

Why I Joined the Nova House Campaign...

Cynthia Chen, Realtor, Macdonald Realtors Westmar

"I am passionate about Nova House. Several of my friends were abused by their partners. In supporting them, I experienced the stress and challenges they were facing. I am excited we are building a permanent home in Richmond to support women and children traumatized by violence."

Franklin Fung, Retired Hong Kong Police Administrator

"I hoped to use this opportunity to arouse the awareness of the Chinese folks in contributing to a meaningful community campaign."

Jean Garnett, President, University Women's Club

"I know women who have found Nova House to be an invaluable support at a very difficult time. I also know some inspirational women who have given many hours of their time to this cause. Helping with the campaign was a way to add my own small contribution to women and children in my community."

Lois Hourston, Publisher, Richmond Review

"As a corporate supporter of Nova House through our annual Ethel Tibbits Awards, the opportunity to extend that support to the capital campaign was too important to miss."

Ken Miyazaki, Manager Large Projects, BC Hydro

"Through my years as a crisis line volunteer, I learned more about the abuse some woman go through than I really wanted to know. It is comforting to know that Nova House offers a place of refuge for those escaping to a new life."

Helen Pratt, Senior Sales Manager, Marketing, Fairmont Vancouver Airport

"I have been very fortunate in my lifetime and it is very rewarding to be of assistance to others. Even helping out in small ways can make such a difference. In addition to being involved in a very worthwhile cause, I have enjoyed working with such a caring and dynamic team."

Rebecca Risebrow, Customer Relations, Fairmont Vancouver Airport

"Both friends and family have experienced violence from someone close to them. I want to make sure that if someone else has to go through this difficult time, at least we can guarantee that there are people out there to help them through it. Thanks for inviting me to be a part of this amazing cause."

Sheila Tedford, Registered Nurse, Richmond Hospital

"The Nova House campaign dovetails well with my dedication to community work and ending violence against women. It has been an honour to be part of the campaign."

Gail Terry, General Manager, Richmond Auto Mall

"Domestic violence affects us all. We need to work hard to bring about the day when all women may live fulfilling lives without fear of undue retaliation from a spouse. If I can help, even in a small way, to make the future brighter for the courageous women who have taken the most difficult step of leaving their family homes, then my goal will have been met."

CHIMO Crisis Services

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E-mail chimo@chimocrisis.com • www.chimocrisis.com

United Way member agency.

Major Funders

Vancouver Coastal Health Authority
Ministry of Community, Aboriginal & Women's Services
City of Richmond • BC Gaming Commission
United Way of the Lower Mainland
Human Resources Development Canada (Capital Project)

Supporters

Special thanks to the hundreds of individual volunteers and donors who faithfully support CHIMO's work in the community and the following businesses, foundations & community groups.

1st Ladner Girl Guides
Alderwoods Group Employees
Alpha Gamma Master Sorority
Apple Green Good Neighbours
Army Navy & Air Force Veterans
Audio Video Unlimited
Avon
BC Federation of Labour
BC Girl Guides (Richmond)
Biotech Laboratories
Brian Wong Inc
Richmond Business and Professional Women's Club
Canadian Maple Wings
CLS Catering Services
Cotton Ginny Limited
Dr Michael G Frey Inc
Dr RN Moorthy Inc
Evening Star Group
Famous Players
Federal Liberal Riding Association
Gilmore Park United Church
Harlequin Enterprises Limited
Harlyns Hair Design
IBM Employees' Charitable Fund
IODE Richmond Chapter
Jeremy's Memorial Foundation
Jessie Wovk Elementary School
Kerrisdale Liquor Store
Kishiuchi Construction Ltd
London Drugs Employees
London Drugs Ltd
Maintenance and Ramp Safety Society
Maple Lane Elementary School
Medis Social Club
Milan and Maureen Ilich Foundation

