




2017 Annual Report
The Zebra Centre Story





every child has a story

At the Zebra Child Protection Centre, it's our job to listen. This is the story of children, youth, families, staff, volunteers, partners, and community.

this is our story.

greetings from **our board of directors**

On behalf of the Zebra Child Protection Centre Board of Directors, staff, and volunteers, we are pleased to present our 2017 annual report.

The Zebra Centre is a special place, with so many stories and faces passing through the doors each year. In 2017, we continued to increase the number of children and families supported by the Centre and the customized supports offered. Every child that walked through our doors shared their story – and as a community, we listened and believed.

Because of your support, we were able to ensure each child had the support they needed. Their story doesn't end with their trauma – thanks to our community, it's only beginning. Through toy drives, donations, volunteer hours, gifts in kind, and sparking a conversation, our community ensures the Zebra Centre is a safe place where children's stories include courage, resiliency, laughter, and healing.

This annual report is the story of bravery, a collaborative team of partners, dedicated volunteers, and the impact our community has had on thousands of children's lives. This is the Zebra Centre story.



Dawn Newton
Board Chair

2017 Board of Directors:

Chair: Dawn Newton

Vice Chair: Allison McCollum

Treasurer: John Beasley

Secretary: Mary Michailides

Director: Corinne Saad

Director: Cheryl Watson

Director: Jaret Farris

Director: Patti Brady

Edmonton Crown Prosecution

Representative: Shelley Bykewich

Edmonton Police Service

Representative: Supt. Debbie Jolly

Chief Executive Officer: Bill Meade

**“Thanks to Zebra,
I can turn the page on
what happened to me
and move on with my
life. I am so happy to
say that.”**

Zebra Centre Child



how our story began

Our story begins in 2001. A child who has just recently experienced abuse is sitting outside an interview room at police headquarters. There are strange people, dressed in uniform, walking through the hallways past them. Surrounding the child are concrete walls. Fluorescent lights buzz overhead.

There are no toys, blankets, or other comforts to provide a welcome distraction, no trained advocates to guide that child through what's about to unfold or to offer a reassuring smile. When it's time, the child is called into a cold, grey interview room. It's the same room a suspect was interviewed in moments earlier.

Following the interview, that child is left to navigate the daunting criminal justice system and healing process on their own. They might have to re-live that process many times, in many different buildings, to many different adults.

Each time, telling their story becomes more and more difficult. That was 16 years ago, and now that story has changed.

Today, when a child experiences abuse, they arrive at the Zebra Child Protection Centre - our community's response to child abuse. The Zebra Centre is a place that welcomes them from the moment they step off the elevator.

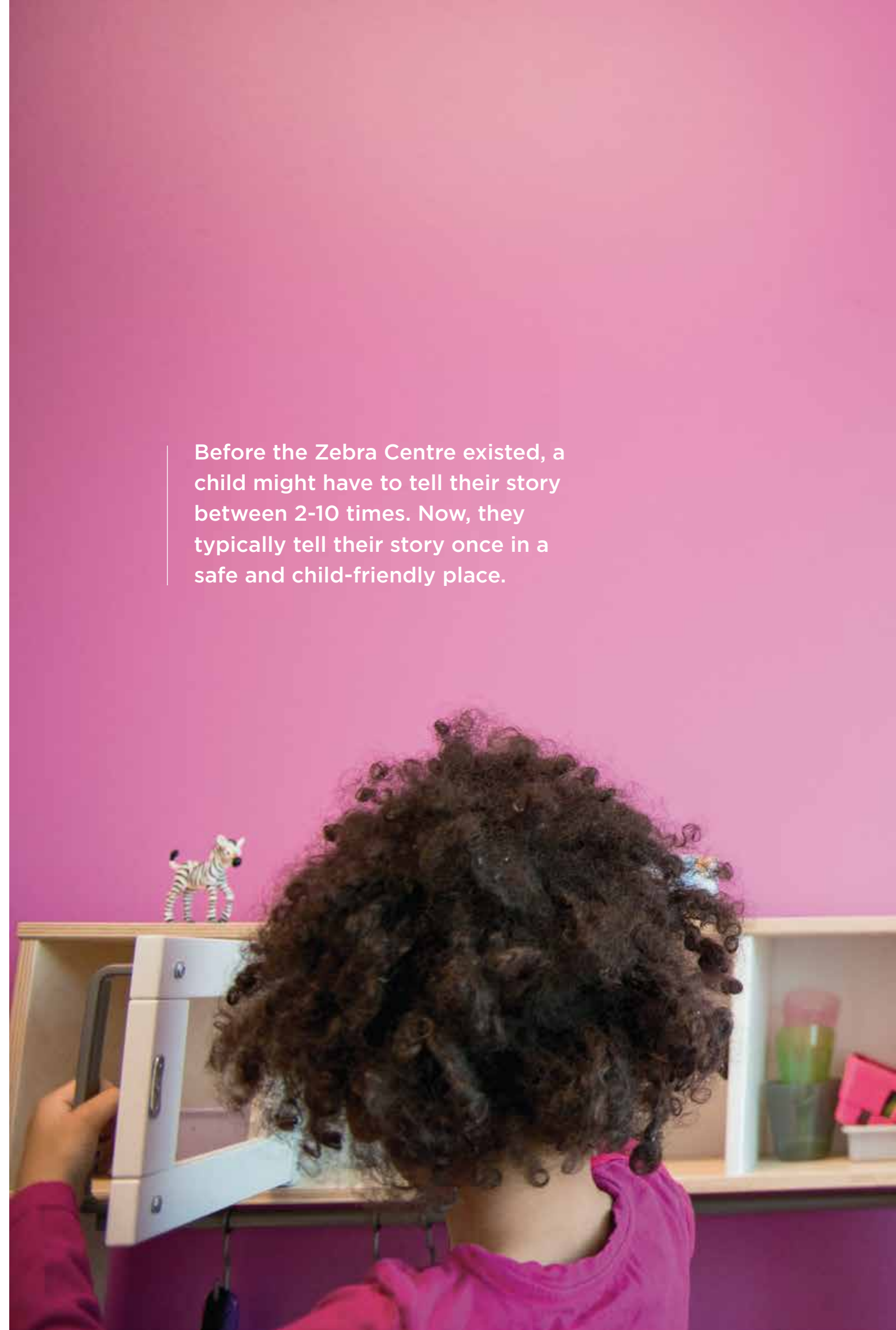
They are met by a multi-disciplinary team of partners who will support them every step of the way. It's a place where children's resiliency is seen and heard every day, as laughter echoes down the halls. It's a place where every child is believed, and bravery is celebrated.

