



Niagara  
Sexual Assault  
Centre

# 2021-2022 ANNUAL REPORT



Message from the Board .....	01
NSAC Overview .....	02
Staff and Board .....	03
Public Education .....	04
From The Clinical Team .....	06
Financial Highlights .....	10
Donor Recognition.....	11
Data Insights .....	12

# Message From The Board



As we reflect on the previous year, we know the world is still dealing with the impact of the COVID-19 pandemic. We have made great strides in how we guard against it which has allowed many businesses and services to open and get the economy going again. The staff of Niagara Sexual Assault Centre were able to adjust to this new environment and continue to offer the life-changing help and education we desperately need.

Though the news on the state of the pandemic improved over the year, we unfortunately still hear in the news stories of both current and historic sexual assaults. We applaud the bravery of these victims for coming forward, knowing this decision is often fraught with great angst.

We recognize the great work by our communication team as they keep up with regularly sharing important information regarding our services, as well as general information about sexual assault. This is an important responsibility of our organization as we continue to educate and bring awareness to our community. We want victims to know how they can seek help with us and our local hospitals.

In a time where demand has grown exponentially the Niagara Sexual Assault Centre has provided services in record numbers and although we are pleased with our ability to respond at a higher level we know there is so much more that needs to be done if we are to meet demand and to do this we will reach out to OUR community for their help.

As always, we are deeply grateful to board, staff and volunteers for their tireless efforts to serve the community.

Respectfully submitted,

*Carrie Zeffiro*  
Carrie Zeffiro, Co-Chair

*Carly Eckhardt*  
Carly Eckhardt, Co-Chair



# Niagara Sexual Assault Centre



## OUR MISSION

Niagara Sexual Assault Centre is a non-profit organization that responds to the needs of survivors of sexual violence and through public education increases understanding and awareness of sexual assault related issues. We provide a variety of counselling, support and emergency services to survivors and their families. Using a feminist, empowerment approach NSAC holds the universal truth that all clients are treated with respect and dignity. We are committed to advocacy for social change and the prevention of sexual violence.

## OUR HISTORY

CARSA, (Committee Against Rape and Sexual Assault), incorporated in 1977, was started by 5 women as a resource center for victims of sexual assault. Through a government grant, our first 24-hr crisis line was established as well as the development of a volunteer core, and the beginnings of a public education program. We are proud to say that we developed the FIRST rape evidence kit...the same one that is used today across the province.

We changed our name in 1991 to the Niagara Region Sexual Assault Centre, CARSA Inc.

Over 43 years later the Niagara Region Sexual Assault Centre (CARSA Inc.) continues to provide a high quality of service across the Niagara Region. We provide individual and group therapy programs for both women and men. Our core of highly trained volunteers provides thousands of hours on our crisis line each year. Our public education programs have become a main stay of schools in each community, from grade 1 through 12.

The Centre runs as a modified collective with a board of directors who are an integral part of our operations. 60% of our funding comes from the Attorney General. We are responsible to fundraise the remaining dollars.

*"Community, we're still here."*

# NSAC Staff & Board



We are committed to **advocacy** for social change and the **prevention** of sexual violence.

## STAFF

Isabel Beland  
Lisa Berketo  
Donna Christie  
Tricia Cosgrove  
MacKenzie Klauck  
Vera Krasovec  
Sarah Mannaga  
Suzanne Mason  
Reema Shah  
Jessica Wang

## BOARD

Carrie Zeffiro – Co-Chair  
Carly Eckhardt – Co-Chair  
Sheri Durksen – Secretary  
Anne Marie DiSanto – Treasurer  
Melinda Cheevers – Director  
Krystal Snider – Director  
Tracy Geoffroy – Director  
Kelly Taylor-McNeil – Director

## HOSPITAL RESPONSE TEAM

Miranda Bos  
Elizabeth Cosby  
Tricia Cosgrove  
Danielle Ervin  
Jamie Germond  
Adrianna Giardino  
Kellie Glen  
Kimberley Macpherson  
Tracey Murray  
Amber Pressey  
Jessica Wang

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# Public Education



This year the public education staff transitions back into in-person presentations for both school boards. As the community enters the endemic phase, staff experienced an influx in request of 10 different programs being delivered from grade seven to grade twelve classes. Teachers and students are very happy to be allowing guest speakers back into schools and we are seeing great participation among both students and teachers.

There are a couple important programs to highlight this year such as the Youth Issues program with 130 presentations delivered to students in grade seven and eight. The newly developed Anti-Human Trafficking Program also becomes highly demanded with 27 presentations delivered and many more booked for the following year.

