

# From The Haven's Executive Director and the Chair of the Haven Foundation Board

Welcome to *The Haven in 2009: Looking Ahead*. This is the first time we have published a review of this kind, and our intention is to make this an annual event. We hope you enjoy reading about the year that has passed and our plans for the future.

2009 marks five years since the creation of the Haven Foundation. Thanks to the passion and dedication of many, we have transformed ourselves into a successful new organization.

The Haven Foundation was created in 2004, conceived as a structure that would enable The Haven to continue in perpetuity, as was the wish of our founders, Ben Wong and Jock McKeen. In 2008, we completed the integration of The Haven as a registered charitable educational institution.

Having established a firm foundation on which to move forward, we are now ready to take the next steps in The Haven's evolution, to strengthen The Haven's position in the field of personal development and reinforce our sustainability. This will be the focus of our five-year Strategic Plan, which you can read more about in this report. As 2009 comes to a close, we are actively evaluating what we do well, and areas in which we want to improve. With this in mind, we will be setting clear objectives for The Haven's evolution in our 2010-2015 Strategic Plan.

Already we are keenly aware of the need to increase our participant numbers and invest substantially in our aging buildings and infrastructure.

2009 has provided us with a great start to this exciting period for The Haven. We have had a successful year in many ways, including financial. This is particularly gratifying in the context of the prevailing economic climate. We are therefore able to move forward with confidence.

We have included in this report some of the highlights of our year, as well as information on our work in the community and our efforts to protect our environment. Most excitingly, this review allows us the opportunity to share information on our planning for the next five years. We believe this period is crucial to our future success and our vision for The Haven.

Thank you for your continuing support of The Haven. By attending programs, referring others and making donations, you allow The Haven to thrive. We look forward to welcoming you here in 2010.

Rachel Davey  
*Executive Director*



Bob Matthews  
*Chair of the Haven Foundation Board*



# The Year at a Glance

- JANUARY** • The year starts with a full Come Alive
- FEBRUARY** • The first Haven Unplugged  
• The first Being Alive
- MARCH** • The Haven Connection in Edmonton  
• Man Among Men Tele-Dialogue with David Raithby
- APRIL** • The Haven Stimulus Package Weekend (100+ people)  
• Launch of the new website and logo  
• Publication of *The Haven Ideas in Action* booklet  
• The first Breathe!  
• Man Among Men
- MAY** • Nonviolent Communication: A Process of Life
- JUNE** • The Haven Connection in Victoria  
• Launch of The Haven Shen Blog  
• The Haven Models Tele-Dialogues with Jock McKeen  
• New swing set installed in time for the kid-filled summer months
- JULY** • Kids in The Spotlight: Five full programs  
• Launch of Haven Friends and Partners fundraising initiative  
• Relationships in Whitehorse  
• Eric and Leon Bibb play the Phoenix Auditorium
- AUGUST** • Teens Alive  
• Launch of second-time-around discount initiative on Living Alive Phase I
- SEPTEMBER** • Satir's Legacy: 60 participants from North America, Europe, the Middle East and Asia.  
• Federation of Canadian Artists conference
- OCTOBER** • The Resilience Alliance conference  
• Joanna Macy: The Work that Reconnects
- NOVEMBER** • Publication of 2010 Haven Catalogue  
• Second Haven Unplugged  
• Relationships Virtual Dialogues with Jock McKeen, Linda Nicholls and Ernie and Cathy McNally  
• Haven Board announces \$25,000 matching fund for donations
- DECEMBER** • David Suzuki at Work training for Haven staff  
• More than 50 people register for Reflections

# Haven Programs in 2009

This year we have offered 20 Come Alive programs, attended by nearly 400 people. Our Living Alive Phase I and II programs have been well attended. Members of our growing core and guest faculties have offered a wide range of programs, including a number of new ones that have been very well received.

The Haven is registered with the BC Private Career Training Institutions Agency, and Continuing Education Credits are available for a number of our programs. We continue to receive extremely positive feedback on our programs – some examples are included in the following pages.

