

2016/2017 ANNUAL REPORT



In November 1984, every parent's worst nightmare came true for Wilma and Cliff Derksen. Their daughter, 13-year-old Candace, went missing on her way home from school in Winnipeg. Several weeks later her body was found in a shack not far from her home. It would be 22 years before a suspect was identified, and in 2011 found guilty of second degree murder. The journey continuing with a re-trial having taken place in 2017.

As Wilma Derksen watched her own family go through the court process, and continued to meet and interact with other victims, she envisioned for a comfortable, safe oasis for crime victims: a space near the law courts that could serve as a place of rest for victims of crime during their connection with the court process and criminal justice system- a place in which victims, survivors and loved ones could connect with others to receive timely information, nourishment, and encouragement.

Following the first trial, Wilma joined the board of an organization whose focus was to help foster safer communities. The idea of Candace House continued to gain support from the community, growing from a project to an independent organization and becoming incorporated and achieving charitable status in 2013.

Candace House continues to work closely together with victims, survivors, community social services organizations and government agencies to help make this vision a reality.

Vision, Mission and Values

Vision

A comforting place for victims and survivors of crime.

Mission

Our mission is to provide a safe and comforting day refuge for victims and survivors of crime navigating the court process. Candace House will offer access to holistic and culturally appropriate resources and referrals as well as victim support services in a way that promotes empowerment and resilience. We endeavor to contribute to the leadership in the victim services sector through effective and strategic use of collaborative partnerships

Values

Compassion (love)

Empowerment (courage)

Integrity (honesty)

Collaboration (humility)

Respect (respect)

Social Justice (truth)

Diversity & Inclusion (wisdom)



Message from the Executive Director

It has been an exciting year as we continue to make large strides towards opening our doors and providing a comforting place for victims and survivors of crime. A great deal of time and energy has been invested in working towards fulfilling this vision, and a huge thank you goes out to all of those who have been involved.

One of the largest step towards providing this much-needed support, was the official leasehold possession of our future service location at Suite 1B – 183 Kennedy Street. This location offers many advantages and possibilities, and meets the requirement of a location within very close proximity of the law courts- essential to fulfilling our mandate. While currently an empty commercial space, design and improvement planning is near completion, with construction set to begin in near future dependent on incoming funds and support.

As you will see further highlighted in this report, it has been a year of working towards establishing a solid foundation for the future. I am so grateful for the opportunity I have had in making this important and invaluable comfort and resource for victims and survivors and crime a reality.

Cecilly Hildebrand
Executive Director

Message from the Board Chair

I took on the role of Board President in October of 2014 at Wilma Derksen's request with very little understanding of what would be required to make the vision come true. The biggest gift that Wilma provided me was hiring Cecilly, our Executive Director. Candace House owes Cecilly a huge debt of gratitude for an incredible amount of perseverance, hard work, patient relationship building and a drive and determination to make things happen that is unbelievable.

For my part, the past year has been about building the board and improving our governance structure. This has included adding new members, and drawing on our new long-term strategic plan to get focused on what items are most important for the year ahead. We are also moving into a fundraising mode with the aim of paying for the renovations to our new space and securing the funds required to operate sustainably. In the year ahead, we look forward to adding more members to the board, as well as establishing sub-committees to further enhance our fund development capabilities and governance.

In June of 2015 we set the goal of opening in October of 2017. We had no idea how we would do it, and while we will not quite meet that goal, we will come pretty darn close. I am so proud of what we have accomplished together as a team and a community, and look forward to the opening of Candace House in the very near future.

Darryl Stewart

Board Chair

Summary of Initiatives and Activities

Feasibility Study: Confirming Community Financial Support

The Mikuska Group, an external consulting firm, was hired to conduct a feasibility study for a major fundraising campaign. A case for support draft was developed and interviews conducted with participants to evaluate community financial support for a proposed campaign goal of one million dollars related to capital and initial operating expenses. The results confirmed the need, reasonableness, and likelihood of success of taking on such a goal.

A Comforting Refuge: The Candace House Case for Support

Building on the case for support developed through the feasibility study, a marketable version was created and will be used to engage potential donors. Candace House wishes to acknowledge and extend sincere gratitude to the Tom Powell Design crew for their work on this project, and for also undertaking a revision of our logo.

