



ANNUAL REPORT 2020

A LIFE FREE OF VIOLENCE IS EVERYONE'S RIGHT



Help & Shelter



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Introduction

Overview

Help & Shelter, a non-governmental organization established in November 1994, has become a recognized leader in the fight against violence in Guyana, particularly in the areas of domestic and sexual violence and child abuse.

We are a company limited by guarantee with charitable status. The members in a general meeting elect our board of directors annually and day-to-day operations are carried out by a combination of paid staff and volunteers.

Our Services

- **Face-to-face and hotline counselling**
- **Court support to clients during legal proceedings**
- **Referral of clients**
- **Strengthening existing networking and developing new linkages**
- **Training & upgrading of volunteers**
- **Public Education & Advocacy**
- **Shelter for abused women and their children and female victims of human trafficking**

Our Philosophy

We believe:

- **that the culture of tolerance of violence must and can be changed through education**
- **that everyone is a unique and valuable person**
- **that everyone has the right to take control of their own life**
- **in equal human rights**
- **that no one has the right to be violent to another person**

Our Mission

Our mission is to work towards the elimination of violence in all its forms by helping to create a society where attitudes to the use of violence and practices of violence have been transformed.

Our Goals

- **To work to build respect for the rights of women, children, youth and men to live free from violence and the threat of violence.**
- **To assist women, children, youth and men to develop alternative ways of handling power and resolving conflict.**
- **To widen options for victims of domestic violence.**
- **To establish a resource base to ensure the sustainability of Help & Shelter.**

Board of Directors

Josephine Whitehead	—	Chairperson
Pamela Nauth	—	Vice Chairperson
Gaitrie Shivsankar	—	Secretary/Treasurer
Danuta Radzik	—	Director
Selina Lepps	—	Director
Colin Marks	—	Director
Niveta Shivjatan	—	Director
Shondelle Branche	—	Director
Linda Hustler-Gray	—	Director

Dedicated Personnel

Crisis Centre

Colin Marks	—	Coordinator
Carol Baptiste	—	Counsellor
Karen Shaw	—	Court Support Counsellor
Petal Baboolall	—	Court Support Counsellor
Shondelle Branche	—	Counsellor
Kevin Massiah	—	Public Education/Stats Officer
Niveta Shivjatan	—	Accountant
Jacqueline Success	—	Office Assistant
Shonette Yhap	—	Cleaner
Danuta Radzik & Colin Marks	—	Networking
Kevin Massiah, Danuta Radzik & Colin Marks	—	Project proposal writing & development
Amanda Melville & Sarai Rojas	—	24 hour bi-lingual counsellors
Danuta Radzik & Shondelle Branche	—	24 hour hotline counsellors
Linda Hustler	—	Facebook psychosocial responder
Linda Hustler, Kevin Massiah, Colin Marks	—	Facebook management
Colin Marks, Danuta Radzik, Kevin Massiah	—	Project Coordination
Kevin Massiah, Danuta Radzik	—	Monitoring & Evaluation
Danuta Radzik, Colin Marks, Linda Hustler, Kevin Massiah	—	Facilitators

At the Shelter

Jacqueline Wilson	—	Manager
Venus De Freitas	—	Asst. Manager/Child caregiver
Genevieve Bradford Paul	—	Relief Manager
Deborah Jones	—	Night Manager
Roxanne Marshall	—	Child Caregiver
Marva Thomas	—	Counsellor
Linda Hustler-Gray	—	Maintenance Manager
Eugiene George	—	Cook
Judith Melville	—	Security

Help & Shelter Business Group for income generating products

- Gaitrie Shivsankar
- Desiree Ramdeen
- Ileana Bonnard
- Maria Isabel Hidalgo Bonnard
- Bibi Arjune
- Danuta Radzik
- Jacqueline Wilson

Our Steadfast Volunteers

Volunteers are a critical part of the day-to-day functioning of our organization, performing a variety of tasks such as direct work with women and children, hotline/Facebook advocacy, administrative work, shelter residents' activities, children's parties, maintenance projects and much more. Unfortunately, due to the COVID-19 pandemic residents' activities were considerably constrained.

Summary of Services

Face-to-face Counselling
During 2020, 328 clients received face-to-face counselling services, 156 of whom were new clients and 172 existing clients who returned for follow up counselling.

Facebook Clients
99 clients received counselling, advice, referrals and other assistance through our Facebook page.

Public Education
We reached 493 persons through public education in the form of workshops, community engagements and awareness sessions.

Hotline counselling
96 calls, including 68 from new clients, were received via our landline and toll free service. Additionally, the bi-lingual hotline recorded 77 calls of which 47 were new clients and 30 were repeat callers.

Court Support
17 new clients benefitted from our court support services, which included counselling, attending court hearings and educating clients and family members about court processes, rules and procedures.

Chairperson's Message

Dear All,

2020 was a challenging year for Help & Shelter, with the uncertain political situation continuing to cast a shadow until early August, when the result of the March elections was finally declared and a new government installed. And of course, added to this was the COVID-19 pandemic, which took hold in March and was with us throughout the rest of the year.