When a child leaves the Centre, they carry a bit of the Zebra Centre with them - knowing they are supported throughout the entire process. They are optimistic for what their bright future holds.

Before the Zebra Centre existed, a child might have to tell their story between 2-10 times. Now, they typically tell their story once in a safe and child-friendly place.

“Zebra has been here for me since the beginning. Without Zebra, my life wouldn't be the same.”

Zebra Centre Child



mission

To provide a collaborative response to child abuse through intervention, advocacy, and a continuum of support in a child-friendly environment.

vision

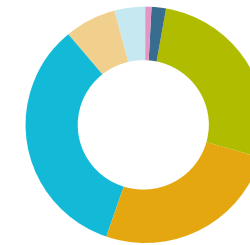
A community where every child is heard and respected and child abuse is not tolerated. The Zebra Child Protection Centre will be recognized as the leader in child advocacy.

a safe place where kids can tell

In 2017, we supported **1,609** children and youth and **1,415** caregivers.

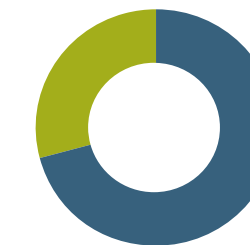
AGE AT THE TIME OF REPORTING

Less than one year	1%
1-3 years	2%
4-7 years	27%
8-11 years	26%
12-15 years	34%
16-17 years	7%
18+	4%



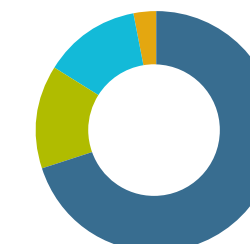
WHO WE SUPPORTED

Female	71%
Male	29%



REASON FOR REFERRAL

Sexual	70%
Physical	14%
Witness to a crime	13%
Other (internet crime, abduction, and others)	3%



It is important to note that each type of abuse does not occur in isolation - children and youth referred to the Zebra Centre often experience more than one type of abuse.

85% of victims in 2017 knew their offenders.

our herd

In the wild, zebras form a protective circle around their young. The adult zebra's stripes work together so you can't tell where one zebra begins and another ends – protecting the young inside from danger.

Our multi-disciplinary team works the same way.

The Zebra Child Protection Centre is home to over 50 professionals from 5 organizations. Together with our off-site partners, we work together to protect children and youth throughout northern Alberta.

ON-SITE

Alberta Children's Services

Alberta Health Services

Child at Risk Response Team (CARRT)

Edmonton Police Service

Royal Canadian Mounted Police

Zebra Centre Staff and Volunteers

OFF-SITE

Alberta Crown Prosecution Services

Alberta Education

Alberta Health

Alberta Justice and Solicitor General

Child and Adolescent Protection Centre

Rural Police Organizations



100% of cases are supported collaboratively by two or more partners.



SOURCE OF REFERRAL

Edmonton Police Service	57%
RCMP	29%
Children's Services	9%
Other policing agencies	4%
Partner agencies (including the CAPC* and Crown Prosecution)	4%*

*Child and Adolescent Protection Centre, Stollery Children's Hospital



a multi-disciplinary **team story**

In 2017, two children were involved in an attempted assault. The Zebra Centre supported their family through their entire journey - surrounding the children with support every step of the way.