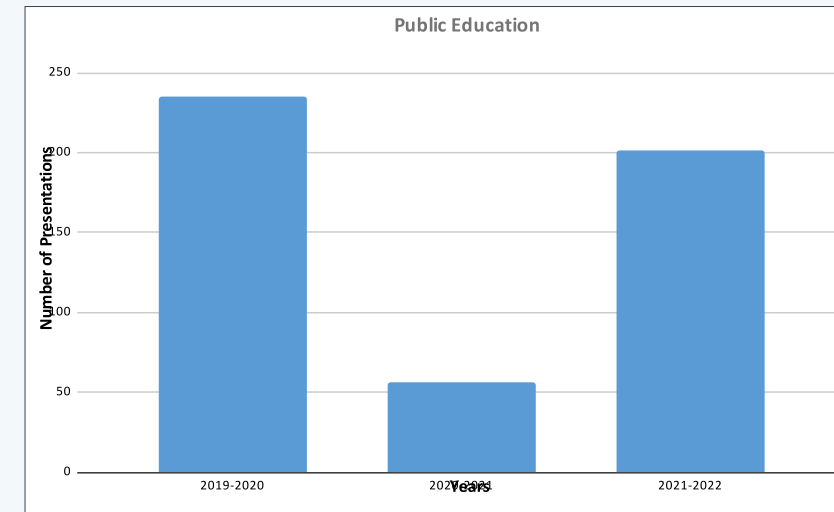
Over the past year the staff has provided 201 presentations in total across the entire Niagara Region, reaching to 4552 students. We are excited acknowledge that the numbers are close to our usual pre-pandemic capacity and have a positive outlook for the next year.

**27**  
NEW Program Presentations

**4552**  
Students Reached

**201**  
Total Presentations

# Public Education

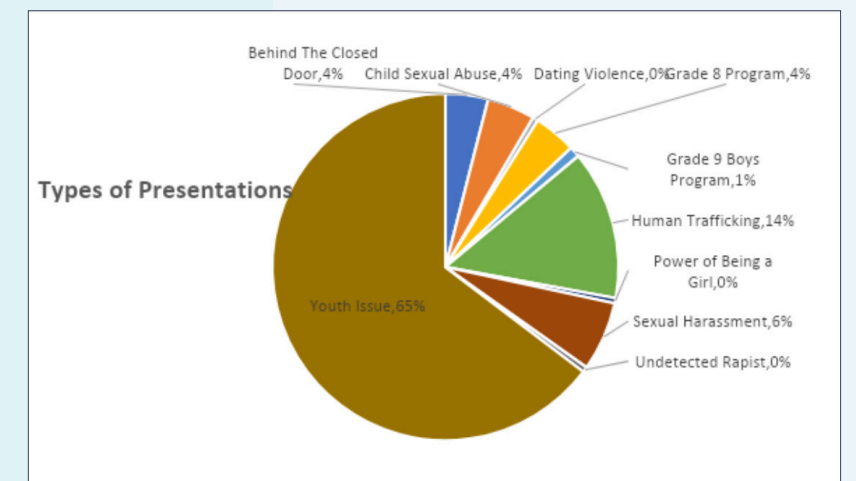


**Number of Presentations**

**2019-2020: 235**  
**2020-2021: 56**  
**2021-2022: 201**

## Types of Presentations

- Behind The Closed Door: 3.980%**
- Child Sexual Abuse: 4.478%**
- Dating Violence: 0.498%**
- Grade 8 Program: 3.980%**
- Grade 9 Boys Program: 0.995%**
- Human Trafficking: 13.930%**
- Power of Being a Girl: 0.498%**
- Sexual Harrassment: 6.468%**
- Undetected Rapist: 0.498%**
- Youth Issue: 64.677%**



# You Have Rights As a Therapy Client



We provide the following services to people of all genders 16 years of age and older:

Individual assessment and counselling

Counselling in various locations including St. Catharines, Niagara Falls, Fort Erie, Port Colborne, Welland and Grimsby

Group counselling for women and men (separate groups)

Family member support and education

Anonymous third party reporting

Professional consultation and training

## All services are:

Provided by Masters level trained therapists specializing in trauma counselling

Confidential and free

Self-referrals are required. Simply call to inquire.

**Our Approach:** Phased Trauma Counselling Model for Sexual Assault, Incest and Childhood Sexual Abuse

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06

# You Have Rights As a Therapy Client



The right to have my confidentiality maintained, bearing in mind the limits of confidentiality.