As has been widely reported and documented, the lockdown and other restrictions that were necessitated by the pandemic led to an increase in domestic and gender-based violence, while at the same time they presented a greater challenge to our being able to help victims/survivors.

It is a testament to the extraordinary commitment of our crisis service and shelter staff in extraordinarily difficult circumstances that we were both able to reach and help people in need and that we got through the year with no cases of the virus at either location.

Our UNICEF project focusing on violence prevention and family and child protection and support for migrants and vulnerable host communities in Regions 1, 3 and 4, which we implemented in partnership with the Guyana Legal Aid Clinic, came to an end in February.

The optimism that the EU/UN Spotlight Initiative – a global multi-year project focusing on eliminating all forms of violence against women and girls – would help to bring about much-needed change in Guyana was tempered by delays in the signing of the agreement with the government (because of the delay in the election results) and bureaucratic delays in approving proposals submitted. Nevertheless, by the end of the year, three projects had been signed, albeit that two were extremely short term.

I mentioned in last year's report that the ongoing lack of regular/any meetings of/with the Childcare & Protection Agency, the Trafficking in Persons Unit and the National Task Force on Sexual and Domestic Violence was one of the disappointing features of the year. Apart from the National Task Force of Sexual Violence, which was resuscitated in 2020 (see the Networking report below), this unsatisfactory state of affairs continued throughout 2020 and the restriction on in-person meetings due to the pandemic could not be used as an excuse with the multiplicity of means available for virtual meetings.

As ever, our warmest thanks go to all those who contributed in any way to our work during the year.

Josephine Whitehead

Counselling Report

Counselling provided at our crisis center uses the client-centered approach. Services provided are: Facebook counselling, hotline, bilingual hotline counselling, court support and psychosocial counselling.

During the COVID-19 Pandemic, counselling sessions continued with counsellors worked observing the COVID-19 guidelines.

The needs of our clients and their best interests are always our focus, as is working to help them meet those needs. Despite the pandemic, counsellors were able to deliver the services needed by clients who reached out for our help.

Many of our clients were able to access our various services and referrals and were successful in having divorces done, maintenance orders and protection orders granted, and obtaining police assistance when leaving their abusive environment.

Our court support counsellors did an admirable job by ensuring clients received the necessary support and counselling and being present at court hearings.

The hotline and Facebook counsellors also did an excellent job in referring clients to various organizations for help and making direct contact with those organizations to expedite the process. The bilingual counsellor was very effective in counselling clients and helping them with translation of documents.

Counsellors accessed virtual training and supervision throughout the year and received guidance and encouragement on self-care and burn out in order to be effective in their daily work with clients.

Four clients had the opportunity to complete skills training at the Carnegie School of Economics and one was able to access a small grant from the Small Business Bureau to begin her business.

Shondelle Branche

Shelter Committee's Report

Seventy-eight people received shelter services during 2020 – 30 adults and 48 children. Four were victims of trafficking in persons and six Venezuelan migrants. The length of stay ranged from two months to all year.

The shelter committee's monthly visits were curtailed due to the advent of the pandemic, only 2 being possible.

Despite the continuing challenge of the shelter compound becoming flooded when it rains, planting of fruit trees and vegetables (gooseberry, plantain, papaw, cassava, ochro, genip, bora, pumpkin, sorrel and lemon grass) continued.

The skills training programme suffered a setback due to the pandemic, but residents were able to make bags for sale, which provided an income to assist in furnishing homes on leaving the shelter and paying exam fees.

General maintenance and repairs (electrical and plumbing) were done throughout the year as required.

Donations, including of food supplies, hygiene care packages and garden tools were received from regular donors and others.

Residents continued to use the gym and the library and weekend literacy sessions also continued, focusing on worksheets and other assignments for schoolchildren who were not attending school face-to-face tuition due to the pandemic. Adult residents were encouraged to participate in the literacy programmes so as to be able to help their children.

The pandemic proved a challenge to the staff. Extra precautions were taken to practice safety measures and educate residents on protocols (hand washing, social distancing, wearing of masks, etc.).

Selina Lepps

Public Education

Community face to face engagements were severely hampered by the COVID-19 pandemic but the public education officer and facilitators participated in/conducted activities where possible including:

- Online training/workshop sessions
- Providing information and resource materials to students, organizations and others
- Participating in radio & television interviews
- Facilitating virtual and face-to-face training sessions with religious leaders and community volunteers for the Domestic Violence Policy Unit of the Ministry of Human Services
- Developing IEC materials including posters, referral cards and brochures for implemented projects
- Facilitating sessions for University of Guyana final year students on perpetrator accountability

The last quarter of the year saw some community engagement as project work resumed in Grove to Diamond and Mon Repos to Lusignan, where training, dissemination of IEC materials and other forms of engagement were conducted.

