



REAL LIFE, REAL PEOPLE, REAL PROBLEMS

A LEADER IN SOLUTIONS

ANNUAL REPORT 2004 - 2005



ELIZABETH FRY
SOCIETY OF OTTAWA

Special acknowledgement to our sponsors and financial supporters

- Ministry of Community Safety and Correctional Services – Ottawa-Carleton Detention Centre
- Ministry of Community Safety and Correctional Services – JF Norwood House
- City of Ottawa Community Funding
- City of Ottawa – Supporting Community Initiatives Program
- Community Foundation of Ottawa
- United Way of Ottawa
- Correctional Services of Canada – JF Norwood House
- Human Resources and Skills Development Canada

A big heartfelt thank you to our Elizabeth Fry Society of Ottawa Volunteers

Elizabeth Agbottah	Duravetz Larisa	Maria Luce	Kristen Robins
Alicia Ali	Ashley Edwards	Janine Mahake	Jina Rodas-Wright
Bethany Armstrong	Bethan Elliott	Fiona Mantha	Dorothy Rogers
Charmaine Atrooshi	Ann Flindall	Kadige Matar	Julia Rose
Gamze Ayas	Lynn Frappier	April Mazzuca	Elke Rudman
Laura Aylsworth	Kelly Frew	Erin McCuag	Angela Severin
Alyson Barlow	Annette Furo	Darcie McGuric	Georgie Slogar
Allison Barsony	Diane Gaitch	Ashley McKay	Donna Stainthorpe
Marlene Basarab	Amy Gauldie	Jena Montgomery	Erika Taker
Kimberley Bethke	Doretta Guoti	Dahlia Nawwar	Krista Taylor
Jessica Birrell	Erin Henry	Lien Ngoyen	Courtney Tosh
Jennifer Boissonneault	Danielle Hylton	Elena Nogaeva	Julia Valenti
Diva Bortolussi	Erin Jones	Katrina Norris	Emma Wadland
Christine Caron	Hawa Kaba Bangoura	Ijeoma Oduah	Emily Wall
Carol Caswell	Amy Kean	Bisi Olarere	Magdalena Wloch
Carmelle Chruchill	Dominika Kogutowicz	Kara Park	Jennifer Woodbeck
Jennifer Clayson	Marta Kosa	Donna Patenaude	Christina Wright
Elizabeth Cullen	Famia Lawluvi	Dana Peisachovitz	Andrea Zilinskas
Julie Davis	Alanna Lawson	Carole Piche	
Isabelle Dawson	Gitanjali Lena	Kristina Pille	
Diane Drapeau	Jacqueline Loraine	Bayley Reid	

Design and layout compliments of Accurate Design and Communication Inc.

Due to privacy issues, photos within are not actual E.Fry clients but a representation of the real people we help.

Who we are, what we do

The Elizabeth Fry Society of Ottawa offers assistance to women, including young women, who have been or may be at risk of coming into conflict with the law. Some of the many different programs and services available to women, confidential and free of charge, include the following:

- individual & group counselling
- court-related information & support
- shoplifting prevention, healthy lifestyles/choices & anger solutions
- prison support, counselling, outreach & discharge planning
- housing and residential programs

More than 90% of all women in trouble with the law have themselves been victims of sexual assault or physical abuse. The majority of incarcerated women are inside due to crimes driven by poverty and social issues, and many have children. It is a cycle that can only be stopped by a caring society.



Contact us at:

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Fax: (613) 237-8312

Email: info@efryottawa.com

Web site: www.efryottawa.com



Board of Directors

The Board of Directors is comprised of community members who volunteer their time and bring their expertise to assist in guiding the direction of the Society. Their time is an immeasurable gift, greatly appreciated by all who touch or who are touched by this organization.

