



WOMEN'S
SHELTERS
CANADA | HÉBERGEMENT
FEMMES
CANADA

WSC 2025 National Survey

In 2019, Women's Shelters Canada (WSC) published the first national profile of shelters and transition houses (TH) for women, children, and gender-diverse people fleeing violence. The report from the 2019 study, *More Than a Bed*, provided a comprehensive profile of the sector, informed policies, advocated for essential funding, and highlighted critical service gaps. As we develop the second edition of this study, we seek your valuable input to understand changes and identify new and emerging challenges and opportunities in the shelter/TH sector. Your responses will contribute to a body of evidence that can be used to further raise awareness about our sector, and advocate to all levels of government.

This survey asks detailed questions intended for your organization, specific to the type of shelter/TH you operate. If your organization operates multiple types of shelters, we kindly ask you to complete a separate survey for emergency shelters and second stage shelter locations, as these facilities often operate in very different ways.

Your participation is important as it ensures the voices of the shelters and transition houses across Canada are represented. We appreciate your time is valuable and kindly ask for your best efforts to complete the survey within the participation window of March 2025 to June 2025. This survey should take between 45 to 60 minutes to complete.

We recognize and appreciate the significant work you do, and we are committed to protecting your privacy to the best of our ability. The data from survey responses will be stored on password-protected computers and will only be accessible to the WSC research team. We are requesting your contact information so that if something is not clear, we can follow up with you. We will also use this information to send you the final report. Your contact information will be used only for these purposes and will not be shared with anyone else. To ensure confidentiality when reporting data, all information will be grouped, so that individuals and their organizations cannot be identified.

We encourage participants to complete the survey online. You can stop the survey at any time and return to the link that you have been provided to continue at a later point. If you are unsure of an answer, or do not feel comfortable answering a question, you can leave it blank. If online completion of the survey is not feasible, please request a PDF copy to fill, scan, and upload. If you would like to view the survey questions prior to completing the survey, they are available [HERE](#). If you require any technical assistance or support, please contact Chika Maduakolam (Research Coordinator) at research@endvaw.ca. You can also reference our survey guide, which provides a list of terms and definitions being used in the survey, and answers to frequently asked questions available [HERE](#).

Consent

Your participation in this study is entirely voluntary and you may refuse to participate or withdraw from the study at any time. By completing this survey, you consent to participate in this study and having your responses included in the analyses. I agree to participate in the survey with the understanding that:

- My organization's name and identifying information will not be disclosed;
- Partially completed surveys may be used in data collection;
- WSC will report survey results on an aggregated (grouped) national or provincial/territorial basis only;
- The information compiled by WSC will be used for public awareness purposes (e.g. a report,

infographics, social media); and

- A summary report of all responses by province/territory in aggregate form will be shared with provincial/territorial associations for public awareness purposes.

Yes

No

Are you an Indigenous (First Nations, Inuit, Métis), or Indigenous-led healing lodge, shelter, or transition house (can be on- or off-reserve)?

Yes

No

Please answer this question if answer to the preceding question is YES, see below:

We follow OCAP® principles (Ownership, Control, Access, and Possession) when collecting information from Indigenous communities, and therefore will not be reporting on Indigenous shelters/THs without working in partnership with provincial/territorial/national Indigenous associations (e.g. National Indigenous Circle on Family Violence). Do you consent to share your shelter/TH/healing lodge's survey data with your provincial/territorial/national organization

Yes

No

Section 1: Organizational Information

We are requesting your contact information so that if something is not clear, we can follow up with you. Your contact information will be used only for these purposes and will not be shared with anyone else.

Name of person completing the survey:

Email:

Shelter/TH name:

Is your organization a registered charity?

Yes

No

I don't know

If you have a website, please provide the link.

Do you have any of the following social media accounts for your organization?

	Yes	No
Facebook	<input type="radio"/>	<input type="radio"/>

Twitter/X

LinkedIn

Instagram

TikTok

SnapChat

YouTube

Bluesky

List any other social media channels you have for your organization:

Province/territory:

- Alberta
- British Columbia
- Manitoba
- New Brunswick
- Newfoundland and Labrador
- Northwest Territories
- Nova Scotia
- Nunavut
- Ontario
- Prince Edward Island
- Quebec
- Saskatchewan
- Yukon

What is the population of the community in which your organization is located?