Male perpetrator sessions were put on hold from April owing to COVID-19 restrictions but prior to the suspension five new participants were engaged with.

**GENDER-BASED VIOLENCE AFFECTS ALL COMMUNITIES!
KNOW HOW TO PREVENT IT, KNOW HOW TO RESPOND**

- **Be aware of the increased risk of gender-based violence during COVID-19 pandemic and remember violence is never justified.**
- **Get and share information on available support for survivors in your community.**
- **Reach out to trusted family and friends for practical help and support if you need to.**
- **Find out about available shelter, health and protection services**
- **Men can promote the protection of women and children from violence**



HELP & SHELTER

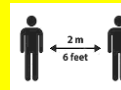
If you or anyone you know is a victim of abuse, please call Help & Shelter on telephone numbers 2273454/2254731/ 2278353/6982572 or Hotline numbers 6131811/6131758 Or our Facebook page @handsgy Or visit our office on Homestretch Avenue Georgetown

REMEMBER TO...

WEAR A MASK AND AVOID TOUCHING YOUR EYES, NOSE AND MOUTH



WASH YOUR HANDS OFTEN WITH SOAP AND WATER FOR AT LEAST 20 SECONDS OR USE AN ALCOHOL BASED SANITIZER.



KEEP SIX FEET APART FROM OTHER PERSONS.



Spotlight Initiative

To eliminate violence against women and girls

16 Days of Activism against Gender-Based Violence

The year's activities were somewhat muted due to the pandemic but included as usual the decoration of our office and statement in the form of a letter to the print media.

We also partnered with a number of NGOs and private sector entities who put up our banner at their offices.

A very welcome addition to our activities was the highly successful sale at Giftland Mall on 5 December of bags and bracelets made by shelter residents under an initiative spearhead by Danuta Radzik, Gaitrie Shivsankar and Desiree Ramdeen.

STATEMENT BY HELP & SHELTER TO MARK 16 DAYS OF ACTIVISM AGAINST GENDER-BASED VIOLENCE 2020

As we join with the world in observance of the sixteen days of activism for the elimination of violence against women and girls, Help & Shelter acknowledges all funding agencies, government ministries, non-governmental and civil society organisations, faith-based organisations and other groups who have been diligently working to address issues surrounding intimate partner and other forms of violence affecting our country, being mindful however that we should not get stuck in the vicious cycle of reinventing the wheel but seeking to build upon existing foundations, to expand beyond our comforts, take new risks and embrace new challenges as we seek to eliminate violence in all its forms against women and girls in a world impacted by the novel corona virus pandemic.

The past year has been very challenging for many and has been no different for us at Help & Shelter who have had to adopt new measures in providing much needed education, counselling, shelter and other support measures to survivors of violence and others affected by the scourge of violence.

In Guyana, the number of deaths as a result of intimate partner violence continues its upward trajectory, reaching in excess of twenty victims so far this year, with young adults accounting for the most severe and extreme forms of homicide/suicide, alerting us to a population that needs urgent attention.

Although we have seen a decline in face-to-face clients compared to the same period last year, with Covid 19 lockdowns and curfew measures, the incidence of violence against women and girls in Guyana and the wider world has skyrocketed.

Between April and November we have recorded over a 300% increase in calls to our hotline service. We have also seen a greater increase in client intake at our shelter within a three-month period than at any other time since its establishment.

One critical observation from reports made is the fact that women and their children not only suffer violence but are often faced with the reality of homelessness should they make the decision to escape their abusers. Over the past year, around 33% of our clients complained of being put out of the home by abusers or other family members, being engaged in battles to avoid being put out or having nowhere to go or the means to provide accommodation for themselves and children.

Elimination of violence against women and girls will remain an illusion if every aspect of the problem is not given adequate and effective attention. It is a known fact that women and girls are in the majority the survivors of violence and men the main perpetrators, yet very little is done to address male attitudes and behaviors toward the use of violence. The focus appears to be targeting contributing factors rather than the contributor. We at Help & Shelter reiterate that men and boys (perpetrators in particular) need to be a key target population in this fight. Over the years we have engaged with male perpetrators of violence referred by the courts and other agencies. The main objective of these engagements is to provide education and impress upon perpetrators the importance of being accountable for their violent actions and taking responsibility for change. Two important observations are the lack of information about what constitutes violence and ignorance of the law relating to domestic and sexual violence among men. Added to this is the need for spaces where men can open up and speak about their violent childhood experiences which are at the root of many men's violence against women.

Help & Shelter encourages all sectors in their various capacities to "Orange your world: Fund, Respond, Prevent, Collect" in bringing about the elimination of all forms of violence against women and girls.

Projects & Activities

UNFPA Emergency Fund

Expansion of gender-based violence psychosocial support services and the implementation of a bi-lingual (Spanish/English) gender-based violence hotline, ensuring the provision of life-saving information and services to prevent and respond to gender based violence, with a particular focus on the most vulnerable and at risk population during the Venezuelan emergency and COVID-19 context.

