



Elizabeth Fry

t o r o n t o

Hope. Strength. Justice.



ANNUAL REPORT

2017/2018

www.efrytoronto.org

LEADERSHIP MESSAGE:

Board President Lieran Docherty and
Executive Director Kelly Potvin

At Elizabeth Fry Toronto, we are driven by hope, strength and justice – values that have guided and inspired our work for the past 65 years in Toronto. Elizabeth Fry Toronto supports women to end the cycle of criminalization and break the barriers that keep women on the margins of economic, social, cultural and political life. We continue to advocate for change within the women’s criminal justice system. We push for a gendered lens, the eradication of segregation, and the elimination of prison beds for women. This past year, Elizabeth Fry Toronto supported 1,513 women across 10 different programs. Under the new leadership of Executive Director Kelly Potvin, we have focused on building organizational capacity, strengthening community partnerships and continuing to build responsive, accessible and high quality support and programs for women across Toronto. We are committed to better understanding our work and capturing our impact by gathering new data, evidence and knowledge.

Highlights from this year include:

- Establishing the Exit Doors program, a 5-year program that is using Critical Time Intervention to build capacity and opportunities for women wishing to exit the sex trade industry;
- Upgrading our data management system, which enables us to better track outcomes of clients. This upgrade will allow us to tell the story of our clients through data;



Lieran Docherty
Board President



Kelly Potvin
Executive Director

- Focused on team building to strengthen our staff team through a facilitated process;
- Selected by Turnaround Management Association (TMA) as their 2018 Gala Recipients to support reducing the number of remand orders at College Park courts;
- Accepted into the TD Bank Give to Grow program, a pro bono service of a team of TD marketing staff from across North America. The team analyzed our needs and strengths and developed a focused, robust and actionable communication and marketing plan in order to grow our fundraising efforts;
- We were chosen by STRIDE, a Community Justice Initiative as one of their pilot projects to provide services in the community to women upon their release from correctional institutions; and
- Opened a “Marketplace” where women access free new clothing and personal care items.

The work we do is only possible because of the resilience of the women we serve, the dedication of our staff and volunteers, and the generosity and support of our members, donors and community partners.

As you read this year’s annual report, please join us in celebrating our 65th year in Toronto. As we look ahead, we will continue to reflect, adapt and grow to meet the needs of women and their communities across Toronto.

ABOUT US

Elizabeth Fry Toronto is a Toronto based non-profit organization that has placed women and social justice issues at the centre of its work for more than 65 years. We are the only social service agency in Toronto with a specific mandate to provide programs and services for and about women in conflict with the law. Each year the agency helps thousands of women through its complement of counselling, parenting, employment, harm reduction, court and transitional housing programs. Our multidisciplinary team of staff, volunteers and students facilitate this work in a framework to enact positive changes in the lives of our clients and across communities.



COMMUNITY COUNSELLING SERVICES

HEALING FROM TRAUMA AND ABUSE COUNSELLING PROGRAM develops the tools and skills necessary to establish personal safety and stabilization. We work with clients to help them identify abusive relationships and to build the strategies on how to avoid them. This past year has been challenging as women who are ready to leave their abusers find the shelters full and many do not have the financial means to live independently, especially with the raising rental rates in Toronto.

Served 150 clients for individual counselling and facilitated 5 group counselling sessions.

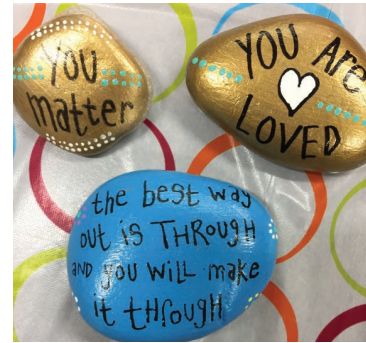
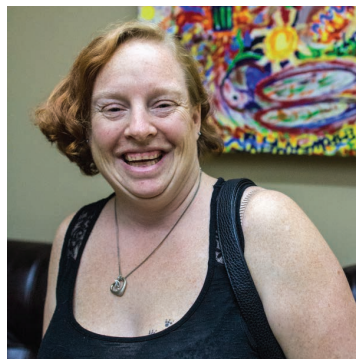


"Today, I am seeing a client who did find a place in a shelter for herself and her two young children. It took some time but she did get her special priority housing, which she loves, and subsidized daycare so she can go to school. I will continue to support her through this transition to independence."