- Metropolitan (1 million people or more)

- Large population centre (between 100,000 and 999,999 people)
- Medium population centre (between 30,000 and 99,999 people)
- Small population centre (between 1,000 and 29,999 people)
- Rural (999 people or under)

Is your shelter (select all that apply):

- Remote (has year-round road access but located over 350km from the nearest medium population centre (30,000-99,000))
- Isolated (without year-round road access, e.g. fly-in, ice-road access)
- In the North (includes the three territories and the northern-most regions of the provinces)
- None of the above

Is your shelter/TH accessible by public transit?

- Yes
- No
- I don't know

Is your shelter/TH in a community where over half the residents are First Nations, Métis, or Inuit?

- Yes
- No

Please answer this question: If "Are you an Indigenous (First Nations, Inuit, Métis), or Indigenous-led healing lodge, shelter, or..." = Yes

Is your shelter/TH funded by Indigenous Services Canada (federal government)?

- Yes
- No
- I don't know

Please answer this question: If "Are you an Indigenous (First Nations, Inuit, Métis), or Indigenous-led healing lodge, shelter, or..." = Yes

Is this shelter/TH (select all that apply):

- Located on reserve
- Owned or operated by a Band Council or First Nations government
- Owned or operated by a Healing Lodge
- Owned or operated by a Hamlet
- Owned or operated by Friendship Centre
- Other:

What type of shelter facility do you operate? (As you will only be answering for a single location, pick only the most applicable for that site.)

- Crisis/emergency shelter/TH for survivors and their children fleeing violence
- Second stage shelter for survivors and their children fleeing violence
- Mixed shelter (A combination of emergency and second stage in one location/building. E.g. on the same property, share connected buildings, or have communal spaces, buildings, or property.)
- Safe house/home (community-based networks of private homes, hotels or motels, or other locations that shelter women and their children, typically for very short stays, and in rural communities where shelters/THs may not exist)

Section 2: Emergency Shelter

This set of questions asks about your organization's emergency shelter's or safe house/home's funded, and actual capacity. If you operate a mixed facility, please answer this portion only for the emergency shelter portion of your mixed facility. If you are not sure, you can estimate or leave it blank. We recognize that this section includes sensitive questions and therefore would like to remind you that no information will be reported that could identify your organization; questions like these will only be reported on an aggregated (grouped) national or provincial/territorial level.

According to your policy, funding requirements, or other guidelines, what is the maximum length of stay for someone staying at your first stage emergency housing facility? If you operate a mixed shelter, please answer for the first stage emergency shelter portion of your mixed facility. We have provided different units of time, as there is variation in stay lengths. Answer only beside the most relevant option.

- Maximum length of stay in DAYS:
- Maximum length of stay in WEEKS:

- Maximum length of stay in MONTHS:
- No maximum
- Maximum length of stay varies, please explain:

If you selected 'No Maximum' in the above question, please skip the next/following question. If you selected any of the other options, please respond accordingly to the next/following question.

If your shelter/TH has a maximum length of stay policy, what happens when a resident reaches the maximum length of stay? Please choose all that apply.

- There is usually second stage available
- Many residents can find affordable housing within that time
- Many residents can find alternative accommodation with family or friends
- The facility will provide an extension to the resident
- The resident is referred to emergency social services
- Outreach/follow-up services are offered
- After the maximum stay, the resident is on their own, and in some cases, may return to the abuser or become homeless
- Other, please specify:

How many beds or persons is your facility funded for? Please enter a whole number.

What is the actual maximum number of individuals you have or are willing to fit at your facility?

- Number
- Can you explain any variations from funded spots, and the actual maximum?

In the past 12 months, how often have you operated at your funded capacity?

- More than once a week
- Once a week
- A few times a month
- Once a month

- A few times a year
- Never
- I don't know

How often does your shelter take in people when you no longer have room, and when you are at your funded capacity (e.g. providing a survivor a cot, extra mattress, couch, rollaway crib, or children's bed beyond your stated capacity)?

