

2018/2019

# ANNUAL REPORT

#### **LEADERSHIP MESSAGE:**

Board President Lieran Docherty and Executive Director Kelly Potvin

his year was another exciting year at Elizabeth Fry Toronto! Not only did our organization continue to grow in the midst of political uncertainty, but we also spent a large amount of time developing a new and bold Strategic Plan that will take us through the next three years.

#### Some of our new programs and initiatives include:

- City of Toronto funded CTI Housing Program which matches private market landlords with our clients who will receive intensive case management support to ensure they are successful in their housing.
- An entrepreneurship program called My Start Up funded by the Ministry of the Status of Women (ON). This innovative partnership with Rise Asset supports women in developing the skill necessary to start their own micro businesses.
- A new initiative aimed at keeping women up for bail in the community rather than being remanded into custody at Vanier. The Remand Project was supported by Transactional Account Management Association who made E Fry Toronto the Beneficiary of their 2018 Gala.
- Funded by the City of Toronto, Elizabeth Fry Toronto produced a best practice guide for professionals/ agencies working with people who have been sextrafficked.

This past year saw Elizabeth Fry Toronto increase our partnerships and networks, bringing us into the community to improve services and supports to better meet the needs of criminalized women. One of the highlights of our work in the community is our support of Thunder Woman Healing Lodge. This new initiative will be Ontario's first Healing Lodge for Indigenous women, a population which is grossly overrepresented in our prisons.

We continue to celebrate and be inspired by the resiliency and successes of the women who have accessed our service. Tea for Heart was exactly this type of celebration. We gathered with our supporters and partners, and heard stories of triumph in the face of adversity!

In the pages ahead, we ask you to join us in celebrating as we highlight the programs, partnerships and hard work that represent our successes. We are grateful for the commitment and support of our staff, volunteers, partner organizations and donors.



Lieran Docherty Board President



Kelly Potvin
Executive Director

#### **ABOUT US**

Elizabeth Fry Toronto is a charitable organization dedicated to helping women break the cycles of criminalization and victimization in their lives. For over 65 years, our agency has placed women and social justice issues at the centre of its work by offering programs and services to support women in conflict with the law. These range from our transitional residence, counselling, parenting, harm reduction and employment services as well as our community support programs. Our multidisciplinary team of staff, volunteers and students facilitate this work in a framework that aims to successfully reintegrate women into the community and avoid future contact with the criminal justice system. We simultaneously advocate for alternatives to the criminal justice system and work to educate the public about the challenging realities of women who are in conflict with the law.







### **NEW MISSION, VISION, VALUES**

Along with our strategic plan came new mission, vision and values statements that will continue to ground our work on a daily basis.

#### Mission:

Elizabeth Fry Toronto delivers gender based, trauma informed services and advocates for justice and equity for women and non-binary people who are criminalized and their families

#### Vision:

We envision communities where women are not criminalized

#### Values:

- Compassion: We honour women's voices, experiences and resilience and prioritize women's mental, spiritual, physical and emotional health
- Equity and Inclusion: We are a feminist organization and we challenge oppression in all its forms
- Excellence: We foster a collaborative culture based on self-reflection, continuous learning, effective partnerships, quality improvement and evidence based practice
- Accountability: We are responsible to ourselves and to our stakeholders for using resources appropriately, communicating honestly and acting with integrity







#### **COUNSELLING SERVICES**

#### **Healing from Abuse and Trauma**

The Healing from Abuse Program works with clients to help them identify abusive relationships, build strategies to avoid abuse and manage traumatic stress responses. This program focuses on developing the tools and skills necessary to establish personal safety and stabilization for women. We create a compassionate and supportive learning environment that nurtures self-discovery while encouraging participants unique healing journeys.

# This year 100 clients were served

#### Reintegration

The Reintegration Counselling Program provides one-on-one general counselling; trauma counselling, anger management, theft and fraud prevention as well as substance abuse group counselling for women on provincial probation and parole. The program continues to adopt Cognitive Behavioral therapy to help adjust thoughts and behaviors in addition to mindfulness practices to increase life skills. This in turn helps women manage stressful circumstances and environmental cues that may be triggering.

# This year 163 clients were served





#### COUNSELLING SERVICES CONTINUED

#### **Mothers Who Care**

The Mothers Who Care Parenting Program provides individual and group counselling as well as support and advocacy to mothers, women, and care givers who have been in conflict with the law. This program provides services in the community and at Vanier Center for Women, serving remand and sentenced women. While children are not engaged as clients, they are considered beneficiaries of the program given its goals to reduce the effects of incarceration and poverty in their lives.