## PROGRAMS AWAY FROM THE HAVEN

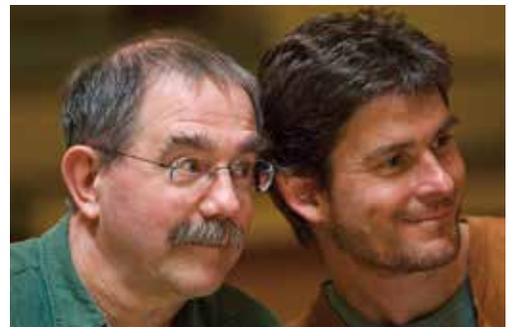
This year we have offered Haven Connection days in Edmonton and Victoria and a Relationships program in Whitehorse.

The Haven continues to teach its programs in translation in China and elsewhere in Asia. We have a long-standing partnership with HaiWen, a company offering Haven programs in translation in Shenzhen, China. This year Haven leaders, assistants and Mandarin-speaking interns delivered a Come Alive and four longer programs for more than 200 participants in Shenzhen.

## TRAINING PROGRAMS LEADING TO HAVEN DIPLOMAS

Our training programs have flourished in 2009, with 80 students currently enrolled as interns. Replacing the Diploma in Counselling, we now offer two diploma programs: the Diploma in Haven Counselling Skills (DipHCS) and the Diploma in Haven Group Facilitation (DipHGF). These are in addition to the preliminary Certificate program. Five people have attained Diplomas this year:

Andrew Bing (DipHGF: Andrew also holds the DipC qualification)  
Donna Lee (DipC)  
Bill Leuze (DipC)  
Toby Macklin (DipHCS)  
Penny Robertshaw (DipHGF)



**More than 50 faculty members led over 150 programs, including 20 Come Alives and 5 Living Alive Phases.**





A total of **1520** people took programs at The Haven in 2009.

**387** people participated in Come Alive.

**96** people participated in Living Alive Phases I and II.

**40** adults and children received **\$60,000** in financial aid.

We delivered **1** Come Alive and **4** longer programs in Shenzhen, China, for a total of more than **200** participants.

There were **80** people in the intern program.

**5** people graduated and received Diplomas.

# What People are Saying about Haven Programs

*We continue to receive excellent feedback on our programs. The following are responses to our email survey questions from just one Come Alive in 2009. They are representative of the depth and range of learning our participants tell us they derive from our programs.*

## **What did you like best about the program?**

- All the new friends I made. The new skills I've learned. Being comfortable with myself.
- The ability to do personal work within a group context.
- It is in reflection after the program that it became clear to me that it is not something you can pull apart. All parts of the program had their unique and exquisite effect on me which made up the whole amazing experience.
- The setting, facilitators (very skilled) and the way it was organized.
- Meeting the people, sharing experiences, learning about myself.
- Closeness and acceptance of the group, safe environment provided by the facilitators.

## **What was the most important thing you learned on the program?**

- The most important thing I learned from this experience was that each and every person has their own life to take care of, but in some way we are all connected with each other through our energy. To open up myself to allow others connect with me.
- Tools to manage my current belief systems and self-hate cycle. Seeing the experience of others and getting perspective on my own situation.
- The communication model and learning to accept all parts of myself, not just the ideal moments.
- That this communication model works with everyone and everything ... so far! (Including a team I am working with – probably my most powerful, meaningful meeting with them yet – and I even got them all to breathe.)
- Learned to like myself more, let go of fear, push and challenge myself.

## **How do you think you will use what you have learned in this program to make a difference in your life?**

- I will take what I have learned and try my best to apply those skills everyday. Breathing is the most important
- The tools I learned will help me in staying conscious about my thoughts and belief systems.
- Improve my relationship with my wife and friends.
- I have already used it in my work and it has helped me get clear about the next steps in my relationship, career and other life choices. So, in a snapshot, my learnings have been life altering.
- I think it will enable me to deal with stress better and to be aware when I'm piling on too much or inappropriate stuff.
- I'll smile more, be more open to connecting with people, won't be so critical of myself.
- The learning in the program made me more aware of my behaviours and how they serve me. Being aware means I can make better decisions.