Ministry of Human Resources
Minoru Sports & Fitness Rehab Centre
Nationwide Hotel Supply Inc
Thompson Community Centre - Night Shift Group
Our Saviour Lutheran Church
P.E.O. Sisterhood Chapter AF
P.E.O. Sisterhood Chapter BI
Preceptor Gamma Theta
Purdy Chocolates Ltd
Quilchena Golf & Country Club
Richmond Country Club
Richmond Liberal Riding Assoc.
Richmond Review
Richmond Secondary School
Richmond Singers
Richmond United Church Women
Royal Canadian Mounted Police
Sansco Management
South Arm United Church
Spinoza for Kids
Steveston ANAF # 28 Rod & Gun Club
Steveston Ladies Auxilliary
Steveston Lions Club
Telus Employees
Teranishi & Associates Inc
Textile Arts Guild
The Fairmont Vancouver Airport
The HYDRECS Fund
Unipharm
VanCity Community Foundation
WCB Helping Hands Club
West Coast Knitters Guild
Western Starter Ltd
Wildwood Custom Millwork Inc
Xi Upsilon
Zellers Lansdowne



Volunteer organizers of the Women's Charity Golf Tournament at Quilchena Golf & Country Club give generously to CHIMO.

CHIMO

Message from the President and Chair of the Board

My message to all of you this year is about building success. It is about strength and sustainability, creativity and innovation, and tremendous pride in our accomplishments. It is about thanks to all of you!

For four years, all of us have been working hard to build CHIMO as an excellent not-for-profit organization with top quality and innovative services. We have created a solid foundation for the future. We have planned together with the community and strengthened our own organizational capacity. We have put long term financial development and business plans in place. We are moving into the community with fresh ideas and exciting new initiatives.

I would like to highlight a few of our accomplishments over this past year.

- We took over operation of the only eating disorders program in Richmond
- We raised \$1 million to build the first ever permanent home for Nova House
- We ran our first major community campaign raising \$50,000
- We began a two-year project aimed at preventing dating violence
- We started down the path to explore entrepreneurial opportunities
- We involved the community in setting future directions for our current crisis counselling and listening services

And, I want to thank the Vancouver Foundation, the United Way of the Lower Mainland and the National Crime Prevention Centre for contributing significant funds to support the first year of our community development project in crisis prevention and response.

I also want to acknowledge the internal difficulties of this past year and to con-

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ANNUAL REPORT

2003

Board of Directors

Eileen Anderson, President • Sheila Tedford, Vice President • Paul Self, Secretary • Sean Kumagai, Treasurer • Franklin Fung and Don King, Directors-at-Large

vey my appreciation for the good work being done to move forward together.

In a time of uncertainty and radical restructuring of the community social services sector, we have focused on strengthening the capacity of the organization to sustain our work in the community over the long term, while at the same time being strategic and nimble in considering new opportunities for development. The Board is absolutely committed to continuing to lead the organization in this way through the expected turbulence of the next few years.

Finally, I am pleased to announce that, with funding from the Rosemary Kimmel Innovation Fund, we will shortly be retaining an artist-in-residence to animate, with fresh perspective, our work in our organization and in the community. I want to invite all of you to walk with CHIMO into the future.

Respectfully,

Eileen Anderson, President

Creating a New Home for Nova House

With support from all three levels of government and the BC Real Estate Foundation, CHIMO began construction this year on a new purpose-built permanent home for Nova House, the only transition house in Richmond. With the generous sponsorship of the Milan and Maureen Ilich Foundation, the Fairmont Vancouver Airport and Richmond Review as partners, and the help of nine dedicated and dynamic volunteers, we launched a community campaign to raise \$50,000 to furnish the new house. Campaign volunteers tell why they joined the campaign on Page Four.



In 2002/03, through 10 different programs, 33 staff and more than 200 volunteers CHIMO serves more than 11,000 people.