The project was implemented in administrative regions 1 (Barima – Waini), 4 (Demerara-Mahaica) & 7 (Cuyuni - Mazaruni). Target audiences included individuals at risk of gender-based violence and survivors of gender-based violence, inclusive of the most vulnerable population, particularly Venezuelan migrants and refugees as well as Guyanese host communities and women & girls. The project focused on the provision of psycho-social counselling and shelter services for abused women, their children and female victims of trafficking in persons.

General Objectives:

- To offer bi-lingual counselling services to Venezuelan migrants in 3 regions.
- To advertise services for Venezuelan migrants through social media platform
- Training of bi-lingual ‘cultural navigators’ in gender-based violence counselling and psychosocial support services
- To reach Venezuelan migrants with key gender-based violence messages and offer psychosocial services to survivors of violence and those at risk

Specific Activities conducted

- Hotline services for Spanish & English - speaking clients in 3 regions
- Development of M&E tools for project
- Development of PSAs for radio/television, social media pages, IEC materials in Spanish/English and dissemination
- Counselling and psychosocial support to members of the Guyanese host communities
- Development of IEC materials, posters, brochures, emergency fold out cards, on line social media messages, in English and Spanish
- Referral services for Spanish speaking clients in communities in the target regions

H&S Spotlight Initiative 4.1.1

Activity 3: Engaging and training personnel at frontline and essential services delivery points.

Twenty seven persons were trained in recognizing, responding and referring cases and survivors of GBV and those who are at risk. The training also included a component on the Domestic Violence Act, the Protection of the Children Act and the Sexual Offences Act, which served to raise awareness and build capacity to respond to survivors of violence. The system and checklist of referral action was also explored in the training workshops.

Five persons from other CSOs also benefited from the training rolled out by Help & Shelter.

Activity 4: Development and dissemination of IEC Products

1300 brochures, 600 large & small posters, 600 referrals cards, and 100 hotline fliers were produced and placed at focal points and other public spaces in the target communities.

CFLI Project

Prevention of gender-based violence through equality sensitization and capacity-building for women and girls in host communities and schools

The project action was implemented in the communities of Mon Repos and Beterverwagting on the East Coast of Demerara, and involved outreaches and sensitization in schools and with faith-based organisations. Counselling support and stakeholder training were also components of the project activities. The project activities began in November 2019 but some of the school-based activities were affected by the holiday period and even with the preparation in the communities for the national elections.

UNICEF Project

Support for the delivery of prevention and community-based referral services for migrant and host communities in Guyana

The project was implemented in communities in Regions 1, 3 and 4. namely Durban Backlands, Mon Repos/Good Hope, Wales and Mabaruma (and close by communities). It began in 2019 and the final activity was completed in February 2020.

Cumulative Statistics as of December 2020

Face-to-Face Counselling

One hundred and fifty six persons received face-to-face counselling during the year. Of these, 22 males and 92 females received spousal abuse counselling, 2 males and 21 females received intra-family abuse counselling and 5 males and 14 females were counselled for other DV-related issues, bringing the total number of persons who have received counselling at the crisis centre to 12,288.

Hotline Counselling

- **Office**
Fifteen new calls were received, 3 from males and 12 from females.
- **Toll-free Hotline**
Fifty three calls were received, 5 from males and 48 from females.
- **Bi-Lingual Hotline**
Between October and December 2020, the hotline received 47 calls, 8 from males, 35 from females and 4 from persons who identified as other. These figures total 115 calls, bringing the number of hotline calls received to 4,681.

Public Education

Four hundred and ninety three people were reached through public education activities such as virtual workshops, awareness sessions and community engagements. The total number of persons physically engaged now stands at 51,698.

Court Support

Seventeen new clients benefited from court support, of whom 2 were males and 15 females. This brings the total number of court support clients to 992.

Client referrals

One hundred and six referrals were made through face-to-face counselling, the toll-free hotline and bi-lingual services, bringing the total number of persons referred to 1,677.

Facebook Clients

Ninety nine persons received assistance via Facebook of whom 6 were males and 93 were females. The total number of Facebook engagements increased to 197.

Shelter Services

Seventy-eight persons received shelter services during the year. Of these 49 were children (boys and girls) and 29 adult females. The total number of persons who have received shelter services now stands at 1,740.

Networking

N-TIP GUYANA

The newly elected chairperson for N-TIP came from United Bricklayers, a NGO located in Region 6. Every year elections are held for a new chair & vice chair from member organizations. The objectives of the N-TIP network of 12 NGOs are raising awareness of TIP through events, supporting advocacy for and on behalf of victims/survivors of TIP, developing and promoting research on TIP in Guyana, developing action plans on prevention and response to human trafficking and supporting N-TIP member organizations administratively and technically in preventative actions against human trafficking so that they have a multiplying effect.