Their story started with crisis response. Our advocates, who are on call 24/7, met the family at the Zebra Centre.

This Zebra Centre Child's caregiver commented - "when we first arrived at the Zebra Centre the evening of the event, [my nephew] was very upset and thought he had done something wrong. The first thing the Detective said to him after he introduced himself was 'You are a hero.' These words could not have been more perfectly timed. He really needed to hear that from someone other than his family."

These four words helped this boy see how incredibly brave and strong he is, and gave him the courage he needed to tell his story.

Our support didn't stop there - we supported the family throughout the investigation and into the court process.

During court, we sent two Child Advocates and Fletcher to lend strength and comfort during this difficult time. On the last day of court, Fletcher was surprised with a big bag of carrots - his favorite treat - by the victims, who wanted to give something back to those that had helped them so much.

"Our thanks doesn't seem to be a strong enough word. Amazing people at Zebra - this program has been everything for my family."

Zebra Centre Parent



supporting victims every step of the way

The Zebra Centre supports children and youth from the moment of disclosure – where they tell their story of abuse – through the criminal investigation, court process, and healing journey.



- Crisis Response
- Forensic Interview
- Hope's Toy Closet
- Backpack Home Program
- Child Advocacy
- Mental Health Supports
- Customized Care Plans
- Care Calls
- Victims of Crime Support
- Court Preparation
- Court Accompaniment
- Very Important Paws
- Cultural Attunement Program
- Community Engagement & Ambassadors
- Public Education

A Story of Support

“In 2017, my eldest daughter was the sole witness to a crime that occurred in Edmonton. I have never been involved in the legal system in any other way, and so the entire experience was new to me. Having my daughter involved made it even more unusual, and certainly much more difficult.

Because she was just 7 at the time, her case was referred to the Zebra Child Protection Centre so that they could help us through the criminal and legal process.

While I wish that my daughter never had to witness what she did, I know that there are many children for whom the circumstances are much more difficult, and knowing that a place like the Zebra Centre exists to help them is extremely reassuring. The respect, care, compassion, and thoughtfulness shown to the children and their families by the staff at the Centre are nothing short of incredible, and this attitude is consistent in everything they do.

My daughter's experience may have been unwelcome, but the fact that we came to know of the Zebra Centre and be taken care of by them almost feels like a privilege.”