Fund Development: Establishing a Resilient Organization

Various fundraising and donor development opportunities were actively pursued- with funding cycles and consistent sources of revenue being identified and established. This included work connected to the launch of our fundraising campaign and identification of major donors, ongoing grant research and writing to support capital and operating expenses, increasing Candace House membership, maximizing use of CanadaHelps and various initiatives such as GivingTuesday and the Great Canadian Giving Challenge, as well as the opportunity to now “Donate-A-Car.”

Three-Year Strategic Plan: Affirmation of Vision, Mission, Values and Our Future

We took another important step towards becoming an organization with best practices in place by engaging the services of Sue Hemphill of Healthy Hive Consulting in the development of our first strategic plan. Through a grant received from the United Way, Ms. Hemphill worked to guide and facilitate board and staff through this process. The outcome included an adopted 3-year strategic plan, a revision and affirmation of the vision and mission statements, and the creation of our organizational values statement.

Professional Training: An Organization that Learns

The Executive Director received support to enhance her skill set through a pro-bono Spark mentoring match with Jackie Hogue, currently a non-profit consultant and former Executive Director for West Central Women's Resource Centre. This included several meetings throughout the year, and additional support through various means.

Further support to ensure efficient and effective development of Candace House included the opportunity for the Executive Director to attend a 3-day course on collaborative partnerships and receive personalized one-on-one coaching from the instructor, Sue Hemphill. We are thankful to The Winnipeg Foundation for funds to support this opportunity that were received through their professional development grant.

Summary of Initiatives and Activities

Outreach and Awareness: A Community with Candace House

Community relations took place this year through participation in ten different events to help raise awareness about future services, programs and impact that will be critical for future funding success. Some highlights are noted below.

Victims and Survivors of Crime Week - With Department of Justice Canada grant funding, an awareness campaign was created. This included a media event to announce we had secured our location. We received substantial coverage including being featured twice on the front page of the Winnipeg Free Press, and on other outlets such as CBC, Global, Metro News, CTV, Sun, CJOB, and other blogs and news sites. Article shares and re-shares resulted in thousands of impressions, and from this we saw a substantial increase in traffic to our website and social pages, inquires into volunteer and employment opportunities, and offers of financial and in-kind support.

Law Days - This annual open house at the Winnipeg Law Courts is hosted by the Manitoba Bar Association and draws about 1500 people each year. Our Candace House booth saw about 150 engaged visitors interested in our work, who also took brochures and donation cards. A photo of our booth was featured in the Manitoba Bar Association newsletter, which goes out to members of the legal profession throughout Manitoba and has a circulation of 1455.

Community Events - Candace House also had an opportunity to share further at various community events such as the MOVA Candlelight, Eyaa-Keen Awareness Event, Compassionate Friends support group meeting, MADD Walk for Remembrance, and Aurora Family Therapy's family violence community consultation.

Services and Programs: Development and Delivery

Development of our services and programs continues as we seek to respond to the specific needs that exist within our mandate and ensure best practices and evaluation processes are in place.

This included meetings with numerous organizations and agencies to discuss formalized agreements. A discussion with St. John's Ambulance also got underway to have a therapy dog that would regularly visit Candace House. The creation of a resource library that will provide much needed support through books, brochures and online information is ongoing thanks to generous funds received through community grants at The Winnipeg Foundation.

While not yet operating out of a designated facility, we continue to receive email and phone inquiries from victims, survivors, family & friends, and other community organizations and agencies regarding resources, referrals and timeline to our opening, and help how we can. We'd also like to thank our new neighbours, Folklorama, for providing Tour Visa's that were passed on to family survivors of homicide.

The formation of policies and procedures as well as various systems and structures that will ensure efficient and effective development and delivery of services and management was again generously supported through a contribution grant from the Government of Manitoba and Victim Services.

Financials

August 2017

Board of Directors
Candace House, Inc.
101 – 478 River Ave #441
Winnipeg, MB R3L 0B3 Dear
Board of Directors:

We have completed our audit of the financial statements of Candace House, Inc. for the year ended March 31, 2017. The primary objective of our audit was to obtain reasonable assurance that the financial statements were free of material misstatement. We conducted our audit in accordance with Canadian generally accepted auditing standards and accordingly included such tests and other procedures, as we considered necessary in the circumstances. Our audit was not designed for the purpose of identifying all matters that may be of interest to management and it is inappropriate to conclude that this letter is a comprehensive assessment of such matters.