This year 150 clients were served



# Partner Abuse Response (PAR)

The Partner Assault Response Program delivers specialized, womencentered, court-mandated psychoeducational intervention to women who have domestic violence related charges. Over the course of 12 weeks, clients are given the opportunity to examine their beliefs and attitudes about domestic violence. They gain a better understanding of healthy parenting, effective communication, non-abusive ways to resolve conflict and identifying financial abuse.

This year 145 clients were served
This year 10 workshops were facilitated

#### **EXIT DOORS HERE**



Exit Doors Here Program provides support to women wishing to leave sex work using Critical Time Intervention. CTI has proven success in transitioning people from precarious and sensitive situations to stability. It is a point of access, allowing women to gain access to wraparound services and a 9-month intervention to build capacity and opportunities to exit safely.

#### **Testimonial:**

"Clients who enroll in the Exit Doors Here program face multiple barriers when it comes to housing. Many victims not supported remain in their situation not by choice but by circumstantial reasons. These circumstantial reasons may be, but are not limited to homelessness, financial difficulties, lack of health care, mental health and addictions."

# This year 38 clients were served

#### **NEWCOMER SERVICES**

#### **Newcomer Liaison Program**

The Newcomer Liaison Program addresses the needs of newcomer women who are at risk of becoming in conflict with the law due to their lack of knowledge and or orientation to the Canadian Justice System. The program focuses on outreach, education, prevention and provides psychoeducational programming to newcomer women to minimize opportunities for being criminalized and diminish recidivism.



#### HOUSING

#### **Phyllis Haslam Residence**

The Phyllis Haslam Residence serves women transitioning from provincial or federal prisons. Residence staff work alongside each resident to address her unique needs by assisting with the development of a life plan that incorporates education, employment, rebuilding family ties and the overall re-entry into community after serving a term of imprisonment.

# This year 46 women were housed

- 19 were referred into employment programs
- 11 into education,
- 10 into substance treatment

#### **Home for Good**

Home for Good is a new partnership between Elizabeth Fry Toronto and the City of Toronto aimed at providing safe, stable housing for women transitioning out of institutions. Through this project, we are able to assist high needs clients in navigating the private rental market and support them through the process of reintegration.

#### **Testimonial:**

"Hi, I have had the privilege of using the Elizabeth Fry housing program. The housing worker is amazing and has helped me develop goals I want to obtain. Because of this program I was able to stay in Toronto and pursue my goals. Without this program I would have been homeless and forced to move back to a toxic environment. I am so grateful for the Elizabeth Fry housing program."





#### **EMPLOYMENT SERVICES**

#### **Building Employment Strategies Together**

BEST is a pre-employment program focusing on addressing barriers to employment, education, training, and expanding employment opportunities for its clients. BEST brings a holistic approach to addressing the multiple individual challenges and systemic barriers facing women in, or at risk of being in conflict with the law. Assisting clients with the long but necessary process of applying for and receiving their Record Suspension is one strategy for helping women to reduce barriers to employment.

BEST provides them with a strong foundation to build or re-build their sense of worth and their skills for finding and sustaining better employment.

This year 103 women were served, 3 outreach events were facilitated, 36 workshops were given, 4 women received their record suspension and 8 women were placed in employment and training





# My Start-up

New to Elizabeth Fry Toronto this year and funded by the Women's Issues of the Ontario Ministry of Children, Community, and Social Services, we launched My Start Up, an entrepreneurship training and support for women. In partnership with Rise Asset Development at the Rotman School of Management of the University of Toronto, women participated in small business training. It gave them access to idea generator sessions, employment skills workshops, support developing their business idea and mentorship from four women business leaders. We are overwhelmingly proud of their success. There is no expectation that their businesses will make them rich, but the businesses will provide a supplemental income and a source of pride and accomplishment.

From November 2018-June 2019, we led our first cohort of women, the first of 7 planned cohorts.

- 36 women applied
- 25 women participated
- 18 women graduated
- 9 women started a business

### **COLLEGE PARK COURT SERVICES**

#### **Direct Accountability Program**

Direct Accountability is a diversion program where individuals charged with minor criminal offences can have their charge withdrawn without a criminal conviction. Individuals have to accept responsibility for their actions and make amends to the community by performing a service related to the charge.