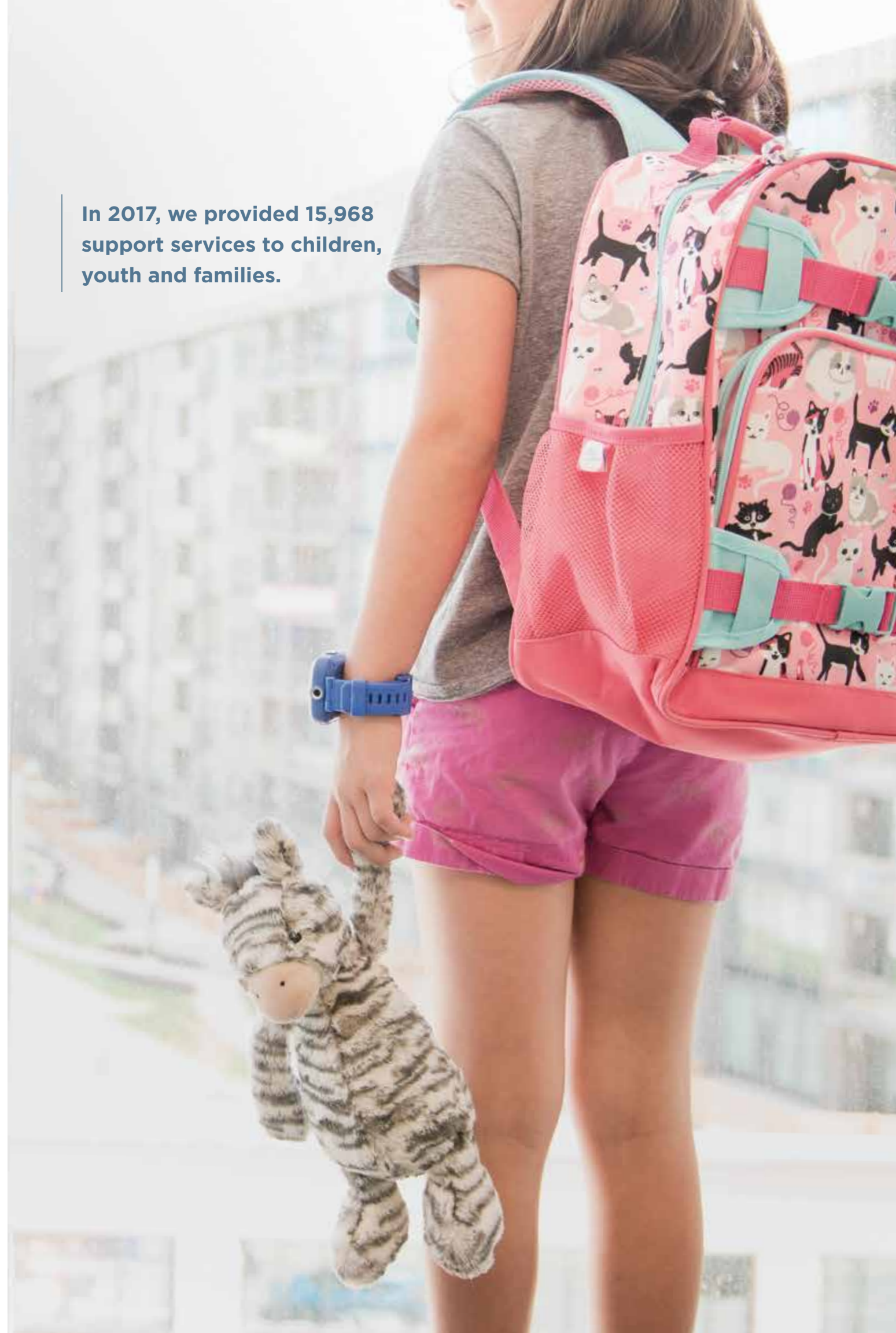
Zebra Centre Parent

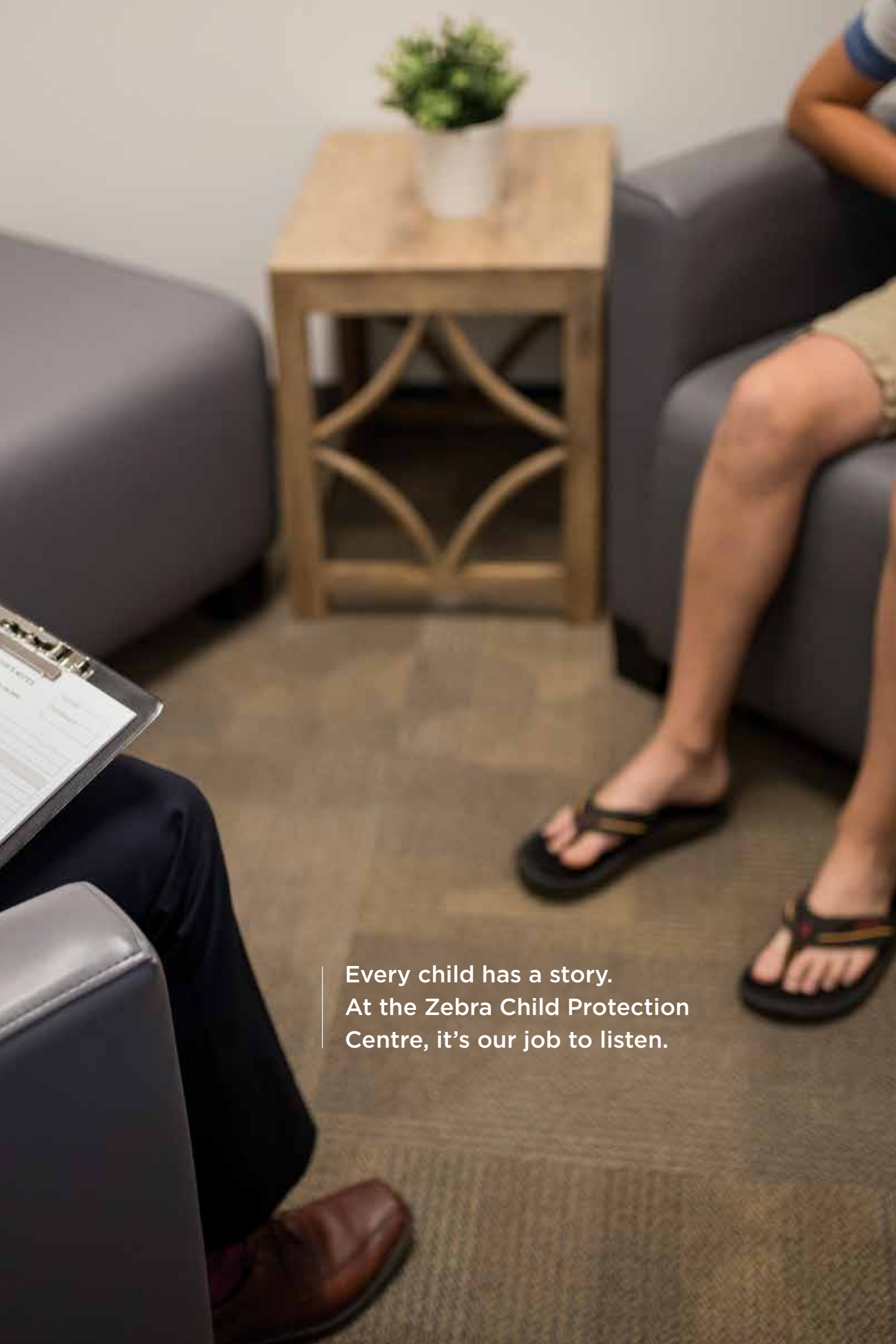
In 2017, we provided 15,968 support services to children, youth and families.