Activities

- In 2020, N-TIP organized a successful public education outreach activity in Region 10, which included basic training on TIP. Reports and concerns about TIP in the region were received and action taken.
- Networking among N-TIP with the International Organization on Migration, Counter Trafficking In Persons Unit of Ministry of Human Services & Social Security etc. continued.
- In 2020 N-TIP member organizations participated in revisions to the TIP Act and through IOM the manager & counsellor of the shelter were offered basic training in Spanish in order to better interact with Spanish speaking migrant referrals for our shelter services. Three other N-TIP member organizations also benefitted from this course.
- A successful 1 day virtual training on TIP for Spanish speaking psychologists was held, with IOM, Voices GY and Help & Shelter taking the lead.
- Three new NGOs joined N-TIP and 1 organization left.
- N-TIP also engaged in public advocacy on TIP issues.

GUYANA EQUALITY FORUM

The Guyana Equality Forum (GEF) is a network of civil society organizations working cohesively to achieve equal rights and justice for all Guyanese. GEF was formed as a collaborative response to addressing human rights abuses against sexual and gender minorities in Guyana. These violations continue to occur despite the best efforts of civil society in Guyana to tackle them. Help & Shelter has been a member of GEF for many years and has collaborated in raising awareness of SGBV, DVA and SOA with GEF organizations. Help & Shelter also collaborated within GEF on advocacy actions against human rights violations and sexual discrimination against members of LGBTI populations and in-school violence. GEF meets on a quarterly basis and member organizations report on the work they are doing

Networking

as well as agree on collective actions on issues of human rights violations, member organization activities and educational and multi-media opportunities and services. School violence was agreed to be one of the focus areas for action in 2020. The GEF WhatsApp network is the informational & educational hub for member NGOs & CSOs, providing updates on funding opportunities. Reports of GBV were addressed through this hub. Town hall meetings on the elections were organized for GEF members and others to hear and ask questions of political party representatives contesting 2020 elections, and press statements by GEF member organizations on the worsening election results situation were also issued. Face-to-face meetings in 2020 were suspended due to COVID-19 but the network continued to keep in touch, conduct activities and engage in advocacy. Virtual LGBTIQ Pride Activities were held and significant international days marked.

MINISTERIAL TASK FORCE ON TIP

Help & Shelter continued to be a member of the task force. Our representative attended meetings, participated in validation meetings on the revised TIP legislation and through N-TIP Guyana made recommendations for the 2021-2022 National Action Plan for the Prevention & Response to TIP in Guyana.

TIP WORKING GROUP FOR RESPONSE FOR VENEZUELAN PLATFORM (RAV)

In May 2020, Help & Shelter was invited to join the TIP Working Group. IOM is the lead agency in it. Membership includes UN international human rights organizations working with and on behalf of migrants and refugees, local UN bodies in Guyana, Guyanese NGOs/CSOs and members of TIP agencies. Help & Shelter participated in monthly meetings. Activities included TOR for the group, work plans, a directory of group members and areas of work re TIP, training & information sharing. Training sessions were held on September 3 & 4 during which slides were shared as were key excerpts from draft SOPs for protection of victims of trafficking.

GBV WORKING GROUP RV4

Help & Shelter was invited to join this network of organizations that work in the area of GBV response. This group is similar in structure to the TIP Working Group and membership is similar, with many organizations belonging to both. Activities included service mapping, location and types of service and contact numbers and other information. Activities for marking the 16 days of Activism against Gender-Based Violence were

Networking

were compiled from all network organizations and a template of all activities was prepared and shared among network organizations.

Activities included a communication campaign, video clips of survivor stories and a sensitization workshop. Help & Shelter activities included posting of PSAs & other messages about GBV prevention & response, the launch of 24 hour bi-lingual counselling hotline and cultural navigator services for Spanish speaking migrants and refugees, marketing of reusable bags with GBV prevention messages made by survivors of GBV (at Giftland Mall & through other individual supporters,) with the proceeds of sale going directly to survivors, decorating the crisis centre with banners & flags depicting prevention and informational messages. Other network activities included distribution of dignity kits, radio panel discussions, animated videos etc. The last GBV Working Group activity for 2020 was the launch of the 2021 Refugee & Migrant Response Plan.

NATIONAL TASK FORCE FOR THE PREVENTION OF SEXUAL VIOLENCE

During 2020 Help & Shelter and Red Thread served as representatives of NGOs on the National Task Force for the Prevention of Sexual Violence, which met every month. Help & Shelter's representative conducted a successful 3 day training workshop on basic hotline/helpline skills for counsellors and hotline responders. Participants were social workers and counsellors from state agencies. A service mapping tool for GBV services and training on referral pathways was shared for inputs from agencies/organizations offering GBV services by the UNFPA Regional Office. Three posters on COVID-19 protective measures were made available to Help & Shelter and other NGOs and state agencies by the coordinator of the task force. Some information on shelter services and police & health service numbers were also made available to members of the task force. Task force sub-committees were established and TOR for them drafted. A request for facilitators to run a programme for prison inmates was made by the Prison Service's representative and the Help & Shelter representative was able to find the 3 facilitators to facilitate online programmes for inmates, and names & contact numbers were shared with Prison Service's representative but no response was received. A list of activities to mark the 16 days of Activism was shared among members of the task force. Agencies on the task force reported on the work of their agencies, a draft code of conduct for task force members was shared for inputs and a national plan of action for prevention & response to SV & DV was discussed at a task force workshop.