- More than once a month
- Every few months
- Every year
- Every few years
- Never
- I don't know
- Prefer not to answer

If your facility is full, what happens to survivors?

	Always	Sometimes	Rarely	Never
We provide support over the phone and conduct needs assessments over the phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We refer them to another shelter or service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We phone/email around until another shelter or service is found	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have a centralized electronic system that shows where beds are available in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We pay to have them stay in a motel, hotel, or other place requiring payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Municipality, Band Council, or other government or organization pays for them to stay in a motel, hotel, or other place requiring payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We add the survivor to our waitlist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

We provide external programming and outreach supports until space is available

We are unable to provide support/anything

Other, please specify:

Section 3: Second Stage

The next series of questions is for second stage and mixed facilities. If you operate a mixed facility that operates some second stage housing, please answer for the second stage portion of your facility.

How many units (apartments) are available at your second stage facility? Provide a whole number.

How many of these units receive operational funding? Provide a whole number.

Do survivors or families sometimes have to share units (unrelated individuals in the same unit)?

- Always
- Very Frequently
- Occasionally
- Rarely
- Never
- I don't know

Are residents required to pay rent or fees?

- Yes
- No
- It depends (please explain):

If Answer to the above question is 'NO', please skip the next/following question. Please answer the next/following question if your response to "Are residents required to pay rent or fees?" = Yes

What happens if a survivor is unable to pay their rent?

- Second stage shelter covers the rent
- There are funds available from external sources (provincial/territorial shelter association,

municipality, provincial/territorial government)

- Survivors will need to leave shelter
- Other:

How are the rent or fees calculated?

- Each unit has a fixed rent, and residents pay all of it
- Residents pay a portion of the rent and an external subsidy pays the rest (e.g. the resident is eligible for rent-geared-to-income or another subsidy)
- Residents pay only what they can afford and your organization covers the rest of the cost
- An external subsidy pays the entire rent
- Other, please specify:

Do residents pay for their own:

	Yes	No	I don't know
Electricity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heat (if not electric)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet/Wi-Fi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tenancy insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other utility cost (e.g. laundry, storage, parking) Please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do residents pay a damage deposit at the outset of tenancy?

- Yes
- No
- I don't know

Who pays if there is damage to a unit?

- The resident, through an initial damage deposit

- The resident, out of pocket/at the time of damage
- The second stage shelter
- The funder or other organization
- Depends / a combination. Please specify:

According to your policy, funding requirements, or other guidelines, what is the maximum length of stay for someone staying at your second stage housing facility? We have provided different units of time, as there can be variation in stay lengths. Answer only beside the most relevant option.

- Maximum length of stay in DAYS:
- Maximum length of stay in WEEKS:
- Maximum length of stay in MONTHS:
- Maximum length of stay in YEARS:
- No maximum
- Maximum length of stay varies, please explain:

If your selection to the above question is 'No Maximum', please skip next two (2) questions. If you select any other response, please proceed to provide answers for all the questions that follow in this section.

If your second stage housing/TH has a maximum length of stay policy, what happens when a resident of the second stage housing facility reaches the maximum length of stay? Please choose all that apply.

- There is usually third-stage or other assisted housing available
- Many residents can find affordable housing within that time
- Many residents can find alternative accommodation with family or friends
- Residents moves into unaffordable, inadequate, or unsuitable housing
- The facility will provide an extension to the resident
- The resident is referred to emergency social services
- Outreach/follow-up services are offered

After the maximum stay, the resident is on their own, and in some cases, may return to the abuser, an emergency shelter, or become homeless

Other, please specify:

In the past 12 months, how often have you operated at your capacity?

- More than once a week
- Once a week
- A few times a month
- Once a month
- A few times a year
- Never
- I don't know

Is there anything else you would like us to know about your second stage housing or mixed facility?

Section 4: Building Information

The following questions ask about the physical building, as well as the building infrastructure.

When was this facility built? This refers to the physical shelter building in which you are currently located. Please provide a year, or approximate year. If you are not sure of the year, please estimate or leave blank. Use a whole year (e.g. 1970).

