRIFT

As My Sister's Closet continues to champion zero-waste fashion, our work exemplifies how a business can drive positive change in local communities and the broader environment. Our model proves that fashion can be a vehicle for good, merging eco-consciousness with social responsibility. In supporting this work, supporters are not just purchasing clothing but actively contributing to a movement that promotes healing, sustainability, and empowerment.

In its 23rd year, My Sister's Closet shows us that thrifting isn't just about saving money or finding vintage gems. It's about responding to the cause of climate change, supporting victims-survivors, and building a more just and compassionate world.





Our high-quality designer wear and presently very popular vintage pieces are chosen, examined and made ready to wear by a dedicated team of volunteers. You can shop online or drop into our Main Street store to try it on before purchasing. We all want to preserve what is good for pleasurable re-use and save our world from needless throw-aways. I have dedicated and still dedicate two shifts a week to the store to 1) raise \$ to be used in crucial work with women and kids, 2) to put my years of knowledge/ experience to good use, 3) to have the joyful companionship of other dedicated volunteers all working for a common cause 4) to interact with excited customers who say they love our store be it by buying that perfect item or by donating something wonderful that will bring someone else pleasure.

- Lynn, A Matriarchs Supporting Commerce (MSC)





"MSC started their E-commerce store during Covid closures to continue raising critically needed money for BWSS when cases skyrocketed. I'm proud to be a part of what BWSS does by volunteering at My Sister's Closet. I'm a retired fashion designer and merchandiser, and it gives me satisfaction to transform donations by cleaning and repairing them in order to increase their value and ultimately make customers very happy. I work with a tight-knit, dedicated group of women who are also fun-loving. The time flies by!"

- Kim, A Matriarchs Supporting Commerce (MSC)



STRATEGIC INTERVENTIONS

Strategic Interventions designs and delivers workshops and training sessions aimed at educating, healing, and empowering individuals and communities to address the social challenges of our time. This year, we expanded our training offerings with an emphasis on custom training. We now have a beautiful dedicated training space where participants delve into skill-based and theoretically sound training offerings.



"I was extremely grateful for your presentation back in my undergrad studies and now again in my graduate studies. I so appreciate your insight, critical analysis, and discussions of historical context. Thank you for all your devoted effort in the community and advocacy for the safety and wellbeing of women & girls."

"You made the process easy despite the uncomfortable aspect of the topic and information."

The trainer was very personable and provided excellent delivery of the training. Easy to follow on a tough topic. Also, they are very good at keeping getting everyone back on track. I really enjoyed the genuineness of the presentation.

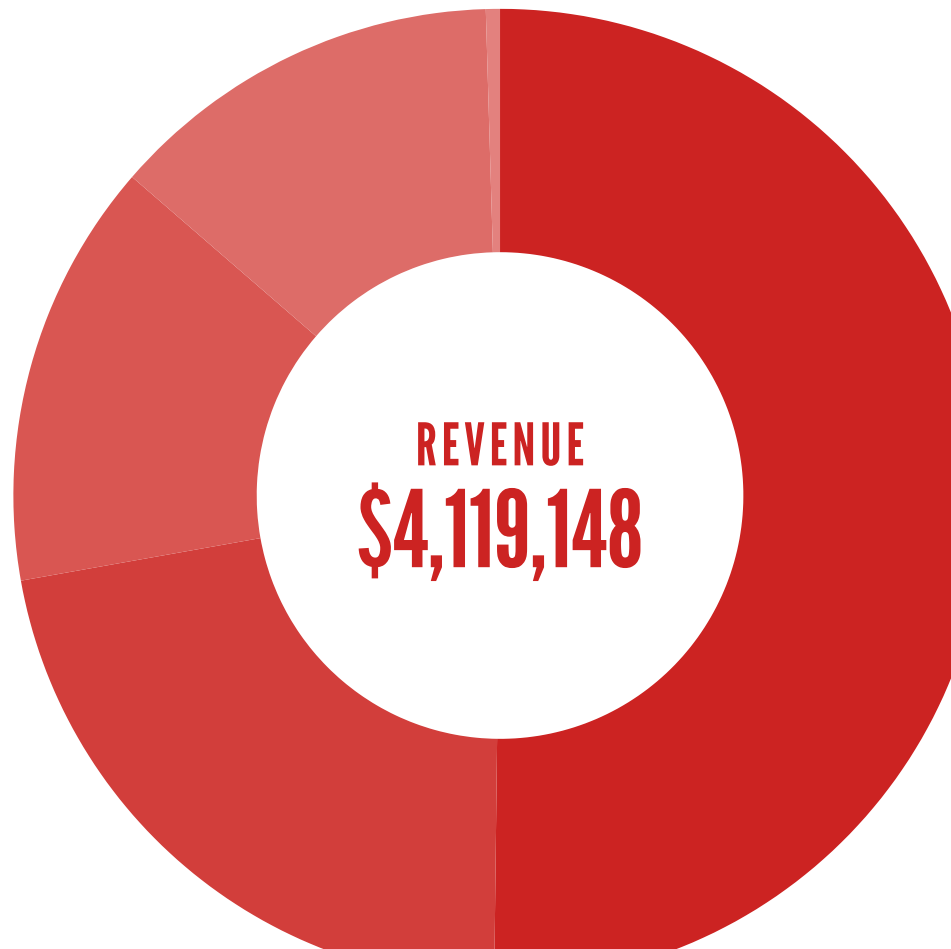
I am taking away SO MUCH KNOWLEDGE – better understanding and better tools. Deep, profound respect for the work that you do!"