# This year 601 people were served, 204 women and 397 men

#### **The Remand Project**

The Remand Project was formed to positively impact the justice outcomes of vulnerable women. It provides immediate assistance to women being released from custody; coordinating services to assist them while out of custody and providing individual support to maintain a charge free future. Elizabeth Fry Toronto volunteers observed proceedings in female bail court; made themselves available for questions and referrals; and supported women with their release.

This year 86 referrals where received, resulting in 21 bail release proposals and 14 women active participating in Elizabeth Fry Toronto's network of care.

#### **Court Support**

Our volunteer Court Support service aims to help individuals navigating the court process at College Park Courthouse. Often, this involves working closely with duty counsel to meet the practical and emotional needs of women who are appearing in bail court and their families.

### This year approximately 1400 people were assisted at court

**Testimonial:** "By offering a range of supports, information and resources for women on the day of their bail hearing, the aim of the program is to is to help mitigate the negative impacts of systemic barriers in meaningful, tangible ways — big or small. My experiences volunteering at the courts have reaffirmed for me how much these kinds of services are needed to help improve outcomes for women, and their families."

#### **VOLUNTEER COMMUNITY SERVICES**

This year in March we hired a new cohort of amazing volunteers to help support women in conflict with the law. As the need for our community service programs; Talk & Listen Line, Court Support, The Market Place, and Vainer Volunteer Visits continues to grow we are dedicated to expanding our capacity and knowledge to better serve the women



assessing our services. New and current volunteers received our revamped 3-day community services volunteer training which included facilitators from partners across the city (lawyer, counselor, community worker), a panel discussion of women with lived experience, and insights from our Executive Director. We also created a new system for scheduling and documenting our stats to help us track our impact.

**Testimonial:** "I volunteer because I want to make sure that the women who are currently incarcerated - irrespective of the charges they have received — have the ability to connect with members of society and have the opportunity to hear their stories."

### **VOLUNTEER THANKS**

We would like to extend a big thank you to our volunteers for their continued hard work. Our community service programs would not be possible without our committed and knowledgeable volunteers. This year we had over 90 dedicated volunteers which adds up to nearly 5,500 hours of volunteering! By donating their time, they have made a difference in lives of the many women we serve.

This year marks Lucille's 50th year as a volunteer. We cannot thank her enough for her time, generosity and support.



#### **VOLUNTEER COMMUNITY SERVICES**

#### **Talk and Listen**

Talk & Listen is a support and resource line geared at connecting incarcerated individuals with access to the information and resources that they need to plan for upcoming court dates and release; and provides opportunities for those experiencing isolation to connect with a caring and supportive volunteer to chat.

# This year 795 calls answered

### The Marketplace

The Market Place is a free clothing and personal care 'store' located at our main office. It ispen to marginalized women and femmes — many of whom have recently been released from custody or are experiencing a time of transition in their lives.

This year approximately 483 women have visited the Market Place

#### **Vanier Volunteer Visits**

Our Vanier Social program takes place two times per month at the Vanier Centre for Women — the women's provincial prison closest to Toronto. Volunteers create a welcoming and supportive environment for women to connect, create, and share food.

This year volunteers completed 24 successful visits to Vanier

**Testimonial**: "Elizabeth Fry has changed my outlook on incarceration, the power of talking and the importance of practicing empathy in the face of adversity and uncertainty"







#### **FULL/PART-TIME STAFF**

Andrea Morales, Anne Morais, Carly Butters, Carol Summers, Chloë Foisy-Marquis, Christa Lavalley, Cynthia Richards, Dana-Lee Riley, Erin Masters, Ermelina Balla, Faiza Khan, Gabriella Pascoe, Gracie Post, Iren Tajbakhsh, Jackie Omstead, Jaimee Wheaton, Kendra St. Cyr, Lemoi Peters, Leslie-Ann Fullerton, Lucy Gudgeon, Lydia Yang, Mary Preston, Maryolga Gonzalez, Maryam Zafari, Megan Howard, Michele Landis, Monica Forrester, Myroslava Stadnyk, Rushel Briscoe, Sarika Dua, Sharifa Nagil, Sherrette Thomas, Sophia Wong, Svetlana Mardari, Victoria Chrysostomou, Yudit Timbo

#### **BOARD MEMBERS**

President: Lieran Docherty Vice President: Lauren Ettin

Treasurer: Marlene Van den Hoogen

Secretary: Flora Matheson

Members: Claire Forster, Devika Prashad, Karthika Gobinath, Katherine Ward, Michelle Smith,