“Thank you for everything. You are an amazing place. From our family to the Zebra family, thank you from the bottom of our hearts.”

Zebra Centre Parent





Every child has a story.
At the Zebra Child Protection
Centre, it's our job to listen.

investigation & advocacy

From the moment a child steps into the Zebra Centre, we work to ensure their voice is heard. The forensic interview gives the child the opportunity to share their story in a safe and child-friendly place where they are believed and supported.

"I found that the Centre took what was as scary, terrifying, and anxiety-ridden and made [my daughter] at ease enough to tell her story. She went in saying she wasn't going to talk about it. Then she went willing with the interviewer to tell her story, and opened up. You could see in her face she was so relieved when she was told by everyone 'I believe you.' I just wanted everyone to know the difference you made for her." - Zebra Centre Parent

Our support doesn't stop once they share their story - our child advocates will continue ensuring the child's needs remain everyone's top priority, connecting with families over the phone to provide emotional support, trauma referrals, file updates, and more.

909 new files referred to the Zebra Centre for support (a 35% increase over 2016)

828 forensic interviews conducted (19% increase over 2016)

7,933 care and support calls to non-offending caregivers

"We all felt welcome and comfortable expressing our story to the team during the most difficult time of our life."

Zebra Centre Caregiver



court support

With a little encouragement and help, children and youth find justice and healing.

Our supports extend throughout the entire court process - updating families on court proceedings and information, preparing children for their day in court, addressing any fears they might have, providing a safe and secure place to wait at court, and accompanying them on the stand as they testify.

No matter the court outcome, we make sure children know they are **believed**.

214 court preparations

172 children accompanied to court on 124 cases

2 child-friendly waiting rooms at the Edmonton Law Courts

Before the Zebra Centre existed, the conviction rate for offenders of child abuse was **less than 20%**.



In 2017, with the support provided for victims throughout their journey, **our yearly average was 61%**.



“Tomorrow is a big day, but it will be good. All I have to do is tell the truth.”

Zebra Centre Child





community outreach & education

Our support extends into the community - engaging adults, kids, youth, teachers, corporations, and more. Together, we work towards creating communities where victims feel safe and believed, and child abuse is not tolerated.

A Story of Empowerment

“One of our herd was asked to come speak to a large group of Grade 3 and 4 students about what the Zebra Centre does, children’s rights, and what to do if they or one of their friends is not safe.

The teachers had asked we come as there were several students in class that had recently come forward and been to our Centre. The teachers hoped that both they and the children could be better prepared to support classmates who might have a story to tell.

These 60 students were so interactive and participative - we spent quite some time identifying safe adults in their lives and how to respond if someone shared something difficult with them.

After a rousing thank you from them, we were on our way out a student approached us. She asked what to do if she knows a friend is not safe, though her friend hasn’t asked her for help yet. We made a plan right then and there; we chose the safe adult she would tell, when she would do it, and how she would let her friend know. The teacher was present and also made a plan to follow-up.

Giving children and frontline staff the tools to support and help their classmates is crucial to creating our community where children feel **empowered and safe.**”

Zebra Centre Staff



111 public education
presentations

very important paws

Wren, Fossey and Fletcher make up the Very Important Paws (VIP) team at the Zebra Child Protection Centre, providing a warm cuddle, comforting presence, and a furry shoulder to lean on and gather strength from.

Their job is to help kids feel **safe** - both at the Zebra Centre and in the Edmonton Law Courts.

Fletcher's Story

This Zebra Centre Child waited all morning, worrying about her time on the stand. When her turn arrived, she was overwhelmed by the questions she was asked, having to recount the trauma she had been through. She needed a break, so along with her Zebra Centre advocate and Fletcher, one of the Zebra Centre's facility dogs, she headed back to the waiting room.

Once back in the waiting room, she ran to the bathroom, curled up, and began to cry. Fletcher went into the bathroom with her, looked up at her with his big, all-knowing canine eyes, and began to lick the tears from her face. He comforted her until there were no more tears - until this Zebra Centre Child remembered just how brave and strong she is.

She marched back into the courtroom, Fletcher by her side, where she bravely stayed until her time in court was over and she could begin to move on.