- Last summer Colleen Wittig launched the Eating Disorders Program handed over from Touchstone Family Association. In addition to supporting people with eating disorders, the re-vitalized program involved a local theatre group in a terrific community awareness campaign during this year's Eating Disorder Week.
- Miles Lozinsky joined counsellor Gloria Pan in supporting teens in crisis. The adolescent program offers counselling in English, Cantonese and Mandarin.
- Lizzy Ambler joined Sze-Oi Lau in the counselling program for children who have lived with abuse, now offering simultaneous support groups for children and their parents.
- Sairoz Sekhon brought new experience and perspective to the women's outreach program while Neena Randhawa took maternity leave. Both worked together with Rosa Tessler-Mabe to support women leaving abusive relationships.
- Following closure of the Chinese crisis lines, Coordinator Catherine Yau, along with others, engaged in a community planning process to review the current program and is now working to develop a full-service crisis line.
- Sylvia Cust took an extended personal and professional development leave, returning refreshed and re-energized to her work supporting adults in crisis.



Donors and politicians join Nova House Community Campaign organizers for the campaign launch at The Fairmont Vancouver Airport.

- Straight from the private sector, Cheryl-Dean Thompson took on the coordination of Nova House with gusto and fresh ideas. This summer she is leading an extensive professional development and team building initiative with transition house staff in preparation for the opening of the new facility. Throughout the year, Nova House staff provided quality support to more than 250 women and children fleeing violence.
- Karen Schiltroth surveyed over 150 young women last summer to explore their experience of peer violence. Rishima Bahadoorsingh then held focus groups and planning sessions with more than 75 young women and men to explore the survey findings in more depth and generate ideas to stem the violence. Pilot projects are being created around some of their recommendations.
- Jocelyn Wong successfully took over our front office while Sharron Levinkind was on maternity leave. In addition to providing help to many clients and programs, she also carried a critical support role in the fund raising campaign for Nova House.
- Volunteers delivered 80 workshops on suicide prevention and stress management reaching 2800 students in 8 Richmond high schools and 45 high school students ran the Stepping Out program for 690 eleven and twelve year olds in 9 local elementary schools.

Message From The Executive Director

We know that the strength of a voluntary organization lies in the quality of its Board, staff and volunteers, and especially its management. We knew it was essential to invest CHIMO's journey into the future with originality, creativity and dynamism. This year we decided to take a risk, investing over the longer term in creating and developing a youthful management team. I'm pleased to introduce them.

Lynn Savoie, Manager of Community Development and Prevention, began with us three years ago to create the Stepping Out program in the schools. She has a Masters Degree in Counselling Psychology, experience working with children, youth and adults as well as various systems and in program development and evaluation. Lynn is a visionary with boundless energy, who instinctively knows how to work collaboratively and creatively with people of all ages, cultures and backgrounds. She is leading the new community development demonstration project is crisis prevention and response.

Stephen LeBlanc, Manager of Community Services and Human Resources, has been with CHIMO for almost nine years. His has extensive background working with youth-at-risk. Formerly active in leadership roles with the union, Stephen is passionate about creating a high quality work environment and maximizing opportunities for staff learning and development. He is presently leading the creation of new performance review and program evaluation processes within the organization.

James Lowe, Manager of Regional Services and Training Development, returned to us three years ago after a two-year stint running a

victim services program in Surrey. He has a Masters degree in Counselling Psychology and extensive experience in volunteer program development. James is a top-notch trainer, masterful at working with a group and facilitating quality learning experiences. In addition to leading major change in two of our largest services, he is pioneering CHIMO's exploration of entrepreneurial possibilities.

Elba Mejia, Manager of Finance and Administration, the elder of our managers, is fully experienced in all aspects of record keeping, accounting and financial management. Since coming to us nine years ago after being a bank auditor in Peru, she has established comprehensive administrative and financial systems at CHIMO. Able to put numbers together like nobody else, Elba acts as financial mentor to the other managers.