Nicole Williams, Sabrina Feldman, Venus Sayed

#### **CASUAL**

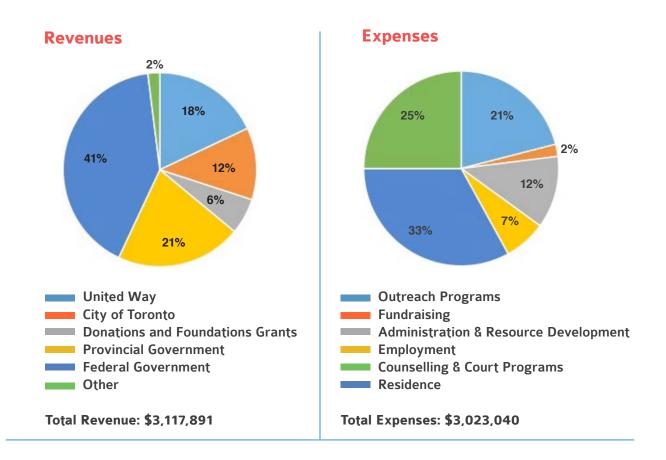
Andrea Slack, Anika Jarrett, Christine Ganesh, Daniela Ancona, Dorothy Walters, Jennifer Nephew, Jessica Lloyd, Judy Sackaney, Kerry Anne Wint, Kim Kelly, Leslie Draper Santos, Melissa Morson, Natalia Simoes, Nilani Sabanayakam, Noemi Balizs, Paz Humana, Suzan Abdelnour, Tammy Bird, Tatjana Singer and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

#### **STUDENTS**

Angelica Gambino, Denisha Anderson- Stewart, Kerry-Ann Brock, Rosalie Donaldson, Susannah Ireland

# **FINANCIAL REPORT (2018-2019)**

### Fiscal Year-End is March 31st





On behalf of Elizabeth Fry Toronto and our clients, we would like to thank our many generous individual donors and members who have supported us over the year. We appreciate the financial support, time and resources our funders and supporters have provided to ensure we can effectively serve women in conflict with the law. Without this support we would not be able to continue our work in the community and at large.

#### CORE PROGRAM FUNDING PROVIDED BY

City of Toronto, Correctional Service Canada, Ministry of Community Safety and Correctional Services, Ministry Attorney General, Status of Women Canada, Public Safety and Emergency Preparedness and United Way of Toronto & York Region

#### OTHER FINANCIAL SUPPORTERS

#### CORPORATIONS

Turn Around Management Association Shoppers Drug Mart Life Foundation McMillan LLP

Blake, Cassels & Graydon LLP

The Scotiabank Run (Canada Running Series)

Thornton Grout Finnigan LLP Goldman Sloan Nash & Haber LLP Stikeman Elliot LLP

#### **ESTATES**

Estate of Carol McPahil

#### **FOUNDATIONS**

Strategic Charitable Giving Foundation

K. M. Hunter Charitable Foundation

The Catherine & Maxwell Meighen Foundation

The Benevity Community Impact Fund

CP24 Chum Christmas Wish

Canada Gives

The Gandy Charitable Foundation

The McLean Foundation

St. Andrews Charitable Foundation

McLean Smits Family Foundation

Vantablack Picture Inc

**Tippet Foundation** 

The Quadrus Charitable Giving Foundation

Sony Music Entertainment

#### **TRUSTS**

Employees and Pensioners Charity

#### IN KIND GIFTS

Photographers without **Boarders** 

Brands for Canada

Keurig Canada Inc.

Loblaws at Maple Leaf Gardens

Needlework Guild, Toronto Branch

Women's Leadership Network at Mastercard

TD Give to Grow Project

Writer's Trust

Kits for a Cause

Book Club for Inmates

United Way Toronto & York Region Day of Caring

**BMO** Financial

The Great West Life Assurance

Yonge Street Monthly Meeting of the Religious Society of Friends (Quakers)

# 2019 - 2020 Strategic Goals

Elizabeth Fry Toronto's Three Year Strategic Goals	
Our clients and Community	We will enhance the availability of gender responsive servicesand supports for criminalized women and their families
Our Role in the System	We will strengthen our advocacy efforts to reform the political, social, economic and legal conditions that create and perpetuate the criminalization of women
Our People	We will continue to build an inclusvie and positive work environment that fosters exceptional performance
Our Organization	We will strengthen our practices and processes to deliver the highest quality services



215 Wellesley Street East Toronto, Ontario M4X 1G1 Phone: (416) 924.3708 Toll Free: 1.855.924.3708 Fax: (416) 924.3367

E-mail: info@efrytoronto.org

**Business Charitable Number** 11923-1306 RR0001