Nancy Colborne Perkins (*President*)

Kimberly Fever (*Vice President*)

Joyce Aiston

Diane Dufour

Chris Durham-Valentino

Bethany Hedley

Linda Kinsella

Sandra MacInnis

Linda Niksic

Donna Patenaude

Betti-Jo Ruston

Debi Zaret

E.Fry Ottawa Staff

Operations and Programs

Sherrie Tingley, *Executive Director*

Jodie Golden,** *Executive Director*

Kate Wolff, *Administrative Assistant*

Jackie Joynt, *Outreach Worker*

Kay Rawson, *Volunteer Coordinator*

Vanessa Robinson, *Manager of Residential Services*

Lee Anne Lee,* *Manager of Residential Services / Discharge Planner*

Rebecca Rutland, *Discharge Planner*

Tania Hasbani, *Manager of Community Counselling*

Deborah Kaulback, *Youth Counsellor*

Sophie Lafontaine, *Housing Support Worker*

Tessa McFadzean,* *Housing Support Worker*

* Left during 2004/2005

** On leave 2004/2005

JF Norwood House

Charrie Monette, *Full-time*

Catherine St. Onge, *Full-time*

Darlene Simard, *Relief*

Joy Morgan, *Relief*

Sue Venditti,* *Relief*

Eileen Harper,* *Relief*

Almarine Thomas,* *Relief*

Phyllis Eaton,* *Relief*

Angela Rea, *Relief*

Rachael Ward, *Relief*

Heather Money, *Relief*

Alison Telford, *Relief*

Tracy McMartin, *Relief*

Chantal Jodoin, *Relief*

Megan Leslie, *Relief*

* Left during 2004/2005

JF Norwood House depends on the dedication and high level of commitment characteristic of our staff, our board of directors, our students, and our volunteers. And we are grateful for the generosity and contributions provided by local businesses and members of the community.

Messages from...



Our President

As I look back over the year, I realize that as individuals and as an organization, we've gotten a little wiser, we've learned some new skills and gained valuable life experience, and we've taken on new responsibilities. Life is a constant process of change and adaptation – both for individuals and for groups – and E.Fry Ottawa is part of that process.

Our hard-working corps of staff and volunteers have been very busy over the year, and we've accomplished a lot. We're examining the quality of our services and operations, and we'll make improvements where necessary. We're working to raise the profile of our agency, so that the public and funders know of our important contributions to the community. And over the coming year, we'll continue to improve our programs and our funding approaches so that E.Fry Ottawa continues to thrive in a rapidly changing and challenging environment.

The services offered by E.Fry Ottawa are described throughout this annual report. I urge you to learn more about the agency, because I know you will be impressed by the knowledge, enthusiasm, and commitment that informs our work.

Once again, my sincere thanks to the dedicated staff of E.Fry Ottawa, and to the volunteers, Board members, and friends of the organization. Your work makes a very positive difference in people's lives.

Nancy Colborne Perkins,
Board President



Our Executive Director

After only six months with the Elizabeth Fry Society of Ottawa, I am honoured and privileged to work with such a dedicated group of staff, board, students, and volunteers. Your work in helping women and female youth who have been or may be at risk of coming into conflict with the law is clearly evident throughout this report.

A key factor in all the successes achieved this year has been the tireless and devoted work of the E.Fry staff. It has also been a privilege working with the Board of Directors who generously commit their time and energies to this cause. Our board members volunteered an incredible number of hours to provide support and direction to the organization. And our dedicated volunteers worked many hours and helped us maintain high-quality programs. Thank you all for your tremendous work in supporting E.Fry Ottawa.

I would like to thank the United Way of Ottawa and the City of Ottawa for their continued funding support – E.Fry Ottawa would not be as effective or as efficient without their sustained support. I also want to thank the Ontario Ministry of Community Safety and Correctional Services and the federal Correctional Service of Canada for their support of us as community partners in this work. Thanks also to the many individuals, community groups, and businesses which support our work with their generous donations.

This coming year our objective is to undertake a comprehensive process of service transformation, with the goal of providing more responsive, higher quality, and more-effective services to our clients, and increased accountability to our funders, members, and the wider community.

Each day, the struggles, successes, and courage of our clients reminds us of the importance of our mission. It is a privilege to share this journey.

Sherrie Tingley,
Executive Director

Community and Court Programs and Services

Counselling and Public Education:

Our community counselling services provide assistance in the form of crisis intervention, information about the legal and justice systems, advocacy with family and within the criminal justice system, housing support, and programs for victimization, life skills, referrals and support. Referrals to our services are made by workers in the criminal justice system, social workers, social assistance workers, lawyers, medical professionals, and self-referred women. Our focus for the coming year will be to explore an integrated case management assessment and measurement tool. A significant aspect of our work is raising awareness about issues affecting women involved with the criminal justice system and the need for adequate resources and supports. Breaking down stereotypes and informing the public and all levels of government about our work is fundamental to creating a safer and more inclusive community.