Is your building purpose built? For example, was it built to be an emergency or second stage shelter/TH, or have you adapted a building that was built for another purpose?

- Yes
- No
- I don't know

Is this facility in need of renovation or repair?

- Yes, major repair or renovation (over \$40,000)
- Yes, minor repair or renovation (under \$40,000)

- No
- I don't know

*If your answer to this question is **NO**, please skip the next 2 questions. If your answer to this question "Is this facility in need of renovation or repair?" is **YES**, respond to all subsequent questions in this section.*

Does your emergency shelter/TH/second stage have the funds to complete the necessary repairs or renovations? Please choose only one.

- Yes
- No
- We are not financially responsible for the building repairs or renovations
- I don't know

Have you undertaken renovations to make your shelter more accessible in the past 5 years? These may include adding accessibility ramps, automatic doors, lower counters, accessible rooms/bathrooms.

- Yes
- No
- I don't know

Who owns the shelter/TH building?

- Shelter/TH organization itself
- Province, territory, or municipality/city/town
- Band Council
- Other organization
- Private landlord
- Other:

ONLY answer this question: If "Who owns the shelter/TH building?" = Shelter/TH organization itself

If you own the building, is the mortgage paid off?

- Yes
- No

I don't know

Do you pay property taxes for your building?

Yes

No

I don't know

Do you accommodate pets in your facility (select all that apply)?

Pets are allowed in units

We have separate pet housing on site

We do not allow pets on site

We have partnerships to accommodate small pets offsite

We have partnerships to accommodate large pets/animals/livestock offsite

We do not have the ability to support pets on or offsite

Is there anything else you would like us to know about your facility or building infrastructure?

Section 5: Shelter Security

The following questions address issues related to security of the shelter.

What safety/security measures are taken at your shelter (select all that apply)?

Electronic security system

Video camera/CCTV

Security personnel

Double staffing

Security protocols in case of an incident

Panic button

- Location of shelter kept confidential
- Access controlled doors
- Fences or other physical barriers
- Cyber security systems
- Other:

What security measures does your shelter need that it cannot currently afford to put in place (select all that apply)?

- Electronic security system
- Video camera/CCTV
- Security personnel
- Double staffing
- Security protocols in case of an incident
- Panic button
- Access controlled doors
- Fences or other physical barriers
- Cyber security system
- Other:
- We have all the security we want or need

Has your organization's computer system or programs been hacked (select all that apply)?

- Yes, and we've had funds stolen
- Yes, and we've had data or contact information stolen

- Yes, we have been monitored or had malware installed on devices or in our system
- Other:
- No
- I don't know

Please answer this question: If your response to the first question "What safety/security measures are taken at your shelter (select all that apply)?" = **Location of shelter kept confidential**

Has technology owned by a survivor or their child been misused by an aggressor to find your confidential shelter location (select all that apply)?

- Yes, survivor's technology
- Yes, a child's technology
- No
- I don't know

Does your shelter's phone number/crisis line number appear on smart phone or phone bills?

- Yes
- No
- I don't know

Is there anything else you would like to share concerning shelter security?

Section 6: Mandate and clients

The following questions ask about the people you serve, the work you do, and the range of services offered by your shelter/TH.

Is your shelter's official mandate to serve exclusively victims/survivors of intimate partner violence?

- Yes
- No
- I don't know

How do survivors connect with your shelter/TH?

	Very often	Often	Sometimes	Seldom	Never
Phone or crisis line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digitally (email, through website/chatbot)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referral	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Select the top three ways that survivors get to your shelter.

- Drive
- Public transit
- Taxi/ride share
- Friend/family member
- On foot
- Another community service drops them off (e.g. police, social services)
- Other:

Do you provide any of the following services, programs, or resources?