Healing from Trauma and Abuse client: "I struggled with anger issues throughout my life and walked through Elizabeth Fry's doors to get some help. Every time I come for the Trauma program, I learn more and more about myself. I'm always growing and changing for the better. Elizabeth Fry Toronto was the missing piece I needed to heal from my past trauma and my friends and family have noticed a significant change in my behaviour. I've learned that the childhood abuse I went through was a trigger for my anger. The most important thing I learned through Gracie is that words are more powerful than fists and it's okay to get angry because it's a normal human emotion, but to find better ways to acknowledge my feelings and express it in a productive way."

THE MOTHERS WHO CARE PARENTING PROGRAM provides individual and group counselling support to mothers and caregivers incarcerated in the provincial institution and in the community. The most rewarding experience is reuniting families, rebuilding trust and improving communication skills. This year, our program expanded its offering by including employment workshops and family law sessions hosted by the Neighborhood Legal Clinic.

Served 150 clients for individual counselling and facilitated 5 group counselling sessions.



Testimonial: "When I first arrived at Vanier Centre for Women in 2013, I was scared, confused and without a doubt lost. On top of everything I also found out I was pregnant shortly after my arrival. This led me to reach out to Elizabeth Fry Toronto and, specifically the Mothers Who Care Program. Even after my release, I continued to meet with Sherrette. I've been a client for four years now. In our meetings, I have found solace, compassion and understanding that really made a difference with my ability to cope with the obstacles life placed before me. Having her support, encouragement and overall guidance helps me put my best foot forward and persevere despite the difficulties. Without her counselling, advice and her overall help I would have had a hard time becoming the stronger person I am today."

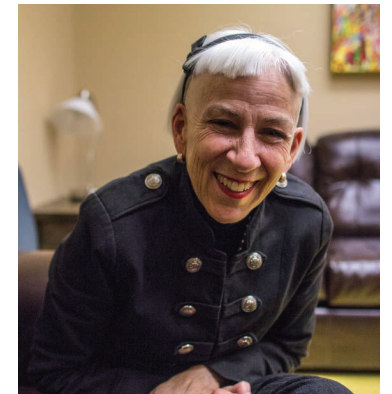
THE REINTEGRATION COUNSELLING PROGRAM provides one-on-one general counselling; trauma counselling, anger management, theft and fraud prevention, and substance abuse group counselling for women on provincial probation and parole. The program uses a cognitive behavioral therapy approach to modify thoughts and behaviours, combined with mindfulness stress management to better manage stressful circumstances and environmental cues that trigger negative behaviours.

Served 166 clients for individual counselling session and facilitated 5 group counselling sessions



"My job is beautiful, I build trust with my clients and actually see them change their lives for the better. I like teaching people to react in a way that's safe. I always tell my clients that reaction takes control and response takes understanding and consequences. All my clients are court mandated to see me and I work closely with supportive probation officers to give clients as much autonomy and choice in our counselling sessions."

Testimonial: "I took the Anger Management program at Elizabeth Fry Toronto. As a recovering alcoholic, I had many issues with my anger. After my first class I knew I was in the right place and this was where I had to be. I felt so comfortable because the program was run by women for women and the group was so diverse. Recovery is a process but I learned how to manage my anger and was given useful tools to practice outside of our sessions. This was a safe place for all of us and we learned a lot about how to diffuse stressful situations."



THE NEWCOMER COMMUNITY PROGRAM

The Newcomer Community Program addresses the needs of newcomer women who are at risk of becoming in conflict with the law due to language barriers, different cultural norms, lack of knowledge and/or orientation of the Canadian criminal justice system. We provide community outreach programs, educational workshops, and resources to women and community partners to discuss key issues that affect newcomer women and their involvement with the law.

Served 50 clients in individual counselling sessions



THE PARTNER ASSAULT RESPONSE (PAR) PROGRAM

PAR is a court-mandated psycho-educational program for women who have criminal charges related to domestic violence. Over the course of twelve group counselling sessions, attendees are given the opportunity to examine their beliefs and attitudes regarding domestic violence, reflect upon their past behaviors and relationships, and learn how to resolve conflicts in a non-abusive manner. We also provide counselling on an individual basis for LGBTQ2+ clients.