Outreach Services:

Hooked Up is an outreach program which offers non-judgmental and peer support services to women who have been involved in the sex-trade. The program focuses on providing support, education and harm reduction. Information and support services are provided off-site during the day, as well as one evening until at least midnight, in order to provide street outreach to isolated and marginalized women. This year, 217 women were served under this program. Highlighting the success of this program, our outreach worker appeared on the television show "Talk Ottawa," was featured in the *Ottawa Express* newspaper, and helped establish a partnership with the City of Ottawa's Site Van.

Gateway is a weekly supper club program offered in partnership with St. Joe's Women Centre. It is aimed at women and transgendered individuals involved in the sex-trade industry. Gateway is the official follow-up to the Salvation Army's three-day Sex-Trade Education Program and it takes a harm-reduction approach. Participants are involved in discussions on prostitution, safe sex, community resources, healthy relationships, safety planning, and other topics. This year, 24 women participated in the Gateway Program. The focus for 2005 will be to increase the number of hours spent doing outreach work on the street.

Housing Retention and Eviction Prevention:

Funded by the City of Ottawa, under the Supporting Community Initiatives Programs of Human Resources and Social Development Canada. This program offers assistance to women in need of housing and helps women retain their housing once they

have acquired a safe and affordable unit. Additional services include providing clients with assistance regarding the Tenant Protection Act, and accompanying clients to meetings with the Housing Tribunal. We have recently expanded the services of our housing support program to include providing in-reach services at the Ottawa-Carleton Detention Centre and one afternoon working on-site at the Ottawa provincial courthouse.

Court-related Programs and Services:

There was an increase in referrals to our *Anger Solutions Program* and *Shoplifting Prevention Program*, which are offered both individually and in group settings to youth and adult women. Groups run from six to 12 weeks and are offered during the day and evenings. This year, 480 youth and adult women accessed these programs.

Building on the strengths of our highly effective court programs, in 2005 we will be piloting a *Theft Prevention Program for Men*. This program is the result of two months of research and development to incorporate the fundamental principles of cognitive behavioural therapy and adapt the program for male clients. The objectives of the program are to help participants identify and address the underlying issues pertaining to their theft behaviour.

In an effort to continue providing high-quality court-mandated programs, beginning October 1, 2005, our organization will begin implementing a sliding-scale user fee for adult clients referred to our *Anger Solutions and Theft Prevention Programs*.

Discharge Planning:

Contracted with the Ontario Ministry of Public Safety and Security

Our services at the *Ottawa-Carleton Detention Centre (OCDC)* provide women with assistance upon their arrival at the Centre, support during their incarceration, and preparations around their discharge date. Linking women to different community resources such as health and social services, addiction referrals, and housing is fundamental to the discharge process. At any given time, 28 women are incarcerated at the Detention Centre. Of those, 20 are classified as a minimum security risk, six are classified as maximum security, and two are likely to be kept in segregation due to instability, misconduct, or as part of a suicide watch. In 2004, over 360 women were provided with support while incarcerated and discharge services. Construction is currently underway at the Detention Centre, and a separate area for incarcerated women has been planned.

Youth Services:

The Elizabeth Fry Society of Ottawa delivers a range of services designed to help teen girls build self-awareness, set personal goals, and develop the skills they need to avoid coming into conflict with the law. Community-based programs include *Family Counselling, Anger Solutions Programming, Stop Shoplifting, and Sex-trade Worker Support*.

Outreach services to Talitha House and the William E. Hay Centre provide girls incarcerated there with counselling, advocacy and support as they reintegrate into the community. Demands for services have increased, particularly for our Anger Solutions program and supports for youth involved in the sex-trade.

Throughout 2004, we have been actively helping other community organizations to develop gender-specific programs for women, and responding to the new realities of the Youth Criminal Justice Act (YCJA). In 2005, we anticipate an increase in community outreach to girls at risk, especially those involved in the sex-trade.

Volunteer Initiatives Program:

Our thanks to all our volunteers for a very successful and interesting year. Again this year, we had a great team of dedicated volunteers who gave freely of their time and energies. Over 70 volunteers participated over the year, including practicum students in social services and criminal justice programs and volunteers serving on the board of directors.