The right to be treated with respect, support and kindness.

The right to request another counsellor if I am uncomfortable with my present counsellor.

The right to know that all counsellors received clinical supervision.

The right to share what happens in individual sessions with whomever I want.

The right to receive services in the language I know. The right to access an interpreter.

The right to an accessible, accepting and safe environment.

The right to know that I can cancel my appointment 24 hours in advance of the actual time.

The right to know that any concerns or complaints I have about the counselling I receive or the counsellor providing the service, will be addressed in a respectful and ethical manner.

The right to be referred to services outside of this agency.

The right to review my clinical file and to receive a copy of this file.

The right to know that the counsellor I see has specific skills to address my concerns, and continues to enhance those skills through professional development.

**The intention of counselling is to:** Address the impact of childhood sexual abuse, incest and sexual assault (recent or historical), manage trauma symptoms related to sexual violation, and Develop and increase confidence and self-trust.

*"Community, we're still here."*

07

# You Have Rights As a Therapy Client



*The right to receive services in the language I know.  
The right to access an interpreter.*

There is no doubt that language barriers in treatment have an impact on service access, quality, client satisfaction, informed consent, and health outcomes. Effective communication is essential for therapy, and anyone (Canadian citizen or not) can access our third-party interpreters at no-cost to the client. There are words and expressions in English that are different or do not exist conceptually in other languages. A competent interpreter may communicate concepts in different ways, including non-verbatim translation and/or non-verbal expressions. Currently, we have clinicians who can offer French and Gujarati language services at our centre.

- Sarah

*The right to know that the counsellor I see has specific skills to address my concerns, and continues to enhance those skills through professional development.*

Psychotherapy, specifically trauma-based psychotherapy is specialized. My commitment to you, the client, is to accompany you on your therapeutic journey to healing from the sexual violence you experienced in your life. With that commitment comes a responsibility to ensure that my therapy-specific skills are up to date through ongoing professional development. You, have a right to ask me about my training, and to ask how it can address your concerns as we work together in this very difficult, but important work.

- Isabel

*The right to be referred to services outside of this agency.*

Although our counselling services focus on healing from sexual violence, I recognize that the impact of sexual violence is multi-faceted. The people I work with may have several concerns that impact their quality of life. It is important to me to be able to provide people with referrals to community agencies and resources that can help support them in their counselling journey.

- Mackenzie

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# You Have Rights As a Therapy Client



*The right to know that any concerns or complaints I have about the counselling I receive or the counsellor providing the service, will be addressed in a respectful and ethical manner.*

I believe that this right is important because it is integral to counseling that the process is collaborative - this necessarily means that clients should be able to communicate with their counselor, and the agency, any questions, concerns, or comments that they have. All counselors should be able to receive and integrate feedback into their practice, and this should enhance, not hinder, therapy. A collaborative process means more effective care, better outcomes, and a stronger relationship between a client and a therapist. As we believe that clients are the experts on their own lives, we at CARSA value open communication with our clients.

- Reema



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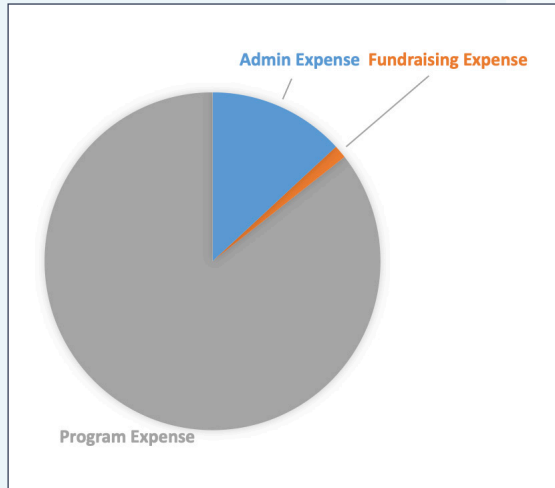
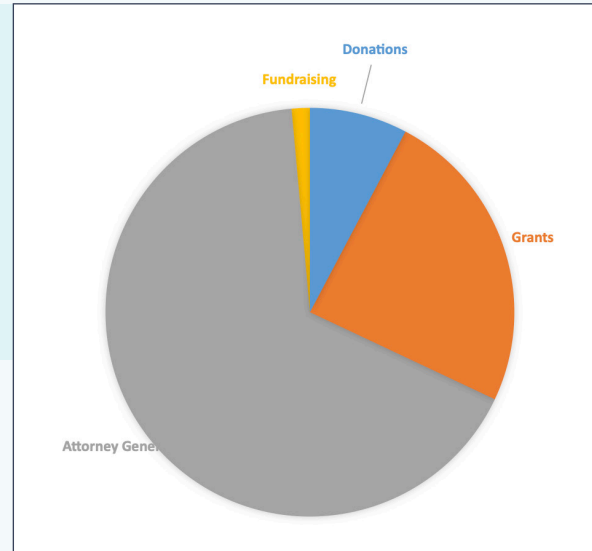