# New at The Haven in 2009

## PROGRAMS

- Being Alive
- Breathe!
- Conscious Sexuality
- The Singing Soul:  
Improvisational A Cappella
- Satir's Legacy
- Nonviolent Communication:  
A Process of Life

## NEW FACES

- Joanna Macy
- Jean McLendon and John Banmen
- Penny Wassman
- David Hatfield

## GROUP BOOKINGS

- The Resilience Alliance
- The Federation of Canadian Artists  
(nearly 100 people)

## EVENTS

- Stimulus Package weekend
- Haven Unplugged (two events)
- Haven Virtual Dialogues
- Haven Connection in Edmonton and Victoria
- David Suzuki at Work training for Haven staff  
– first such event outside Greater Vancouver

## MARKETING

- The new web site
- The new logo
- The Shen blog
- New program rack cards
- The Haven *Ideas in Action* booklet  
(The Haven Models)

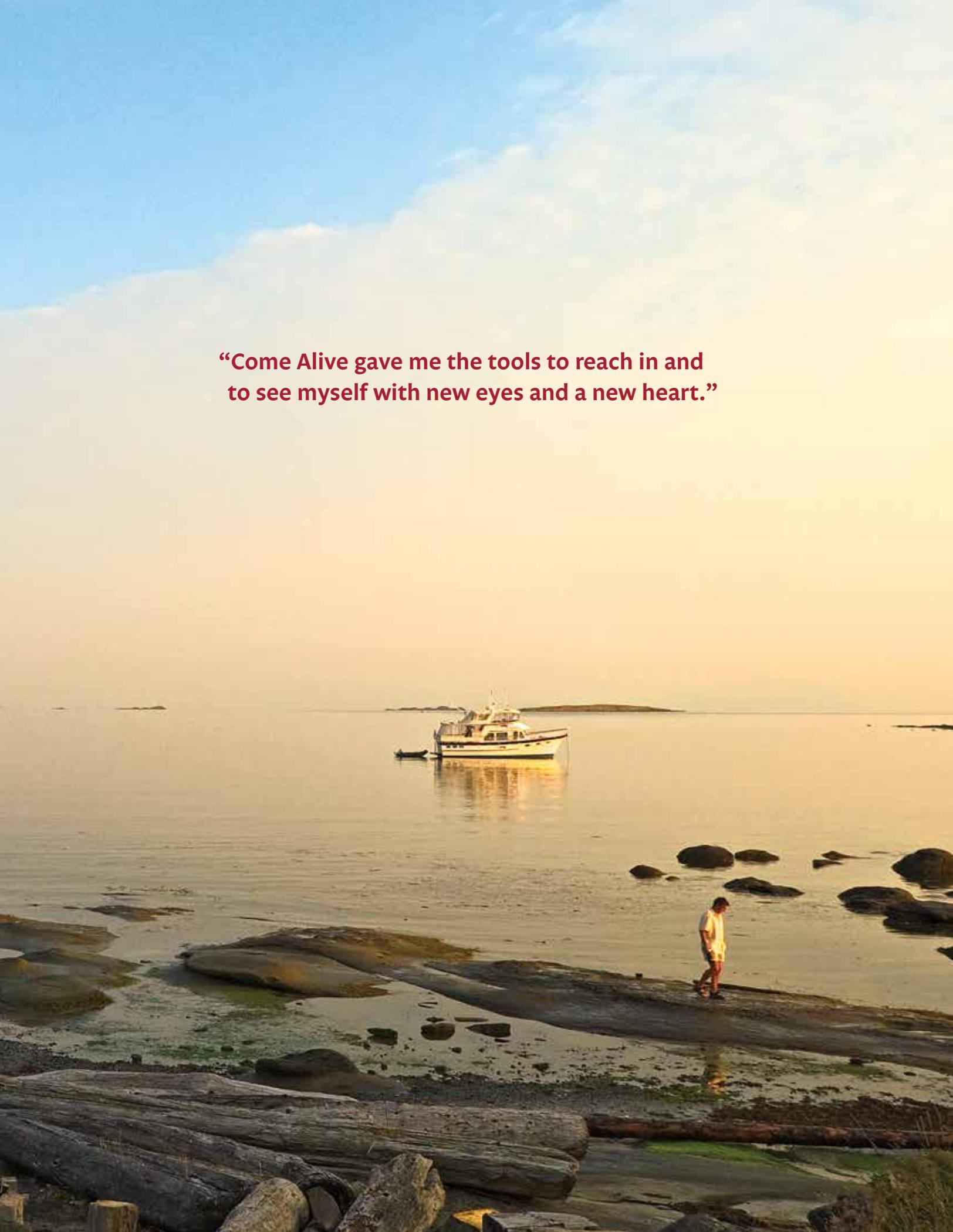
## AROUND THE PROPERTY

- Refurbishment of all rooms in the Phoenix building, with extensive work to P3
- A new swing set on the front lawn
- A new sign at the entrance gate