I want to thank all of the staff and the volunteers, and in particular the members of the management team for giving so much of themselves to the community and for making CHIMO such a great organization to be a part of. I also want to recognize the contribution of former staff members Liz Anderson, Helen Huang and Jenny Wahl whose positions were eliminated this past year due to budget cuts.

Respectfully,

Joan Cowderoy, Executive Director

Financial Statement

Auditor's Report

To the Directors of CHIMO Crisis Services

We have audited the statement of financial position of CHIMO Crisis Services as at March 31, 2003 and the statements of fund operations and fund balances for the year then ended. These financial statements are the responsibility of the Society's management. Our responsibility is to express an opinion on these financial statements based on our audit.

Except as explained in the following paragraph, we conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and review of significant estimates made by management, as well as evaluating the overall financial statement presentation.

In common with many charitable organizations, the Society derives revenue from donations and membership fees, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Society.

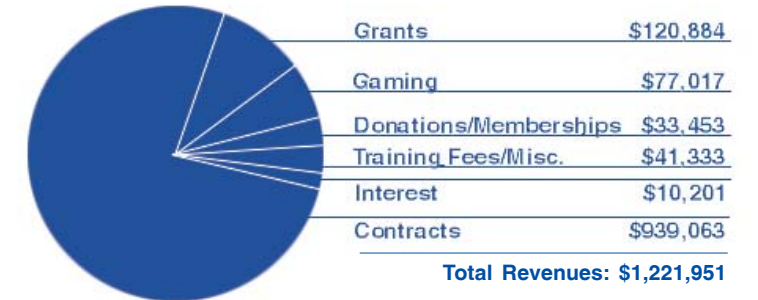
In our opinion, except for the effect of adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of the revenue referred to in the preceding paragraph, these financial statements present fairly, in all material respects, the financial position of the Society as at March 31, 2003, and the results of its operations for the year then ended in accordance with Canadian generally accepted accounting principles. As required by the British Columbia Society Act, we report that, in our opinion, these principles have been applied on a basis consistent with that of the preceding year.

Langley, BC, May 09, 2003
VANDER MOLEN, MACKENZIE, BULTHUIS
 CHARTERED ACCOUNTANTS

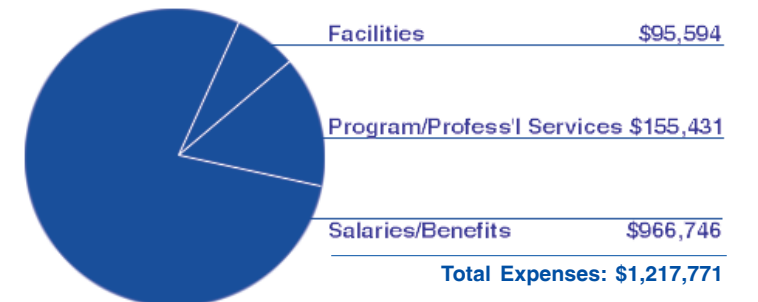
Statement of Fund Operations

Year Ended March 31, 2003

Revenues



Expenses



Statement of Changes in Net Assets

Year Ended March 31, 2003

	Invested in capital assets	Externally restricted	Internally restricted	Unrestricted	Total
Operating Fund					
Balance, beginning of year	\$ 51,701	\$ -	\$ 251,969	\$ 46,714	\$ 350,384
Excess (deficiency) of revenue over expenses	(7,901)	-	-	4,180	(3,721)
Investment in capital assets					
- Acquisitions	202,733	(202,733)	-	-	-
- Capital contributions received	(302,380)	302,380	-	-	-
Annual adjustment of contingency reserve	-	-	(18,884)	18,884	-
Interest on legacy investment	-	-	2,595	(2,595)	-
Balance, end of year	\$ (55,847)	\$ 99,647	\$ 235,680*	\$ 67,183	\$ 346,663

*Internally restricted net assets are comprised of:

Violet Short Legacy Fund	\$117,407
Contingency Reserve	103,273
Rosemary Kimmel Innovation Fund	15,000
	<u>\$235,680</u>