COVID-19 Protocols

In April 2020, in response to the rising number of COVID-19 cases nationwide and in the interest of preserving a safe environment for staff and clients, Help & Shelter's board of directors implemented prudent measures to address the prevention of COVID-19.

The measures were documented and posted at the crisis centre and shelter. The board also tried to further address the concerns of staff by engaging the health authorities to arrange for prior testing of clients who were going to the shelter. This arrangement did not, however, materialize as there was a financial aspect for which we could not take responsibility.

Other measures included wearing of face masks, the rotation of staff at the crisis centre, and private transportation made available to staff who usually commuted daily by public transportation.

Thermometers were purchased for temperature testing of staff, visitors and residents. Face masks were donated by the MHS&SS and board members to ensure constant use and availability at all times at both locations.

A hand washing unit was established at the shelter to scale up preventative measures against the spread of the virus.

At the crisis centre, one staff member requested and was given permission to work from home.

Mandatory washing of hands and sanitization and temperature testing at the entrances to our locations was supplemented by regular swabbing of counter and desk-tops and frequently touched surfaces.

Colin Marks

Conclusion

2020 was extremely challenging for us as an essential service provider operating under the conditions and guidelines of the COVID-19 pandemic.

Our doors at both the crisis centre and the shelter remained open and on many occasions the shelter was functioning at full capacity.

As we looked toward 2021, with no quick end to the pandemic in sight, we remained energized and optimistic about new possibilities in expanding and strengthening our services for our clients, mainly vulnerable women and their children fleeing from intimate partner violence.

Our sincere gratitude to the government and our partners, staff and dedicated volunteers who remain committed to the work we do. Also, to those who have sought our help and shelter; we commend you on your strength in choosing a life free of violence. We fully understand the many challenges for us and dynamics of removing oneself from an abusive relationship.

Collectively we can make a positive difference in changing the culture of abuse.

Pamela Nauth

Finances

At the end of 2019, we were greatly concerned as to how we would manage to keep our core services going as there had been no national budget due the political situation.

We were vastly relieved early in the year to be provided with the amount that had been withheld from the 2019 subvention and to thereafter receive regular advances based on 2019 expenditure, but at the end of the year we again faced uncertainty as to what government support would be received for 2021.

The funds received during 2020 did not enable us to consider the much - needed repairs to and refurbishment of the crisis service or more than basic repairs to the shelter, or resuming our outreach counselling services (not that that was possible when the pandemic took hold), and tight and closely monitored expenditure was maintained throughout the year.

The donation boxes in several supermarkets continued to provide a welcome addition to our income; kudos again to Desiree Ramdeen, who set up and continued to run the operation.

We are most grateful for the regular donations received from some private businesses and donations in cash and kind from individual supporters. And we are of course sincerely appreciative of the funds provided by the successive APNU+AFC and PPP/C governments, without which we could not continue to function.

There were no significant changes in fixed assets during 2020.

Our audited financial statements and the auditors' report are on pages 28 to 39.

As always, we strove to maintain high standards of financial accountability and transparency throughout the year.

Photographs



Scenes from observance of International day for the Elimination of Violence against Women



Scenes from H & S Business Group sale at the Giftland Mall 2020



H & S Business Group products exhibited at the Arthur Chung Convention Centre

**HELP & SHELTER INC.
FINANCIAL STATEMENTS
FOR THE YEAR ENDED DECEMBER 31, 2020**



Nizam Ali & Company

Chartered Accountants

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INDEPENDENT AUDITOR'S REPORT

To the Members of Help and Shelter Inc.

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of Help and Shelter Inc., which comprise the statement of financial position as at December 31, 2020, and the statements of income and expenditure, other funds and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements, present fairly, in all material respects, the financial position of the company as at December 31, 2020, and of its financial performance and its cash flows for the year ended in accordance with International Financial Reporting Standards for Small and Medium-Sized Entities (IFRSs for SMEs).

Emphasis of Matter

Without qualifying our opinion, we draw attention to note 1.1, which explains that the company's ability to continue as a going concern is dependent on ongoing contributions from the Government of Guyana, other funding agencies and donations.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the company in accordance with the International Ethics Standards Board of Accountants' Code of Ethics for Professional Accountants (IESBA Code) together with the ethical requirements that are relevant to our audit of the financial statements in Guyana, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Going Concern

The Company's financial statements have been prepared using the going concern basis of accounting. The use of this basis of accounting is appropriate unless management either intends to liquidate the company or to cease operations, or has no realistic alternative but to do so. As part of our audit of the financial statements, we have concluded that management's use of the going concern basis of accounting in the preparation of the company's financial statements is appropriate.