**“I appreciated the exercises, the energetic experience, the group, and experiencing everyone expand during the time together; and the skill, knowledge, active listening, and generosity the leaders brought to every moment we shared.”**

A PARTICIPANT IN BEING ALIVE, A NEW PROGRAM LED BY CORE FACULTY IN 2009

**“Come Alive gave me the tools to reach in and  
to see myself with new eyes and a new heart.”**



# Group Bookings

2009 has been a busy year for conferences at The Haven. Highlights have been scientists attending the Resilience Alliance conference (including a 2009 Nobel Prize Winner); a meeting of the Canadian Federation of Artists; a meeting of The Islands Trust with trustees from all the Gulf Islands; a group of Camosun College instructors becoming Great Teachers; Windsor House School Annual Planning Session; the delightful String Quartet weekend; a series of IBP Trainings; a series of Kundalini Dance trainings; and Satir's Legacy in collaboration with the Haven Institute.

# In the Community

Over 26 years, The Haven has become a vital part of Gabriola life.

- We are one of the largest employers on the island.
- The Haven draws a large number of visitors to the island, this supporting the local economy. Many of our guests return regularly and some become part of the community themselves. In this way The Haven contributes to local employment, trade, conservation and community.
- The Haven provides a major venue for the performing arts, hosting concerts and plays that regularly feature internationally known performers. All these enhance Gabriola's reputation as "the island of the arts". We offer local groups reduced rates for the use of our facilities, thus encouraging home-grown talent and enhancing the quality of life for many in the community.

# The Environment

The land which The Haven now occupies was traditionally known as the Green Place. The Haven is committed to maintaining and strengthening this tradition. This year we experienced a long and very dry summer. By responsibly managing our limited water resources, and with the active assistance of the people who stayed with us this year, we were able to meet all our needs.

Our other efforts to maintain and enhance our environment include:

- Our beautiful gardens are organically worked.
- Plants are locally purchased and propagated and are hand watered (without sprinklers). The lawns are not watered in the summer.
- We preserve the natural habitat for wildlife and maintain protected old-growth areas.
- The property has been inventoried and assessed, to protect rare and endangered trees and plants.
- Notices around the property suggest ways our guests can help conserve water and power.
- We have introduced a ridesharing scheme on our website.
- We are committed to providing healthy, nutritious food and minimizing waste. Whenever possible, we buy ingredients locally, order in bulk, and use organic fair-trade products.
- We recycle paper, bottles, cans and plastics.
- Rather than sell bottled water, we provide free triple-filtered local drinking water.
- By making Shen an online publication ([haven.ca/shenblog](http://haven.ca/shenblog)), we have reduced paper and printing.
- For most of our printing needs we use recycled paper at Hemlock, voted the Most Environmentally Progressive Printers in Canada 2009. Other printing is done by Gallery Press on Gabriola using tree-free or recycled paper.
- This year we provided David Suzuki at Work training for all staff and hosted a public workshop.



# Fundraising

As a not-for-profit organization and a registered charity The Haven looks to its generous donors to support several important initiatives. Among these is the provision of bursaries to participants who might not otherwise be able to attend our programs.

- In 2009, The Haven awarded bursaries of more than **\$60,000 to some 40 participants**, both adults and children.
- We introduced our new **Partners and Friends of The Haven** initiative to encourage people to give. Partners give \$1000 or more a year, Friends \$50 or more. This initiative has made a good start since its launch in July, and we are looking to create a still wider pool of donors.
- We have simplified the process of donating by including an **online donation page** on our new website.
- In November 2009, Members of the Haven Foundation Board provided **\$25,000 as a time-limited Matching Fund** to encourage additional donations to The Haven's Financial Aid Program before December 31, 2009. Every dollar given will be matched by the Board, until the \$25,000 matching pool has been exhausted. This represents the commitment of Board directors and committee members of the Haven Foundation to the vitality of The Haven's invaluable Financial Aid Program.