62 - times Wren, Fossey and Fletcher supported children **on the stand** in the Edmonton Law Courts

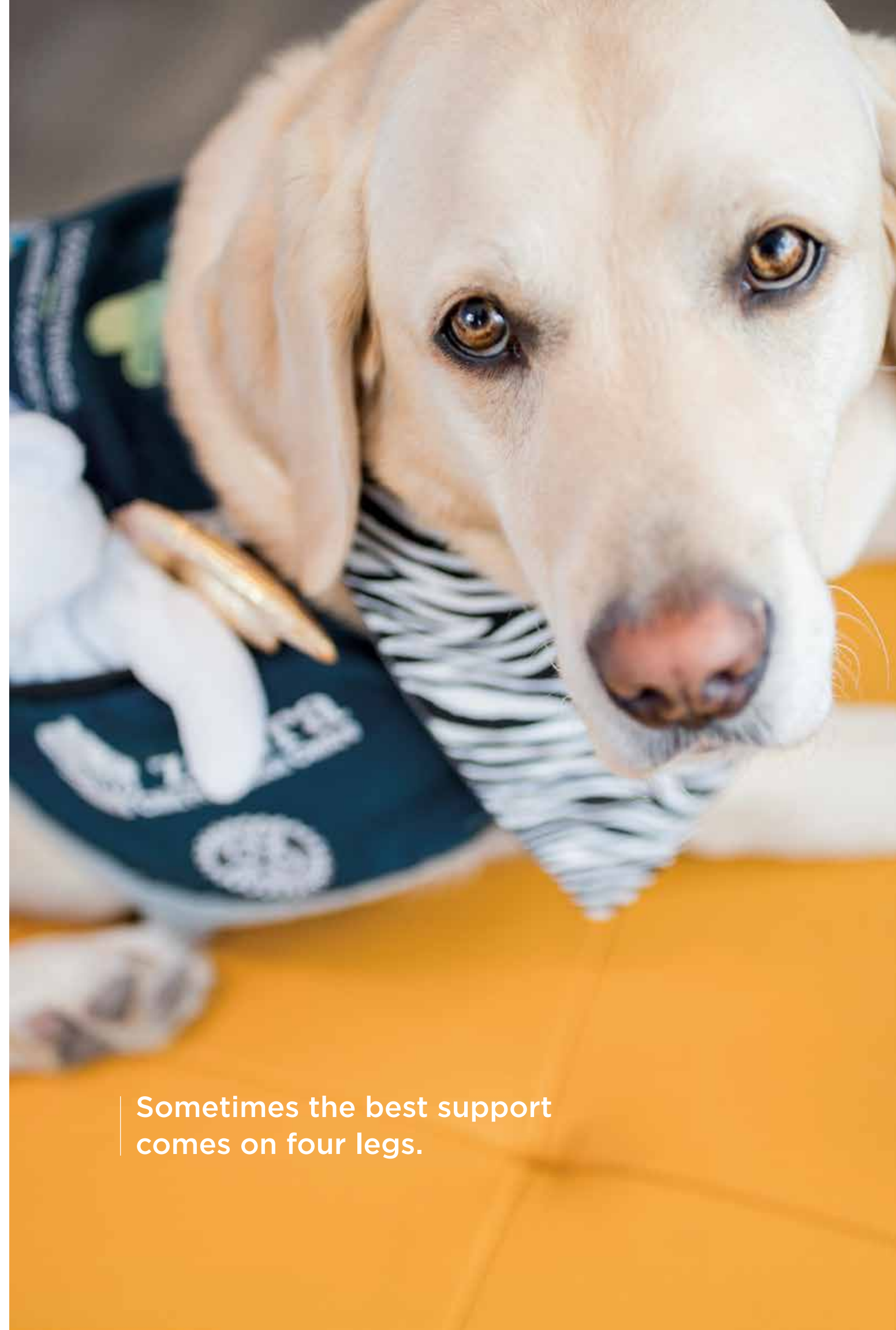
98 - times Wren, Fossey and Fletcher lent a supportive cuddle during **court preparation**

364 - **meets and greets**, helping kids understand the Zebra Centre and court is a safe place

166 - **forensic interviews accompanied**, reassuring children of their bravery while they tell their story.



Goodbye Fossey - At the end of 2017 we said paw-revoir to Fossey. She has retired after 30 dog years of service!



Sometimes the best support comes on four legs.



Hero, friend,
safe adult

volunteers

Whether they are responding to a crisis call, colouring alongside a child, or sparking a conversation in the community at an event, our volunteers are working tirelessly to provide support and care for victims and families.

A Volunteer's Story

As an evening Child Advocate, I often help prepare children for their upcoming court sessions. When I began this role, it struck me as absurdly simple: tell the truth; if you don't remember, say so; if you don't understand a question, ask to rephrase. Pretty straightforward.

But if it were that simple, we could cover it in a phone call or even an email.

I learned the nuances quickly - they were spelled out in each child's body language; their downward gaze, their mumbling responses. To be sure, some children appear confident, and they lift my spirits. Others, however, remind me of the great responsibility and honour it is to help.