"I am taking away renewed enthusiasm for the work and more hope as well as language to communicate and help in client practice. I am leaving behind pessimism."



FINANCES: REVENUE

- **GOVERNMENT GRANTS**
\$2,067,295
 - **FOUNDATION GRANTS**
\$906,504
 - **FUNDRAISING**
\$583,095
 - **MY SISTERS CLOSET**
\$542,732.80
 - **INTEREST & MISC INCOME**
\$19,221
- REVENUE - \$749,426.60
EXPENSES - \$206,693.80



FINANCES: EXPENSES

- TOTAL WAGES & BENEFITS**
\$2,181,422.43
- OPERATING EXPENSES**
\$1,010,094.14
- PROGRAM EXPENSES**
\$927,263.05



PROGRAM EXPENSES

CHILD CARE \$36,140.80
TRAVEL & PARKING \$1,668.91
FOOD & BEVERAGE \$3,092.99
OTHER PROGRAM EXPENSES
& CONTINGENCY \$844,000.00
CONTRACTORS / HONORARIUMS \$20,092.20
VOLUNTEER \$8,638.26

OPERATING EXPENSES

ACCOUNTING & LEGAL \$131,925.00
CONSULTING & ORG DEVELOP \$2,870.35
COMMUNICATION & PROMOTION \$49,610.59
FUNDRAISING \$66,861.00
OFFICE - IT SUPPORT \$37,878.07
OFFICE EQUIPMENT \$26,586.77
CAPITAL CAMPAIGN EXPENSES \$150,223.75
PROGRAM EXPENSE \$93,168.78
PROFESSIONAL DEVELOPMENT \$11,207.55
RENT/STORAGE/UTILITIES \$392,085.39
TELEPHONE & INTERNET 61,306.78

**EXCESS OF REVENUE
OVER EXPENSES
\$368.68**

MESSAGE FROM OUR ED

After reading this impact report, you can see that BWSS has made an incredible impact on the frontlines of addressing violence against women and gender-based violence. At the heart of this impact is the extraordinary collective effort of our communities that we love so much.

Each day, the fierce volunteer and staff team take action to provide life-saving information, safety planning and advocacy for victims and survivors of intimate partner, domestic and sexualized violence. Their dedication and commitment inspire me as together, we stand united alongside women in their most vulnerable moments, offering hope, safety, and a path toward a life free of violence. Our work is far-reaching, but it is felt most deeply in the lives of those we exist to serve—women who have shown tremendous courage in the face of unimaginable violence.

To the thousands who reached out to BWSS this year and in all of the years before and to come, we deeply respect your tremendous courage and perseverance. We are honoured to continue to be a place where advocacy and systemic change are matched in intensity with our commitment to helping end the violence in each of your lives.

Every member of our BWSS team—from crisis line first responders, support workers, counsellors, legal advocates, employment counsellors, and coordinators—brings compassion, skill, and a deep determination to end gender-based violence.

Our volunteers have given meaningful hours of their time to ensure that no caller to our crisis line is left without support, and our staff have gone above and beyond in delivering trauma—and violence-informed care and advocating for systemic change. To our leadership team and board of directors, thank you for your vision, governance, and unwavering support that has guided us through a year of growth and impact.

Together, with you all, we are the change we seek. None of this would have been possible without the incredible generosity of our donors, social enterprise supporters and volunteers, and government and foundation funders. You have enabled us to sustain and expand, ensuring we can continue to meet the ever-growing demand for services. Your contributions are far more than financial gifts—they are lifelines for the women, girls, gender diverse people and families we serve. You have allowed us to create safe spaces, provide legal advocacy, and now move toward offering critical housing solutions.

I am ever so grateful to serve in this incredible association, leaning heavily on analysis from the women who founded BWSS, to highlight that violence doesn't only exist between two people in the context of an intimate relationship but rather it is rooted in history and social structures that permit some people to oppress others. As we look to the future, we carry with us thousands of stories of the survivors we have served, and we honour the lives of victims whose voices are no longer with us. On behalf of BWSS, thank you for linking arms with us in this struggle. Your partnership has been vital in advancing our shared vision for a violence-free world.

Angela Marie

Angela Marie MacDougall
Executive Director





SAFETY CHANGES EVERYTHING



DONATE TODAY

Battered Women's Support Services is a
Canadian Registered Charity (130361611RR0001)
P.O. Box 21503, 1424 Commercial Drive, Vancouver BC V5L 5G2
Crisis Line: 604.687.1867 | Toll free: 1.855.687.1868
information@bwss.org | [@endingviolence](https://www.bwss.org) | [bwss.org](https://www.bwss.org)