	Yes	No	I don't know
Culturally-specific services, support, and advocacy for Indigenous (First Nations, Inuit, or Métis) survivors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Culturally-specific services, support, and advocacy for Black survivors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Culturally-specific services, support, and advocacy for other People of Colour survivors (those that experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

discrimination/oppression based on race, colour, or ethnicity)			
Culturally-specific services, support, and advocacy for immigrant, refugee, migrant, or non-status survivors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific services, support, and advocacy for survivors involved in sex work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific services, support, and advocacy for survivors who have experienced trafficking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific services, support, and advocacy for survivors who are homeless or street-involved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific services, support, and advocacy for Lesbian/Gay/Bisexual/Two-Spirit/Queer persons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific services, support, and advocacy for Two-Spirit, trans, gender-diverse, gender-fluid or intersex persons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific capacity to accommodate and support survivors who are blind or visually impaired	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific capacity to accommodate and support survivors who are Deaf or hard of hearing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific capacity to accommodate and support survivors who use a wheelchair or other device to increase mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific capacity to accommodate and support survivors who are living with mental health issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific capacity to accommodate and support survivors who are living with an intellectual disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific capacity to accommodate and support survivors who are living with substance use concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific capacity to accommodate and support older survivors (65+ or however seniors/elders are defined in your community)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific capacity to accommodate and support adult dependents accompanying residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific capacity to accommodate and support children and youth accompanying residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific capacity to accommodate and support unaccompanied female children or youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific capacity to accommodate and support unaccompanied male children or youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specific capacity to accommodate and support men experiencing violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

List any other groups that you offer targeted programming:

Do you have internal capacity or external support (e.g. CanTalk Canada, other translation services) to offer support and/or programming in a language other than the official language(s) of your area?

- Yes, we have internal capacity for 5+ different languages
- Yes, we have internal capacity for fewer than 5 different languages
- Yes, we use an external service for translation support
- No, we do not have this capacity
- We have not needed any translation supports
- I don't know

Do you have an age policy for children accepted at the shelter accompanying a caregiver?

- Yes
- No
- I don't know

Up to what age are children accompanying a parent accepted at the shelter? Use a whole number.

- Male children under this age are accepted:
- Female children under this age are accepted:
- Non-binary/gender non-conforming children under this age are accepted:

Are you able to accommodate children with disabilities (includes physical, mental, developmental, invisible, etc.)?

- Yes, children of any age including adults
- Yes, but only children that are under 18
- No
- I don't know
- It depends. Explain:

Is there anything else you would like us to know about your shelter's mandate and clients?

Section 7: Employees

How many people are currently employed on your shelter's payroll? Include all staff who are paid by your shelter, including cleaning staff, cook, etc. Please remember to fill out this survey for the current location only. Full-time is 30 hours or more per week. Part-time is fewer than 30 hours per week. Casual/relief is guaranteed work only when it is needed. Use a whole number.

- Number of full-time employees
- Number of part-time employees
- Number of casual/relief staff

How many people do you currently have volunteering at your shelter? Use a whole number.

- Number of board members
- Number of non-board volunteers

Do you struggle to recruit and maintain volunteers?

- Yes
- No
- I don't know

Is your organization unionized?

- Yes
- No
- I don't know

Does your shelter have a full-time or part-time staff person whose only job is (please choose all that apply):

- Psychologist
- Social worker
- Housing worker
- Nurse

- Psychiatrist
- Substance abuse counsellor
- Mental health counsellor
- Knowledge keeper/Elder
- Chaplain/spiritual advisor
- Legal advocate (or similar position – helping survivors with legal cases)
- Public educator (someone who works in the community to raise awareness about violence)
- Outreach worker (someone who works with survivors outside of the shelter)
- Peer workers
- Childcare worker
- Teacher
- Provider of children's services other than childcare or teaching
- Administrator
- Accountant
- Cleaner/caretaker
- Fundraiser
- Cook/kitchen worker
- Other specialized workers (please specify):

What is the salary range for a full-time crisis counsellor/front line worker providing direct support at your shelter? Please provide either minimum and maximum annual salary **OR** minimum and maximum hourly rate.

- Minimum annual salary at your facility for a full-time crisis counsellor
- Maximum annual salary at your facility for a full-time crisis counsellor
- Minimum hourly rate
- Maximum hourly rate

Please ONLY answer this question: If you provided an ANNUAL SALARY RANGE to the question above – “What is the salary range for a full-time crisis counsellor/front line worker providing direct support.....”