I recently met a determined but scared young girl who, nervous as she was, opted for an early court prep. We covered the basics, and like most children, she picked it up pretty quickly.

The magic, however, came as we discussed her fears. We had her share of them, and as we discussed each, one by one, I watched her demeanour slowly brighten, her gaze grow more direct, her smile begin to form. It signalled relief and greater self-assurance. Gradually, her questions became more and more insightful. In fact, in my nearly four years at Zebra, no one had thought to ask many of the questions she posed. She was being proactive - fighting her fear with knowledge.

I was humbled by the experience. I did my best to provide answers, convey compassion, and assure her that she wasn't alone. But she did the real work. She learned, faced her fears, and left determined to tell her story.

I walked out of the building that night inspired by her courage.

Zebra Centre Volunteer

Our volunteers:

- Administrative Volunteers
- Child Advocate Volunteers
- Court Accompaniment Volunteers
- Event Volunteers
- Research Volunteers

71 volunteers

4,685 hours donated
(an 18% increase over 2016)

135 hours of volunteer
training



a community of support

Thank you to all the donors, supporters, and sponsors who make the Zebra Centre a safe place where kids can tell. Your generosity continues to make a difference for children's lives - because of you, children and youth have the support they need to demonstrate their resiliency, bravery, and strength.

A Donor's Story

One day, the Zebra Centre gave a presentation to an elementary school. This presentation was similar to many given throughout the year, but this story is special because of what happens next.

A young girl in attendance, upon learning about the supports provided for kids just like her, decided to donate all the gifts from her birthday the following month. She arrived at the Zebra Centre, arms full of toys, where she proudly announced that the entire lot should go towards the Centre to help kids who needed the toys more.

One of these toys was a teddy bear. The very same day, a very brave teen girl came into the Centre, for a much different reason than the teddy bear's original owner.

This brave girl came in to the Centre to tell her story, but she was scared - as many children and youth are. She saw the teddy bear and asked to hold it. While she sat with the interviewer inside the warm and friendly walls of the Zebra Centre, she clutched, held, and cried into this teddy bear. When it all became too much, this teddy bear encouraged her to find her strength, and reminded her of her bravery.

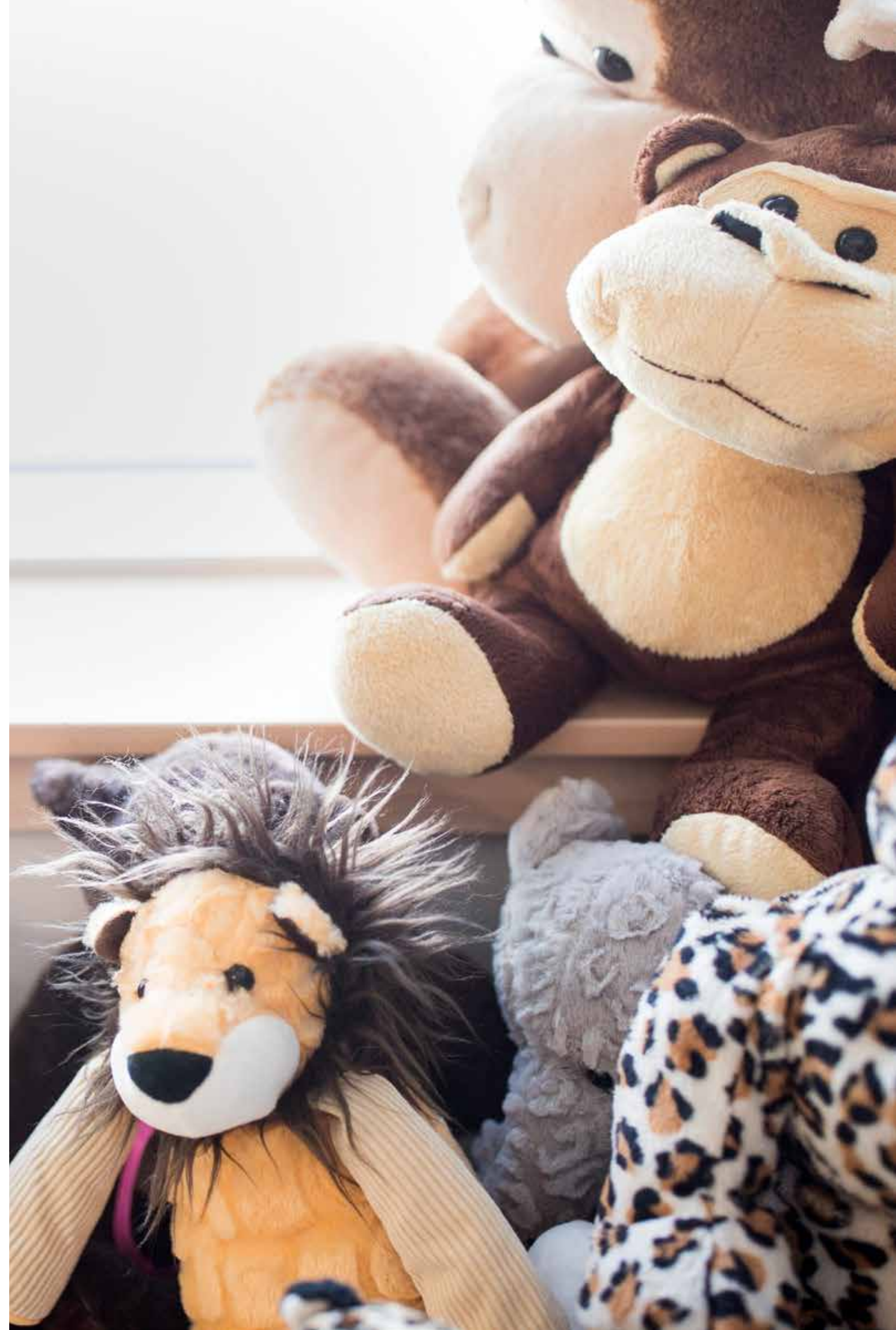
The young hero who donated the bear never knew the difference she had made, inspiring a teen to find her bravery and strength and beginning the next chapter in her healing journey.