As part of our audit we performed a walk-through of your systems of internal control in place to determine that they have been properly designed and implemented and have noted no discrepancies with the exception of items noted below. However, our review of internal controls was limited to those internal controls in place and was not designed to be a comprehensive assessment on the adequacy and effectiveness of internal controls over all transaction streams. It is the responsibility of the Board of Directors and management to maintain effective internal controls that safeguard the assets of the organization and prevent and detect fraud.

We are pleased to present to you some commentary and recommendations for your consideration in the paragraphs that follow:

AUDIT RESULTS

For the year ended March 31, 2017 we have issued a qualified audit opinion on the financial statements of Candace House, Inc. During the course of our audit we did not discover fraud nor any illegal or possibly illegal acts.

QUALIFIED AUDIT OPINION

In common with many charitable organizations, Candace House, Inc. derives income from the general public in the form of donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of revenues from this source was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to donation revenue, excess revenue of expenses, current assets and net assets.

FOLLOW UP TO OUR MANAGEMENT LETTER DATED MARCH 31, 2016 Documentation of Raises and Bonuses

We noted during the course of the previous year audit that there was no formal documentation of staff raises/bonuses being approved by the Board. We are pleased to note that in the current year audit, we noted that payroll per the general ledger agreed to the contract. We recommend this practice is continued.

Candace House, Inc.
August 2017

We would like to take this opportunity to thank Ann Poole for her assistance and cooperation during our audit.

We look forward to servicing you throughout this year and next year's audit.

Yours very truly,

Fort Group Chartered Professional Accountants Inc.

PER: Aaron Pauls, CPA, CA, Partner

**CANDACE HOUSE, INC.
STATEMENT OF FINANCIAL POSITION
MARCH 31, 2017**

	<u>2017</u>	<u>2016</u>
ASSETS		
CURRENT ASSETS		
Cash	\$ 42,508	1,687
GST receivable	1,049	145
Prepaid expenses	<u>20,248</u>	<u>98</u>
	63,805	1,930
TANGIBLE CAPITAL ASSETS (Note 2(b) and 3)	<u>156</u>	<u>468</u>
	<u><u>\$ 63,961</u></u>	<u><u>2,398</u></u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 3,686	3,380
Deferred contributions (Note 4)	<u>13,500</u>	<u>-</u>
	17,186	3,380
NET ASSETS		
Unrestricted	<u>46,775</u>	<u>(982)</u>
	<u><u>\$ 63,961</u></u>	<u><u>2,398</u></u>

**CANDACE HOUSE, INC.
STATEMENT OF OPERATIONS
YEAR ENDED MARCH 31, 2017**

	<u>2017</u>	<u>2016</u>
REVENUE		
Donations	\$ 8,405	11,506
Grants	88,045	10,000
Interest	68	2,806
Membership dues	<u>650</u>	<u>500</u>
	<u>97,168</u>	<u>24,812</u>
EXPENSES		
Amortization of tangible capital assets	312	312
Bank charges	-	38
Directors liability	1,616	648
Employee benefits	1,546	1,043
Entertainment	-	822
Fundraising	58	1,190
Honourarium	640	-
Membership fees	771	828
Newsletter	-	404
Occupancy	238	3,094
Office	746	479
Professional services	16,677	5,018
Salaries	24,367	17,130
Telephone, internet and website	2,288	2,572
Travel and meetings	<u>152</u>	<u>82</u>
	<u>49,411</u>	<u>33,660</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	<u>\$ 47,757</u>	<u>(8,848)</u>

Annual General Meeting

Wednesday, September 20, 2017, 6:00 P.M. – 8:00 P.M.

SO-X Boardroom, IBEX Payroll Offices, 421 Mulvey Avenue East, Winnipeg

Our Thoughts are with the Derksen Family

After nearly 33 years after the disappearance and murder of Candace, the journey through the justice system is still not over for the Derksen family as a re-trial took place earlier this spring. A verdict is still pending, and is expected to be delivered this fall. The Board of Candace House wishes to extend their deepest thoughts and care.

Thank You!

Candace House would not be possible without the generous support from the community. We wish to recognize the following funders who have provided their support.



Staff

Cecilly Hildebrand, *Executive Director*

Board

President and Board Chair, Darryl Stewart

Vice President, Ben Sparrow

Secretary, Monica Ross,

Treasurer, Ann Poole

Directors

Veronica Gagnon

Brian Bell

Christine Epp-Vollrath

Alan Libman (*Candace Derksen Family Rep*)





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