Going concern, continued

Except as described in Note 1.1, management has not identified any further material uncertainty that may cast significant doubt on the entity's ability to continue as a going concern. Based on our audit of the financial statements, we also have not identified further material uncertainty. Neither management nor the auditor can guarantee the company's ability to continue as a going concern.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with IFRS for SMEs, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the company's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they can reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

Auditor's Responsibilities for the Audit of the Financial Statements, continued

- Conclude on the appropriateness of management's use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the company to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the company audit. We remain solely responsible for our audit opinion.

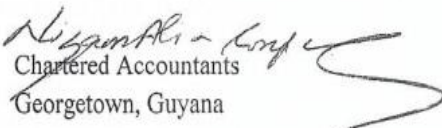
We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We are also required to provide those charged with governance with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with those charged with governance, we determine those matters that were of most significance in the audit of the financial statements of the current period.

Report on Other Legal and Regulatory Requirements

The financial statements comply with the requirements of the Companies Act 1991.

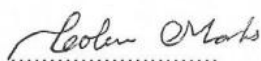

Chartered Accountants
Georgetown, Guyana

March 15, 2022.

Help and Shelter Inc.
Statement of Financial Position
As at December 31, 2020
With comparative figures for 2019
(Expressed in Guyana dollars)

	Notes	<u>2020</u> \$	<u>2019</u> \$
ASSETS			
Current Assets			
Cash resources	3	15,188,693	13,242,334
Other assets	4	<u>250,000</u>	<u>70,000</u>
Working Capital		15,438,693	13,312,334
Property, plant and equipment	2	<u>72,116,660</u>	<u>71,434,970</u>
		<u>87,555,353</u>	<u>84,747,304</u>
REPRESENTED BY:			
General fund			
Balance - January 1		78,913,587	75,489,920
Surplus		<u>3,277,914</u>	<u>3,423,667</u>
Balance - December 31		<u>82,191,501</u>	<u>78,913,587</u>
Other Funds			
UNICEF		428,165	2,984,052
Canada		706,356	2,849,665
UNTF EF		4,702	-
UNTF Spotlight		<u>224,629</u>	<u>-</u>
		<u>1,363,852</u>	<u>5,833,717</u>
Current liabilities			
Loan payable		<u>4,000,000</u>	<u>-</u>
		<u>4,000,000</u>	<u>-</u>
		<u>87,555,353</u>	<u>84,747,304</u>

The accompanying notes form an integral part of these financial statements.


.....
Director


.....
Director

Help and Shelter Inc.
Statement of Income and Expenditure
For the year ended December 31, 2020
With comparative figures for 2019
(Expressed in Guyana dollars)

	<u>2020</u>	<u>2019</u>
	\$	\$
Income:		
Grant income	14,500,917	5,661,514
Government subvention	43,399,345	45,108,828
Donations	5,132,830	3,828,230
Deed of covenant	500,000	800,000
Bank interest income	105,028	83,907
Project income	-	786,601
Latin food sales	-	220,616
Volunteer's trust fund	-	69,000
	<u>63,638,120</u>	<u>56,558,696</u>
Deduct		
Expenditure:		
Employment costs	35,378,271	31,325,680
Stationery and office supplies	6,279,889	2,430,955
Meals and refreshments	3,503,735	4,405,158
Travel and transport	6,651,097	5,329,162
Mobilisation fees	987,000	1,130,000
Training materials	995,095	188,066
Telephone	1,599,816	1,035,726
Security	1,180,481	1,091,341
Insurance	217,134	226,760
Bank charges	145,322	164,172
Repairs and maintenance	3,422,366	5,307,009
Awareness sessions	-	501,000
	<u>60,360,206</u>	<u>53,135,029</u>
Surplus	<u>3,277,914</u>	<u>3,423,667</u>

The accompanying notes form an integral part of these financial statements.

Help and Shelter Inc.
Statement of Other Funds
For the year ended December 31, 2020
(Expressed in Guyana dollars)

	Balance at 1/1/2020	Funds received during the year	Expenses paid during the year	Transfer	Balance at 31/12/2020
	\$	\$	\$	\$	\$
Government Subvention	-	43,399,345	(43,399,345)	-	-
Canada Project	2,849,665	916,391	(3,059,700)	-	706,356
Unicef	2,984,052	-	(2,555,887)	-	428,165
UNFPA EF	-	4,535,707	(4,531,005)	-	4,702
UNFPA Spotlight	-	4,578,954	(4,354,325)	-	224,629
	<u>5,833,717</u>	<u>53,430,397</u>	<u>(57,900,262)</u>	<u>-</u>	<u>1,363,852</u>

The accompanying notes form an integral part of these financial statements.