“Clients arriving to this particular program are often overwhelmed by their experiences with the criminal justice system and are frequently still in a state of shock. When we look back over the past year, one story that stands out to us is of a 30-something single mother who came to the group extremely frustrated that she had been charged (suffice to say that her ex-partner had been consistently very abusive towards her) and unsure if she would be comfortable speaking in the group. Over the course of the twelve sessions, she became one of our most enthusiastic, active participants and was incredibly supportive and encouraging of her fellow group members. She shared with us at the end of the session that the things she learned in PAR were revolutionary to how she saw herself and how she would take care of herself mentally and emotionally going forward. She left the group with improved self-care habits, better coping techniques, and renewed self-confidence.”

Served 186 clients



COURT PROGRAM

Direct Accountability Program (DAP)

DAP is a Ministry of the Attorney General lead initiative to hold individuals charged with minor offences accountable directly to the community for the harm caused by the offence. The individual takes responsibility for their actions and performs a service linked back to the charge thereby making repairs for the damage caused either to property or a person and harm to society. Once repairs have been made, the charge is withdrawn without a criminal conviction. Direct Accountability allows someone who is struggling with poor impulse control to seek help from a doctor rather than receive a criminal conviction for being unable to control an impulse. Taking responsibility and making amends is the underpinning of the criminal justice system.



"As Community Justice Workers, we like being the face of compassion for the court – it is our role to offer direct accountability to those who appear in court for their first appearance. The first court appearance occurs six weeks after the individual has been charged. During the six-week wait, individuals contemplate their actions, impact on others, and worst-case outcome. When we meet with them, most express relief, gratefulness and remorse."

Served 531 people, 183 women and 348 men



SEX WORK TRANSITION PROGRAM

Exit Doors Here is a new program that supports female-identifying persons as they transition out of the sex industry. We support females who are working on the street, trafficked and private/non-identifying sex workers. The services we offer are: outreach, counselling, housing, and employment support. In addition, we connect clients to community partners for medical, legal, and financial supports. The program uses a new evidence-based case management model called Critical Time Intervention (CTI), which has proven success in transitioning people from precarious and sensitive situations to stability.

Assisted 10 clients away from sex work

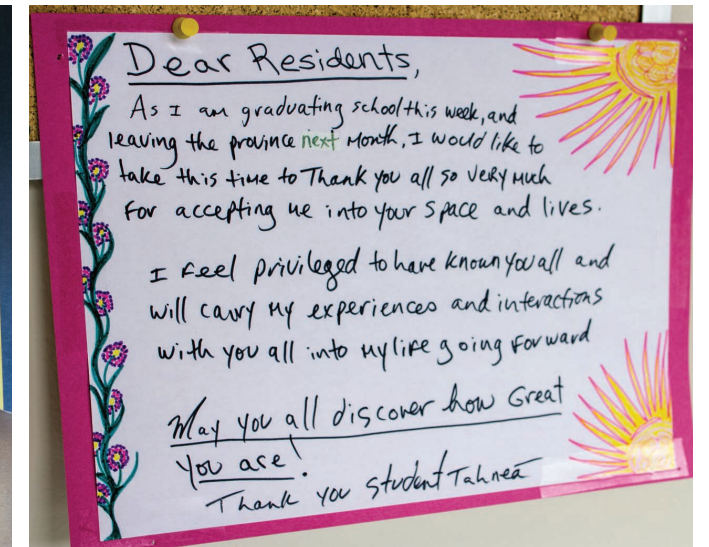
COMMUNITY RESIDENTIAL FACILITY

The Phyllis Haslam Residential Program

The Phyllis Haslam Residential Program provides housing and support to formerly incarcerated women with community and family reintegration and individual counselling. The Phyllis Haslam Residence also supports women's full reintegration into the community prior to their release or warrant expiry. We have 19 beds at our transitional residence and two satellite apartments.

This year, we partnered with Ontario Community Justice Initiatives to deliver Stride pilot project in the residence. This program helps women build informal networks to support reintegration.

- 49 women lived in the residence
- 38 women completed the program and were successfully integrated into the community
- 27 women were employed upon community integration
- 8 women enrolled in school
- 4 Humber College and George Brown College student completing their practicums.



VOLUNTEER PROGRAMS

Volunteers are one of the reasons behind our success and an important part of our organization. In 2017, 87 volunteers donated their time to make EFry programs possible. Our volunteers provide a number of services, including administrative support, mentorship, court support; resource development, fundraising and events based support.

We cannot thank our volunteers enough for their hard work, dedication, generosity and kindness shown toward our clients.