# Financial Highlights



## Source of Revenue

\$51,371 | Donations  
 \$160,988 | Grants  
 \$441,538 | Attorney General  
 \$9,540 | Fundraising  
 \$663,437 | Total



## Source of Expenses

\$84,006 | Admin Expense  
 \$8,055 | Fundraising Expense  
 \$540,963 | Program Expense  
 \$633,024 | Total

Source	2022	2021
Attorney General	441,538	441,538
Donations	51,371	27,739
Fundraising	9,540	29,223
Grants	160,988	142,362
Administrative expense	84,006	79,770
Fundraising expense	8,055	6,829
Program expense	540,963	479,379

# Donor/Sponsorship Recognition, In Kind



*We extend our sincere gratitude to all Donors – including those not listed and wish to remain anonymous. Every effort has been made to ensure the accuracy and completeness of these very important lists. If you discover an omission or error, please accept our apologies and notify the Centre. We will ensure that this is rectified in the next Annual Report.*

Andrea Bevan Social Work  
 Andrea Letourneau  
 Andrea Waters  
 Balfour Consulting  
 Bart Stone  
 Brock Ford Sales  
 Canada Helps  
 Canadian Federation of University Women  
 Carla Kowalyk  
 Cathy Plugers  
 Carrie Zeffiro  
 Central Toronto Academy  
 Carly Eckhardt  
 Doug & Anne Reilly  
 Elizabeth Yates  
 ETFO  
 First Ontario  
 Genevieve Doiron  
 Gregory Stone  
 Jeff Peters  
 Jason Mostowy  
 James Bradley  
 Janessa Snippe  
 Janet Oettgen  
 Jolene Boland  
 James van den Brink  
 Jill Page  
 Kathi Cosgrove  
 Kay Holly  
 Kellee Kaulback  
 Kim Rock  
 Krista Davis  
 Krista Whittard  
 Leela MadhavaRau  
 Lexi Winstanley  
 Lynn Flannery  
 Lisa Grossi

Margaret Cosgrove  
 Maureen Walker & Alex Chartier  
 Mercedes Barber  
 Menaka Evans  
 Melinda Cheevers  
 Marybeth Haines  
 Nigel and Pamela Shelton  
 Nichole Therrier  
 Niagara Community Foundation  
 Ontario Coalition of Rape Crisis Centres  
 Olivia Shaw  
 Patricia Meek  
 Peter Barss  
 Quinn Arruda  
 Pay Pal  
 RaeAnn Thorsteinson  
 Kay Holly  
 Richard Eckhardt  
 Rob Newfeld  
 Samantha Province  
 Shannon Carter  
 Sharon Salci  
 Sheri Durksen  
 Sherry Petrychanko  
 Sir Winston Churchill Secondary School – Leadership Class  
 Susan Hroncek  
 Shane Depascali  
 Steven Enns  
 Sienna Carroll  
 Tammy Snow-Johnston  
 Tena Barthe  
 Tracy Geoffroy  
 The Benevity Community Impact Fund

Vanessa Roszi  
 Veena Dwivedi  
 Victor Durksen  
 Zonta Club of Niagara Falls



## Data Insights



"We delight in the beauty of the butterfly but rarely admit the changes it has gone through to achieve that beauty."

- Maya Angelou

*We have all experienced times when we felt trapped and vulnerable and were afraid to emerge from our own cocoons. We are here to help you on your journey of healing and growth. Although moving toward transformation may not be easy, we will support you as you build the strength, capacity, and courage to spread your wings.*



There were 1,706 hours of Individual Counselling.



735 calls were placed to our Crisis Line.



310 hours were spent on Advocacy & Accompaniment

Our waiting list **decreased to 8 months** compared to 2020-2021, which was 12 months waiting time.

*"Community, we're still here."*

[www.niagarasexualassaultcentre.com](http://www.niagarasexualassaultcentre.com)



Niagara Sexual Assault Centre  
43 Church Street, Suite 503  
St. Catharines, ON  
L2R 7E1

Business number: 905 682 7258  
Crisis line number: 905 682 4584

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