If you gave an annual salary range and not an hourly range, can you identify how many hours per week a full-time crisis counsellor at your shelter works in order to receive this salary? Use a whole number.

Do you have a yearly budget for staff training, professional development, and/or mentoring?

- Yes, for all staff
- Yes, for management
- Yes, for staff based on their program/project funding
- No
- I don't know

Do you offer any of the following trainings for your staff (select all that apply):

- Diversity, equity, inclusion, and accessibility training for your staff
- Training on identifying traumatic and/or acquired brain injuries and supporting those experiencing these
- Tech safety and information about tech facilitated gender-based violence

Do you have a diversity, equity, inclusion, and accessibility policy for your organization?

- Yes
- No
- I don't know

Do you have a gender-based violence policy for staff experiencing violence?

- Yes

- No
- I don't know

Is there anything else you would like us to know about your shelter's employees?

Section 8: Funding

The following section asks about your experience with funders, and funding challenges. You will not need your budget or financials to complete this section.

Are you required to fundraise for any of the following operational costs (this may include financial and in-kind donations, or the donations of goods) (select all that apply)?

- Rent/mortgage
- Utilities
- Salaries
- Transportation
- Office administration (supplies, equipment, administrative staff)
- Technology (for staff or clients)
- Safety/security
- Renovations
- Other:

Do you feel that your reporting requirements to your primary funder are (select all that apply):

- Adequate for your organization
- Helping your organization to learn and improve
- Required too frequently and take too much time
- Not in alignment with your organization's needs
- Other:

What work, or areas of work, would you like to undertake, but are unable to find the funds to support this? Examples could include specific programs, or areas of work like outreach, prevention, or culturally specific supports (max 1500 characters).

What three areas do you find the most difficult to receive funding for? Select only three.

- General shelter operations and administration
- Transportation or vehicle costs
- Technology
- Safety/security
- Renovations and repairs
- Prevention programming
- Community engagement and advocacy
- Other:

Has work or programming that you were previously able to do been cut or drastically reduced due to a lack of funding in the previous 12 months?

- Yes
- No
- I don't know

Share any other information you would like about your experience with funding (e.g. challenges, good funding practices, etc.) (max 1500 characters).

Do any of your shelter sites operate a social enterprise (e.g. operate a second-hand shop, sell food products, etc.?)

- Yes
- No
- I don't know

Please ONLY answer this question: If your response to the above question – “Do any of your shelter sites

operate a social enterprise (e.g. operate a second-hand shop, sell food products, etc?) = Yes

How many social enterprises do you operate? Social enterprises would be any sale of goods or services by your organization, with the profits reinvested in the organization. Enter a whole number.

Please ONLY answer this question: If your response to the question – “Do any of your shelter sites operate a social enterprise (e.g. operate a second-hand shop, sell food products, etc?) = Yes.

What type of social enterprise do you operate (select all that apply)?

- Retail shop (e.g. second-hand clothing, locally made goods)
- Restaurant or food-based business (e.g. catering, selling food products)
- Selling a service (e.g. courier service, construction or painting, landscaping)
- Childcare, child’s camp, other children’s educational programming
- Consultancy (e.g. producing curriculums, training other local agencies)
- Other:

Section 9: Service Delivery

The following questions ask about the services you offer, and how you engage with survivors coming for services and support. This section also asks about challenges you experience at your shelter.