Some Stats:

- 12 social skills workshops delivered at Vanier Centre for Women including a holiday party
- 3,280 interactions with women at the courthouse: includes community referrals, emotional support, court navigation, property retrieval and providing personal care items and clothing.



VOLUNTEER PROGRAMS



Talk and Listen

Talk and Listen is a peer and community run initiative provided by women for women in conflict with the law. Our trained volunteers understand the mental and emotional stress of navigating the justice system and its long-term effects. Talk and Listen volunteers provide emotional support and systems navigation resources.

- 2296 calls received
- 35 volunteers trained
- 1244 volunteer hours

Marketplace

Being involved in the criminal justice system often leaves our clients in need of basic necessities. This year we opened a marketplace stocked with new clothes and personal care items. New clothes are donated by Brands for Canada.

Served 30 clients



EMPLOYMENT PROGRAM

Building Employment Strategies Together (BEST)

BEST helps women prepare to look for work. Involvement with the criminal justice system adds a tremendous barrier. Our BEST counsellors provide one-on-one assistance to identify the steps to lead to employment. We provide assistance in the following areas: record suspension; fingerprint destruction; resume development; financial literacy; job matching; interview skill development; and educational opportunities.

"The Record Suspension process is about 12 to 18 months long, but the results are always a big boost to women whose criminal records are a huge barrier to employment and education. Our clients never cease to amaze me with their strength and their resilience."

- Served 136 women with employment support, record suspension support and assisting women at Vanier Centre for Women.
- Three women received their Pardon\Record Suspension from the National Parole Board.
- 45 women found paid employment
- 20 women pursued training or education



OUR BOARD, STAFF AND STUDENTS

We wanted to thank our Board of Directors, staff, students, and peer leaders for their hard work, passion and dedication to Elizabeth Fry Toronto. Without their tireless effort and commitment to our mission of improving the lives of women at-risk or in-conflict with the law, none of the many interventions and client success stories would be possible!



Board List 2017/2018:

President ▶	Lieran Docherty
Vice President ▶	Lauren Ettin
Treasurer ▶	Marlene Van den Hoogen
Secretary ▶	Flora Matheson
Members ▶	Claire Forster Jennifer Quaid Karthika Gobinath Katherine Ward Nicole Williams Sabrina Feldman Venus Sayed

Executive Director

Kelly Potvin
Interim Executive Director: Gita Schwartz

Full/Part-time Staff:

Andrea Morales	Lydia Yang
Anne Morais	Mary Preston
Carly Butters	Maryolga Gonzalez
Carol Summers	Maryam Zafari
Christa Lavalley	Megan Howard
Cynthia Richards	Michele Landis
Dana-Lee Riley	Monica Forrester
Ermelina Balla	Myroslava Stadnyk
Faiza Khan	Rushel Briscoe
Gabriella Pascoe	Sarika Dua
Gracie Post	Sharifa Nagil
Iren Tajbakhsh	Sherrette Thomas
Jacque Jenkins	Sophia Wong
Jaimee Wheaton	Svetlana Mardari
Karen Brown	Victoria Chrysostomou
Lemoi Peters	Yudit Timbo

Casuals

Andrea Slack	Leslie Draper-Santos
Anika Jarrett	Leslie-Ann Fullerton
Christine Ganesh	Melissa Morson
Daniela Ancona	Natalia Simoes
Dorothy Walters	Nilani Sabanayakam
Jennifer Nephew	Noemi Balizs
Jessica Lloyd	Paz Humana
Judy Sackaney	Suzan Abdelnour
Kerry Anne Wint	Tammy Bird
Kim Kelly	Wing-Szu Au

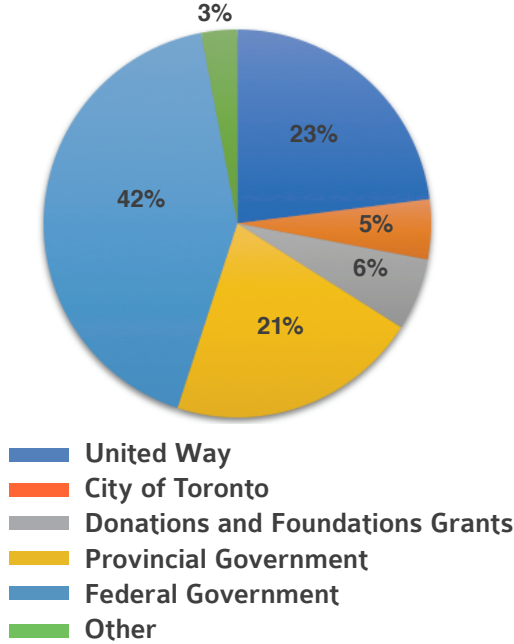
Students

Francesca Serwaa	Tanysha Thomas – Andorfer
Maryam Vedadi	Shalini Tomar
Kassandra Kaszas	Tahnea Battle

This year, we mourn the passing of a long-time staff member, Jacquie Jenkins. Jacquie was committed to the plight of marginalized women and championed a client engagement approach of compassion, forgiveness, respect and growth. Jacquie's positive outlook on life was most admirable, even contagious. She will be profoundly missed by everyone whose lives she touched.