We have used this image on our website and in our various appeals for donations. It represents the care, nurturing and opportunity for growth that our donors offer, and that The Haven in turn provides to participants.

**“I would like to express my gratitude towards everyone who has donated to the financial aid program at The Haven. There are times in people’s lives when they are ready to grow and move on to a better way of living and they just don’t have the means to do so. For me ... it was a life-changing experience.”** A BURSARY RECIPIENT

# Thanks to Our Generous Donors

## HAVEN PARTNERS IN 2009

*Donors of \$1000 or more in a year*

Andrew Bing  
Adrian Blumfield  
Darrell Chambers  
Chriss Corbett  
Norman Cousins  
Bryan Croeni and Susa Holt  
Wayne Dodge  
Gwen Ewan  
Shana Johnston and Dave Goosen  
Wen-Shwu Lee  
Bob Matthews  
Joan McNeely  
Cathy Meadows  
Aubrey and Sue Muirhead  
Gerry Owen  
Debra Potts  
Dick Sass  
Letting Go Foundation / Jennifer Sass  
Al Schultz and Leona Kolla  
Theanon Foundation  
Anna Weiers  
Cathy Wilder

## HAVEN FRIENDS IN 2009

*Donors of \$50 or more in a year*

Ron and Jeanette Adkins  
Carole Ames and Bill Leuze  
Louise and Richard Amuir  
Lori Antunovic  
Ariel Barnes  
Shane Bateman  
Tina Boehm  
Andrew Brown  
Graemme Brown  
Dorothy Corbeil  
Andre Corbeil  
Roxanne Davern and family  
Rachel Davey and Toby Macklin  
Jacqueline Day  
Rick Dickson  
Elfi Dillon-Shaw and Gary Dillon  
Sue Donaldson  
Arnold Draper  
Ken and Heather Faris

Duncan Fraser  
John and Marta Fraser  
Jennifer and David Garven  
Katherine Giovando  
Henry and Denise Goldbeck  
Goldbeck Recruiting Inc.  
Renee Gomes  
Judy Hancock  
Rose Hunter  
IBM Employees' Charitable Fund  
Laurie Kelley and Scott Poole  
Mary Kenney  
Brenda Knight  
Rodney LaFontaine  
Geraldine Laforge  
Lenora Lane  
Kiki and Nick Laxton  
Irene Lee  
Larry Lenske and Jane Kilthei  
Don Mainwaring  
Cathy and Ernie McNally  
Olga Kersten-Matwin  
Maia McPherson  
Debbie Nelson  
Jane Olynyk  
Bob Owen and Ruth Emerson  
Suzanne Partridge  
Provincial Employees Community Services Fund  
Martie Robinson  
John Roderick  
John Sanger  
Steve Shears  
John Shields  
Christina Smith  
Sher Snow  
Mary Sokol Brown  
Lawrence Spero  
Ron Starr  
Julie Waller  
Brian Waughtal  
Phil Winkelmans  
Linda Wischoff  
Randy and Lisa Wong  
Janice Wright  
Nancy Wright  
Catherine Yeomans

*and many anonymous donors*

This list is accurate at the time of writing. We receive new donations regularly and will post donors' names on the Donor Wall on our website.

## THE PHOENIX CIRCLE OF SPIRIT

*Donors who have made lifetime contributions of \$100,000 and above.*

Bennet Wong  
Randy Wong  
Jock McKeen  
Justin McKeen  
Kevin Wong  
Laurie Kelley and Scott Poole

## THE SWALLOW CIRCLE OF HARMONY

*Donors who have made lifetime contributions of \$25,000 to \$100,000.*

Andrew Bing  
Tom and Janet Lesosky  
Edward D Luck  
Gerry Owen  
Bennet Wong and Jock McKeen  
Doug Johnson  
Michael and Leanne Wood  
Letting Go Foundation / Jennifer Sass