Does your shelter offer any of the following services (either for residents of the shelter or as external programming and outreach supports):

	Often	Sometimes	Rarely	Never
Help with finding housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with applying for income support (social assistance, Employment Insurance, any other income program)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education supports or assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help in applying for permanent residence in Canada, making a refugee, or immigration application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Help with settlement supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help in getting identification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help in accessing health services (physical or mental health)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help with the child welfare system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help in obtaining culturally-sensitive or language-specific services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individual counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peer support programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-to-one service and program navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use support or substance use services navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual assault program/rape crisis centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs/counselling for children who are survivors of sexual, physical, or psychological violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs/counselling for children who have been exposed to violence in the home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Childcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk assessment and needs assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology safety planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referrals to community resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referrals to community resources for children or teens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Court accompaniment for adults and/or children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School support for children (school registration, connecting with teachers/school staff, homework	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

help)				
Occupational therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primary and physical care (e.g., nursing, physicians, allied health care)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faith-based supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programming for men who have abused/have used violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Translation/interpretation services for spoken or written languages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterinarians or pet sheltering supports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programming for men who have been abused	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parenting programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advocating for the client directly with other services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Case management - coordinating services/programming on behalf of the client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How accessible is your shelter at this time to women with the following accessibility needs?

	All shelter services are generally accessible	Shelter services somewhat accessible	Shelter services are difficult to access
Survivors who are blind or visually impaired	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Survivors who are Deaf or hard of hearing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Survivors who use a wheelchair or other device to increase mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Survivors with intellectual disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Survivors with learning disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Survivors living with environmental sensitivities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Survivors on the Autism spectrum or that are neurodivergent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Survivors living with a speech impairment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Survivors who have a traumatic brain injury	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is your organization's website accessible (auditory, cognitive, neurological, physical, speech, and visual)? This can include your website being compatible with screen readers, providing transcripts for audio or text audio descriptions for videos, including alt-text, or using colours and texts that are easy to view.

- Yes
- No
- This is something we are currently developing
- I don't know
- We don't have a website

Do you offer shelter materials in plain language formats (e.g. website, promotional materials, intake forms, etc.)? Plain language makes information easier to find, read and understand, and often improves the accessibility of your content.

- Yes
- No
- I don't know

Are any of the following a major or minor challenge for your shelter?

	Major challenge	Minor Challenge	Not an issue
Not enough funding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instability in flow of funding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliance on project funding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliance on fundraising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of utilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insurance costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliance on volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff turnover and/or burnout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low pay and/or benefits for staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building is not fully accessible to persons with disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information technology lacking or out of date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not enough time/staff to follow up with former residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Survivors staying longer in shelter/shelter capacity issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Providing culturally-appropriate supports and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting the diverse and complex needs of clients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting mental wellness and substance use support needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rising inflation and cost of living	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your organization or leadership are struggling, needs additional support, or are looking for information, who do you turn to (select all that apply)?

- The board of directors
- Other local shelters/THs or anti-violence organizations
- Other community organizations or resources
- Regional networks
- Your provincial shelter/TH association
- Women's Shelters Canada or other national associations
- We feel like we are on our own and cannot reach out for support
- Other:

Do you work with the police (select all that apply)?

- Yes, we call them to support survivors experiencing violence
- Yes, we provide training to the police
- Yes, we have a representative of the police on our board

Yes, in another capacity. Please describe:

No, we try not to work with the police. Please describe:

Is there anything else you would like to share about the shelter's service delivery?

Section 10: Pandemic recovery

What systemic issues do you continue to experience post-pandemic (select all that apply)?

Concerns related to outbreaks of virus (COVID-19 or other)

Higher rates of violence than pre-pandemic

Increased severity of violence over pre-pandemic

Poor mental health and wellbeing of staff and survivors

Staff burnout and turnover

People are more isolated

Increased demand for services

Shift toward remote work and digital operations

Changes in donor behaviour and patterns

Other:

What pandemic adaptations have you continued (max 1500 characters)?

Section 11: Climate crisis preparedness

The following questions ask about the impact of the climate crisis on shelter operations, as well as work that has been completed to prepare for future emergencies.

In the last five years, has your shelter experienced the direct effects of a climate event (e.g. evacuation due to fire, flood, other natural disaster, your building has been damaged by fire, flooding, hurricane)?

Yes

- No
- I don't know

In the last three years, has your shelter experienced the indirect effects of a climate event by needing to provide support to those fleeing/evacuating an emergency?

- Yes
- No
- I don't know

In the last 12 months, has your shelter been negatively impacted by the indirect effects of climate events (e.g. smoke/air quality warnings, extreme heat, issues with water)?