Help and Shelter Inc.
Statement of Cash Flows
For the year ended December 31, 2020
With comparative figures for 2019
(Expressed in Guyana dollars)

	2020	2019
	\$	\$
Cash flows from operating activities		
Net surplus	3,277,914	3,423,667
Adjustments for:		
Working capital changes		
Change in other payable	-	(66,183)
Change in other assets	(180,000)	205,000
Net cashflow from operating activities	<u>3,097,914</u>	<u>3,562,484</u>
Cash flows from investing activities		
Purchase of equipment	(681,690)	(270,748)
Net cash used in investing activities	<u>(681,690)</u>	<u>(270,748)</u>
Cash flow from financing activities		
Loan drawdown	4,000,000	-
(Decrease) increase in other funds	(4,469,865)	5,833,717
Net cash from financing activities	<u>(469,865)</u>	<u>5,833,717</u>
Net decrease in cash and cash equivalent	1,946,359	9,125,453
Cash and cash equivalent - January 1	<u>13,242,334</u>	<u>4,116,881</u>
Cash and cash equivalent - December 31	<u><u>15,188,693</u></u>	<u><u>13,242,334</u></u>
Comprised of:		
Cash in hand	9,009	9,438
Cash at bank	15,179,684	13,232,896
	<u><u>15,188,693</u></u>	<u><u>13,242,334</u></u>

1.1 Incorporation

Help and Shelter Inc.(formerly Help and Shelter Limited) was incorporated on November 24, 1994 under the Companies Act 89:01 as a company without share capital. The Company obtained a Certificate of Continuance on November 8, 1995 in accordance with the Companies Act 1991.

The principal activities of the company is the provision of social services. Funding for the company is derived primarily from annual government subvention and ongoing contributions from various funding agencies.

These financial statements have been prepared on a going concern basis, under which the company is assumed to be able to realise its assets and discharge its liabilities in the normal course of operations. The company's ability to continue as a going concern is dependent upon its ability to secure funding to finance its current and future operations.

1.2 Significant accounting policies

(a) Basis of preparation

These financial statements have been prepared in accordance with International Financial Reporting Standards for Small and Medium Sized Entities (IFRS for SMEs) issued by the International Accounting Standards Board. They are presented in Guyana Dollars, which is the functional currency.

These financial statements have been prepared under the historical cost convention. The preparation of financial statements in conformity with IFRS for SMEs requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosures of contingent assets and liabilities at the date of the financial statements and reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates.

The estimates and underlying assumptions are reviewed by on an ongoing basis. Revisions to accounting estimates are recognised in the period in which these estimates are revised, if the revision affects only that period, or in the period of the revision and future periods, if the revision affects both current and future periods.

These financial statements were authorised for issue by the Board of Directors on March 15, 2022.

(b) Property, plant and equipment

No depreciation is charged on property, plant and equipment since the company is a non-profit organisation.

(c) Income

Income is recognised on the cash basis.

Help and Shelter Inc.
Notes to Financial Statements
December 31, 2020
(Expressed in Guyana dollars)

2. Property, plant and equipment

	Land	Buildings	Office furniture & equipment	Total
	\$	\$	\$	\$
Cost				
January 1, 2020	3,500,000	54,250,000	13,684,970	71,434,970
Additions	-	-	681,690	681,690
December 31, 2020	<u>3,500,000</u>	<u>54,250,000</u>	<u>14,366,660</u>	<u>72,116,660</u>
Net Book values				
December 31, 2019	<u>3,500,000</u>	<u>54,250,000</u>	<u>13,684,970</u>	<u>71,434,970</u>

3. Cash resources

	<u>2020</u>	<u>2019</u>
	\$	\$
Petty cash- Shelter Subvention	9,009	9,438
H&S Current A/C # 651-741-1	788,793	2,925,602
Unicef A/C 651-526-6	429,359	840,246
H&S Current A/C # 653-128-9	(1,300,202)	116,254
H&S BCM # 484-185-4	14,184,220	2,149,208
NBS Save and Prosper A/C	249,183	7,201,586
RBL AC#24944	224,629	-
RBL AC #24936	4,702	-
	<u>14,589,693</u>	<u>13,242,334</u>

Help and Shelter Inc.
Notes to Financial Statements
December 31, 2020
(Expressed in Guyana dollars)

	<u>2020</u>	<u>2019</u>
	<u>\$</u>	<u>\$</u>
4. Other receivables		
Staff Loan	<u>250,000</u>	<u>70,000</u>
	<u>250,000</u>	<u>70,000</u>

5. Financial Instruments

The company's financial instruments comprise of cash and bank balances, accounts receivable, accounts payable and accrued charges

(i) Credit Risk

Credit risk on the other receivables is limited as other receivables are shown net of provision of bad debts. Management believes that there is no additional risk beyond amounts provided for collection losses.

(ii) Liquidity Risk

Liquidity risk is the risk that the company is unable to meet its payment obligations associated with its financial liabilities when they fall due. Prudent liquidity risk management implies maintaining sufficient cash and cash equivalents and availability of funds through an adequate amount of committed credit facilities.

(ii) Fair values

The fair values of cash and bank balances, other receivables, accounts payable and accrued charges are not materially different from their carrying amounts.