As our volunteer numbers continue to grow, we have been successful in supporting many women through our programs at the courthouse, at *JF Norwood House*, the Ottawa-Carleton Detention Centre, and in our new youth support initiative. A total of 2,768 volunteer hours were contributed to these programs. In addition, our fundraising events such as *Art in the Garden* and *Karaoke for a Cause* were supported by a large number of volunteers.

The Elizabeth Fry Society of Ottawa is very grateful for financial support received from the United Way of Ottawa-Carleton and the City of Ottawa, which help fund our counselling and outreach programs and services.

JF Norwood House

JF Norwood House is a transitional housing program which offers a supportive living environment to six women and two families. Drawing upon community support and contributions, we offer women and families a chance at successful reintegration into the wider community, an opportunity to work on personal education and employment objectives, and concrete help to access other community and health services, all in an environment which supports and nurtures their individual strengths and potential. Over the year, 25 women and one child were housed in our residential facility.

Volunteer Contributions...

- Extensive support from a dedicated corps of volunteers.
- Many generous donations from members of the community.
- Programming support and contributions from skilled students at Carleton University, University of Ottawa, and Algonquin College, who completed field placements at JF Norwood House.

Connections with Community Agencies...

- Participation in Volunteer Ottawa and the United Way's "Youth Day of Caring."
- Partnership with the Ottawa Food Bank to help provide nutritious food for our residents.
- Received funding from the Community Foundation of Ottawa to operate an extremely successful Collective Kitchen program in the residence.
- The Canadian Office of Human Rights generously provided the House with regular donations of bread and baked goods.

Funders . . .

- Renewed and expanded our contract with the Correctional Service of Canada to provide beds for federally sentenced women. We are now able to provide an increased number of beds to federally sentenced women.
- Renewed our contract with the Ontario Ministry of Community Safety and Correctional Services to accommodate the needs of provincially sentenced women on conditional release.



Financial Statements

The Elizabeth Fry Society of Ottawa

Financial Position

Financial Position, as of March 31, 2005

	2005	2004
	\$	\$
ASSETS		
Current assets		
Cash	57,431	51,942
Term deposits, 1% to 3.25% (0.9% to 3.25% in 2004), maturing April 2005 to November 2005	200,000	200,000
Amounts receivable	41,151	17,813
Prepaid expenses	5,790	2,798
	<u>304,372</u>	<u>272,553</u>
	13,838	20,152
Capital assets	<u><u>318,210</u></u>	<u><u>292,705</u></u>
 LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	12,155	16,813
Deferred contributions		8,519
	<u>12,155</u>	<u>25,332</u>
 FUND BALANCES		
Operating fund	292,217	247,221
Invested in capital assets	13,838	20,152
	<u>306,055</u>	<u>267,373</u>
	<u><u>318,210</u></u>	<u><u>292,705</u></u>

The Elizabeth Fry Society of Ottawa

Operations for the year

ended March 31, 2005

	2005	2004
	\$	\$
Revenue		
Donations	11,887	18,322
Fundraising	28,885	24,166
MCSCS - Ottawa-Carleton Detention Centre	32,400	32,400
City of Ottawa	90,967	52,575
United Way of Ottawa	227,549	199,257
MCSCS - JF Norwood Contract	50,067	19,159
RSATP - Ottawa Hospital		10,000
Correctional Services Canada	103,099	85,616
Human Resources & Skills Development Canada	(405)	1,884
Rental Income	6,835	10,016
Interest	5,393	5,141
Other	3,159	1,358
	<u>559,836</u>	<u>459,894</u>
Expenditures		
Salaries & benefits	374,551	383,687
Repairs & maintenance	2,509	180
Professional Development	956	906
Insurance	9,609	8,169
Rent & taxes	38,197	38,025
Travel, meetings & conferences	6,219	2,699
Fundraising	12,059	8,316
Group programs	12,792	4,735
Household supplies	8,666	8,017
Bad debt expense		130
Office & general	37,884	34,961
Association fees	4,008	2,557
Professional fees	7,390	9,786
Accounting		8,000
Amortization of capital assets	6,314	6,314
Total Operating Expense	<u>521,154</u>	<u>516,482</u>
Excess (deficiency) of revenues over expenditures	<u>38,682</u>	<u>(56,588)</u>



ELIZABETH FRY

SOCIETY OF OTTAWA

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