# The Haven Bursary Fund

## A RECIPIENT'S VIEW

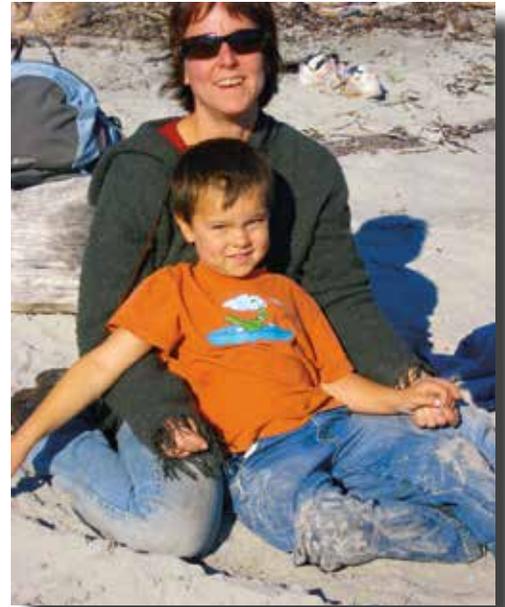
**LEIGHANN VAUGHAN** first came to The Haven in 2005 for Shadow Play with Linda Nicholls. She describes it as a 'life-altering' experience. Mostly, she realized in those few days a potential for connection and relationship she had never thought possible. From then on, she says, there was no turning back.

However, it was not until 2009 that it became financially possible for LeighAnn to do more programs at The Haven. With her primary relationship disintegrating and with a young son to look after, she was determined not to repeat the same patterns in her life. She applied for and received bursaries to do Come Alive and Living Alive Phase I. As a result, she says, she has been able to integrate a huge amount of learning into her life, to her own benefit and in her relationships, especially with her son.

She has worked out practical, creative ways to help her son through difficult times. Together they are learning about it being OK to feel sad or angry, for example, without having to get rid of or change anything, and how they can remain connected to each other in these experiences.

The very process of applying for a bursary was an important experience for LeighAnn. She had become very isolated in her relationships and in her community. Reaching out for help was a risk and took courage - in her past, asking for things had been dangerous. When Rose Hunter, The Haven's Bursary Fund Manager, contacted her to say she was delighted to offer a bursary, LeighAnn says it was like someone reaching out a hand to her when there didn't seem to be other hands to hold. To her it was a message that it was OK and safe for her to tell her story and express her life.

Today LeighAnn remains committed to herself and her son, working with her ex-partner on joint custody, and beginning to find new connections in a community where she had previously felt isolated and alone. "The Haven taught me it was safe for me to reach out to connect," she says. "I was touched back every time I found enough courage to reach out. This was the beacon of light The Haven shone through the darkness that surrounded my life. I cannot overstate the importance of this support in my life."



## FINANCIAL RESULTS TO NOVEMBER 30, 2009

	ACTUAL TO NOV 30	BUDGET TO NOV 30	VARIANCE	2009 TOTAL ANNUAL BUDGET	LATEST FORECAST TO 2009 YEAR END
<b>REVENUE</b>					
TOTAL REVENUES	2,695,530	2,484,548	8.5%	2,587,129	2,815,868
<b>EXPENDITURE</b>					
TOTAL EXPENDITURE	2,353,087	2,275,606	-3.4%	2,484,820	2,604,592
NET INCOME BEFORE DEPRECIATION	342,443	208,942	63.9%	102,309	211,276
DEPRECIATION ALLOWANCE				87,102	109,000
OPERATING SURPLUS				15,207	102,276
<b>ATTENDANCE STATISTICS</b>					
(participant nights)	7,006	6,622	5.8%	6,857	7,291

*Amounts are in Canadian dollars*

Especially given the prevailing economic climate, we are delighted that these results significantly exceed the targets we set in 2008.

- We hosted an unprecedented number of conferences in 2009.
- Our work in China expanded beyond our expectations.
- We benefitted from unanticipated income and reduced expenditure in administration.
- Programs met the budget target set for 2009.

As a not-for-profit charitable organization, we will reinvest surplus income into the organization to ensure its future success in meeting the needs of our participants.

# Looking Ahead

## STRATEGIC PLANNING FOR 2010–2015

The Haven Foundation Board is currently working on a Strategic Plan for 2010 to 2015, intended to provide a clear set of five-year goals for The Haven. The plan will be published in the first half of 2010.