- Yes
- No
- I don't know

Does your organization have an emergency management or preparedness plan/policy in place?

- We have a plan
- We are currently developing a plan
- We have discussed developing a plan, but do not yet have one
- We do not have a plan, nor have we discussed creating a plan
- I don't know

*Answer this question: If your response to "Does your organization have an emergency management or preparedness plan/policy in place?" = **We do not have a plan, nor have we discussed creating a plan***

What challenges have you experienced that have delayed implementation of an emergency management or preparedness plan/policy?

- Lack of resources (time/money/skills) to create a plan
- Other priorities have taken precedence
- It is not applicable to us
- We do not know how to begin creating such a policy or plan
- Other:

Answer this question: If you select every option, **EXCEPT** “We do not have a plan...”, to the question – “Does your organization have an emergency management or preparedness plan/policy in place?”

Does your emergency management or preparedness plan/policy consider (or is considering) those with disabilities, and accommodations that may be required?

- Yes
- No
- I don't know

Has your organization taken actions to be more environmentally sustainable?

- Yes
- No
- I don't know

Please answer this question: If your response to – “Has your organization taken actions to be more environmentally sustainable?” = **Yes**

Please share some of the ways that your organization is working to be more sustainable (max 1500 characters).

Is there anything else you would like to share on the impact of climate crisis on your shelter and/or the shelter’s emergency preparedness?

Section 12: Substance use

With shelters/THs reporting increases in substance use challenges, and drug poisonings and deaths, the following questions ask about the impact in your shelter and how you are responding. The following section includes questions about overdoses and deaths in your community and shelter/TH. We know that this is difficult to report on and discuss, so skip questions as needed. Please take care of your well-being.

In the last three years, are you noticing that you are supporting more people who use substances?

- Yes
- No
- I don't know

Does your community have adequate resources to support those accessing your services who use substances?

- Yes

- No
- I don't know

How many overdoses have taken place in the last 12 months in your shelter spaces? Provide a whole number.

How many deaths have taken place in your shelter or on the grounds of your shelter due to substance use in the last year? Provide a whole number.

The following questions ask about use of Nalaxon and Nalaxon policies in your shelter:

	Yes	No	I don't know
Do you provide training for staff on how to administer Nalaxon?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you provide training for clients on how to administer Nalaxon?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do staff have access to a supply of Nalaxon kits to administer these in an emergency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do clients have access to a supply of Nalaxon kits to administer these in an emergency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have harm reduction policies, programs, or procedures in place?

- Yes
- No
- We operate under an abstinence model
- I don't know

Please ONLY answer this question: If your response to the question – “Do you have harm reduction policies, programs, or procedures in place?” = Yes

Do you have any of the following harm reduction policies, programs, or procedures in use in your shelter (select all that apply)?

- Training for staff on harm reduction, substance use, overdose prevention and response
- Making harm reduction supplies available to clients (inhalation, injection, safe sex supplies e.g. clean needles, pipes, wound care kits, safe sex kits, testing strips, condoms, plan B)

- Using behaviour-based policies/approaches for intake, working with clients, and determining end of stay (e.g. making decisions based on someone's behaviour rather than on the details of their substance use)
- Providing overdose prevention devices (e.g. Lifeguard devices) in client rooms
- Medical/nursing support on-site to administer safe injection services
- Providing safe storage devices such as sharps containers, airtight containers, and/or lockers for clients
- Allowing clients to use legal substances on site/on the shelter property
- Community partnerships to offer safe supply programs and/or managed alcohol programs
- Implementing a critical incident/overdose response protocol
- Creating a harm reduction committee
- Speaking openly with clients about substance use
- Training for staff on suicide prevention and response
- Trained support for labour trafficking, sex trafficking and/or sexual assault
- Sexually transmitted infections and/or pregnancy screening options available
- Other:

Is there anything else you would like to tell us about substance use and drug poisoning crisis?

Section 13: Final thoughts

If there are emerging trends, challenges, or opportunities that were not captured in the survey, please share these with us here (max 1500 characters).

Is there anything else that you would like to share with us (max 1500 characters)?