We keep the teddy bear at the Zebra Centre to remind ourselves of the power and dedication our community has to help children and youth.

Thank you to all of our donors, supporters, and sponsors for the teddy bear. Each of you has impacted children in a profound and significant way, whether you know it or not.

48 community
events in support of
the Zebra Centre

1,500+ toys donated
to children and youth

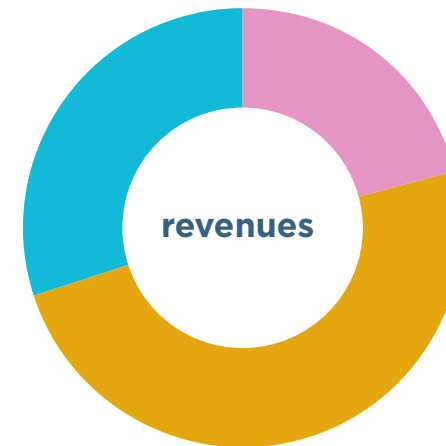


Zebra Child Protection Centre Society
Statement Of Financial Position
As at Dec 31

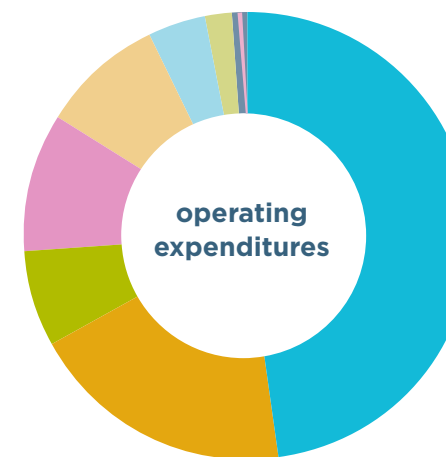
	2017	2016
ASSETS		
<u>Current Assets</u>		
Cash	1,210,252	1,045,922
Short-term Investments	15,785	15,664
Accounts Receivable	15,021	37,658
Prepaid Expenses	7,813	4,808
	1,248,871	1,104,052
<u>Capital Assets</u>		
	140,427	162,092
	1,389,298	1,266,144
LIABILITIES AND NET ASSETS		
<u>Current</u>		
Accounts Payable and Accrued Liabilities	75,606	65,651
Deferred Contributions - Operating	1,034,815	728,155
Deferred Contributions - Casino	62,521	87,185
	1,172,942	880,991
Deferred Contributions - Capital	84,267	88,157
	1,257,209	969,148
NET ASSETS		
Unrestricted	(60,687)	86,455
Internally Restricted	136,616	136,616
Invested in Capital Assets	56,160	73,935
	132,089	296,996
	1,389,298	1,266,144

Financial Position is audited.

financials



Partner Contributions	\$300,843
Grants/Deferred Casino/ Deferred Asset	\$714,836
Donations/Interest	\$441,091
	\$1,456,770



Salaries And Benefits	\$774,822
Occupancy Costs	\$300,843
Children And Family Support	\$122,085
Office And IT Support	\$157,146
Professional Development	\$141,964
Fundraising	\$72,371
Advertising And Communication	\$31,127
Very Important Paws (VIP) Program	\$7,439
Volunteer Management	\$13,885
	\$1,621,677

“The Zebra is the most best. You helped me so much. I hope I do become an actress and donate half my money to you.”

Zebra Centre Child





Zebra Child Protection Centre

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zebracentre.ca

#kidscantell



@ZebraCentre

To Report Abuse

Edmonton Police Service

780-423-4567

Child Abuse Hotline

1-800-387-5437