In the last five years, The Haven has experienced the transformation from a founder-owned business to a registered charity. Given that succession is often one of the thorniest issues faced by family- or founder-owned businesses, it is a testament to the passion, generosity and dedication of many people over a number of years that The Haven is active, debt-free and at financial break-even.

Having successfully navigated these first five years, we are now poised to take the next evolutionary step to ensure that The Haven remains sustainable and continues to thrive. This will be the overarching theme of the 2010–2015 Strategic Plan.

At the time of writing, we are identifying the goals that will comprise the Strategic Plan. We have carried out a thorough review of our current situation, focusing on both our strengths and weaknesses. Several critical issues have emerged from this review. One key issue is that since 2004, participant numbers have remained steady but have not risen. We want to increase the number of participants coming to programs, and the Strategic Plan will include specific goals in this area. We are also keenly aware of the need to invest substantially in our aging buildings and infrastructure.

We have also identified the assumptions that underlie our approach to the planning process. We are happy to share these with you, and look forward to the launch of the Strategic Plan in 2010.

### OUR UNDERLYING ASSUMPTIONS

- **The Haven will continue to operate autonomously and indefinitely.** Therefore, goals and decisions should be made with The Haven's long-term viability, continuity and autonomy in mind.
- **We will invest in The Haven's future.** We will identify key opportunities to strengthen The Haven as an organization, using funds responsibly from a variety of sources, which may include surplus revenues, fundraising, and borrowing.
- **The Haven is committed to staying in its current property and location on Gabriola Island.** The Haven property on Gabriola is a beautiful setting and container for participants' experiences. It has all the benefits of a remote setting, without being too difficult to get to. While Haven programs can and will be offered elsewhere, past participants' connection with the existing property is an important part of the goodwill that supports our referral-based marketing, and our connection-based fundraising.
- **The Haven is committed to providing high-quality, transformational learning experiences in a group setting.** This is what makes The Haven special, and we should direct our energies toward maintaining and improving this area of our work.

- **Haven programs are grounded in a common philosophical foundation.** The ideas and methods that Ben Wong and Jock McKeen have created and brought together – expressed in programs such as Come Alive and the Phase programs – are the dynamic and evolving foundation of what The Haven offers. This sets us apart from many other learning centers, and helps support participants seeing the value in taking additional courses that The Haven offers. In addition, we will continue The Haven’s tradition of keeping our offerings fresh by cultivating and integrating new ideas that are in alignment with our philosophical foundation.
- **Serving the learning needs of a growing number of people is desirable,** to the extent that it can be done without sacrificing the quality of the learning experience offered, and supports The Haven’s sustainability. Responsibly managed growth enables The Haven to make a bigger difference in the world.
- **Having an engaged and energized faculty is essential to our ongoing success.** The passion and caring of The Haven’s faculty are essential to the learning and growth of our participants.
- **Attracting, developing and retaining employees and faculty is important to the sustainability and success of The Haven.** To this end, The Haven is committed to providing an appropriate compensation and benefits package and creating a healthy and constructive working environment.
- **The Haven has chosen to be a registered charitable educational center and this has implications for how we do what we do:**

The Haven will provide a high-quality learning experience at an affordable price. This intention is at the heart of our financial and strategic decision-making process.

The Haven is committed to keeping our programs accessible to a diverse range of people spanning a wide economic spectrum. This enriches the program experience, and as a charitable organization, this is an important part of the “social good” that The Haven provides.

We are committed to a Bursary/Student Aid program as a means to include participants who can’t afford our programs at their regular prices.

We raise funds by connecting The Haven’s needs with Donors’ interest, which will support The Haven in meeting our important goals of accessibility, sustainability, and growth.

As a charity, we reinvest any surplus into the organization to ensure its future success in meeting the needs of our participants.

- **The Haven will operate in an environmentally sensitive and responsible manner.**

# Thank you for supporting The Haven

For 26 years The Haven's greatest strength has been people like you, who have learned from The Haven and given back in abundance.

As The Haven steps forward in the years to come, we ask for your continued support.

You can help in three principal ways, by:

**ATTENDING** programs at The Haven

**REFERRING** others to The Haven

**DONATING** to the Haven Foundation

*We invite you to be part of a thriving future for The Haven,  
making a difference in people's lives.*

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