



GILLIAN'S PLACE
empowering abused women of niagara

SERVING ST. CATHARINES & NORTH NIAGARA

Transition Plan

Purpose

- To provide a formal resource for new staff as they enter the rotating one-year Crisis Outreach Counsellor position

1827

Total Served
through outreach
services

2232

Crisis Calls
were answered



148
women

3 were
re-directed
due to no
available space

111
children

Process

- Met with key stakeholders to review current process
- Gathered resources to formulate a training manual
- Promoted continuous quality improvement

612

Women
obtained Family Law
advice and advocacy

436

Women
received crisis outreach
counselling

202

Women
received transitional
support

Outcome

- Created a formal transition plan
- Provided extensive resources
- Streamlined transition process
- Reduced time spent on training

* All stats from 2015 - 2016



LEADERSHIP NIAGARA
INSPIRING LEADERS. BUILDING COMMUNITY.