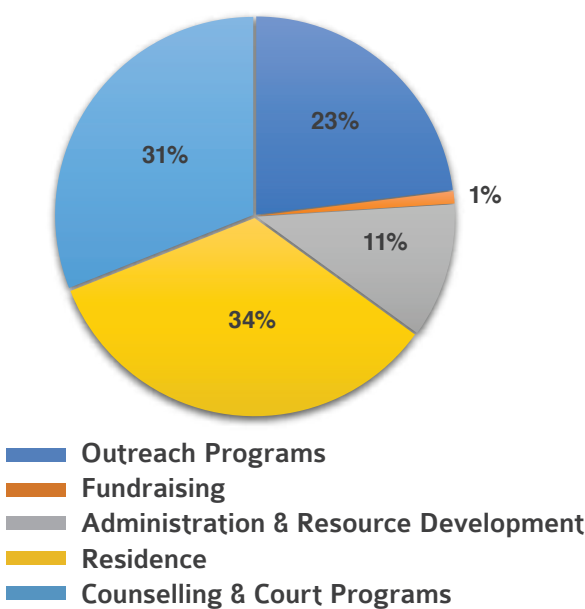
FINANCIAL REPORT (2017-2018)
Fiscal Year-End is March 31st

Revenues



Total Revenue: \$2,452,257

Expenses



Total Expenses: \$2,497,542

We would like to thank our many generous individual donors who have supported us over the year. Elizabeth Fry Toronto greatly appreciates the financial support of our funders and supports who provided the resources to ensure the agency can effectively carry out its important work in the community.

CORE PROGRAM FUNDING PROVIDED BY:

City of Toronto, Correctional Service Canada, Ministry of Community Safety and Correctional Services, Ministry Attorney General, Public Health Agency of Canada, Public Safety and Emergency Preparedness and United Way of Toronto and York Region.

OTHER FINANCIAL SUPPORTERS

CORPORATIONS

Bell Canada Engagement Committee
Sun Life Financial

ESTATES

Estate of Eleanor McDonald

RELIGIOUS INSTITUTIONS

Fairlawn Avenue United Church
Grace Church on the Hill

FOUNDATIONS

The Benevity Community Impact Fund
Canada Gives
CP24/CHUM Christmas wish
The Gandy Charitable Foundation
Gifts Funds Canada (Julie Jai)
The Henry White Kinnear Foundation
K.M. Hunter Charitable Foundation
Love in Action Fund
The McLean Smits Family Foundation
The Catherine and Maxwell Meighen Foundation
Mennonite Central Committee Ontario
Ontario Trillium Foundation
Strategic Charitable Giving Foundation (Franklin Family)

TRUSTS

Employees and Pensioners Charity
Trust of the Ontario Power Generation
The Shoebox Project for Shelters
Toronto Youth Partnerships and Employment
Toronto Police Services
TD Bank Give to Grow Project
United Way Day of Caring:
- BMO
- CIBC and CIBC MELLON Global Securities
- TD Bank

IN KIND GIFTS

Brands for Canada
Dress Responsibly
Engage and Change
The House Toronto
Impact Skateboard Clubs
Women's Leadership Network at Mastercard
Needlework Guild, Toronto Branch
Prison Fellowships - Angel Tree Christmas

Mission

We support women who are, have been, or are at risk of being in conflict with the law.

Vision

A society that ensures all women have the dignity and capacity to make informed choices about their lives and avoid conflict with the law.

Values

We are committed to:

- **Agency:** to be instrumental in our lives and the lives of others
- **Dignity:** to ensure each person is regarded as worthy, honoured and esteemed
- **Diversity:** to respect and celebrate human difference
- **Innovation:** to create change that makes things better
- **Resilience:** to recover from and adjust to change and challenge



**Elizabeth
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