

**ANNUAL REPORT 2005.2006**

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# WHO WE ARE, WHAT WE DO

The Elizabeth Fry Society of Ottawa offers assistance to women and girls in the justice system, particularly those who are, or may be, criminalized.

The majority of incarcerated women are in prison because of crimes driven by poverty and social issues. Many have children. The vast majority have themselves been victims of sexual assault and/or physical abuse. This cycle can only be stopped by a caring society.

To this end, some of the many confidential programs and services offered to women by the Elizabeth Fry Society of Ottawa include the following:

- Individual and group counselling;
- Court-related support and information;
- Prison outreach and counselling, as well as discharge planning;
- Housing and residential programs;
- Anger solutions and healthy life choices; and
- Shoplifting prevention.



# 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 the Elizabeth Fry Society of Ottawa.

## EXECUTIVE

Bethany Tory	<i>President</i>
Chris Durham-Valentino	<i>Vice-President</i>
Sandra MacInnis	<i>Treasurer</i>
Betti-Jo Ruston	<i>Secretary</i>
Nancy Colborne Perkins	<i>Past President</i>

## DIRECTORS

Joyce Aiston	(to October 2005)
Jody Brian	
Diane Dufour	(to October 2005)
Jane Gauthier	(October-November 2005)
Linda Kinsella	(to March 2006)
Kimberly Lavoie	
Diana Majury	
Tiffani Murray	(October-December 2005)
Andrea Palaczka	
Sharon Rosentzveig	
Debi Zaret	

## STAFF OF THE ELIZABETH FRY SOCIETY OF OTTAWA

### Operations and Programs

Colleen Whiteduck	<i>Executive Director</i>
Sherrie Tingley*	<i>Interim Executive Director</i>
Emily Bain	<i>Youth Outreach Worker</i>
Svjetlana Delic	<i>Discharge Planner/Community Counsellor</i>
Tania Hasbani	<i>Manager of Community Programming</i>
Chantal Jodoin	<i>Outreach Worker / Housing Support Worker</i>
Jackie Joynt	<i>Outreach Worker</i>
Deborah Kaulback	<i>Youth Counsellor</i>
Sophie Lafontaine*	<i>Housing Support Worker</i>
Kay Rawson	<i>Volunteer Coordinator</i>
Vanessa Robinson	<i>Manager of Residential Services</i>
Rebecca Rutland*	<i>Discharge Planner</i>
Kate Wolff	<i>Office Administrator</i>

*\*Left during 2005/2006*



#### **JF Norwood House**

Megan Leslie	Full-time
Charrie Monette	Full-time
Catherine St. Onge*	Full-time
Chantal Jodoin	Part-time
Amy Kingston	Part-time
Janet MacDonald	Relief
Tracy McMartin*	Relief
Heather Money*	Relief
Joy Morgan	Relief
Bola Osakwe	Relief
Darlene Simard	Relief
Alison Telford	Relief

*\*Left during 2005/2006*

#### **SPECIAL ACKNOWLEDGEMENT TO OUR SPONSORS, FINANCIAL SUPPORTERS AND IN-KIND CONTRIBUTORS:**

- Canadian Auto Workers
- Canadian Women's Foundation
- City of Ottawa
- City of Ottawa Community Funding
- City of Ottawa Supporting Community Initiatives Program
- Community Foundation of Ottawa
- Correctional Service Canada
- Human Resources and Skills Development Canada
- Margaret Robertson
- Marjorie Grey
- MetLife Alumni Association
- Ontario Ministry of Community Safety and Correctional Services
- Ottawa Police Services Board
- United Way/Centraide Ottawa

*...and special thanks to all others who have generously supported the Elizabeth Fry Society of Ottawa throughout the year.*

## **A HEARTFELT THANK YOU TO OUR ELIZABETH FRY SOCIETY OF OTTAWA VOLUNTEERS:**

Alicia Ali	Miriam Gibbs	Bisi Olarere
Angelina Andreacchio	Olga Gomez	Britney Pascoe
Patricia Arbuckle	Susan Haines	Dana Peisachovitz
Bethany Armstrong	Shushanna Harris	Pauline Pelletier
Charmaine Atrooshi	Jennifer Harvey	Christina Perry
Julie Aubin	Katie Harvey	Leanne Peterkin
Gamze Ayas	Karine Henrie	Valerie Quintal
Laura Aylsworth	Melissa Hilchey	Rebecca Ratayczak
Megan Backus	Ruth Hirshberg	Katie Ratcliffe
Meghan Balfe	Mellissa Hisco	Bailey Reid
Judit Bansagi	Erin Holmes	Jenny Reynen
Ashlee Barber	Christine Iachetta	Jina Rodas-Wright
Allison Barlow	Leonor Johnson	Natlaia Rodriguez
Gloria Bedard	Amy Kean	Dorothy Rogers
Valerie Berube	Dominika Kogutwicz	Elke Rudman
Diva Bortolussi	Marie-Eve Lacombe	Samantha Scidmore
Claire Bourgeois	Sylviane Laferriere	Jessica Skinner
Christine Brisson-Nadeau	Tina Lauzon	Sylvia Smith
Lori Brooks	Stephanie Leger	Nadya Stewart
Christine Caron	Danielle Leury Frattaroli	Emily Stortz
Anne Chadwick	Nicole Lewandowski	Amanda Stuart
Vanessa Chase	Sarah Little	Eric Taker
Cheryl Cohen	Khadiga Matar	Rouzanna Tatevossian
Kim Cyr	Jenny McArthur	Krista Taylor
Julie Davis	Darcie McGurk	Lisa Vance
Diane Drapeau	Carolyn McIntire	Christine Van Ginkel
Jasna Drnda	Johanna McNulty	Josette Vermette
Amanda Dugas	Dorothy Messervey	Caroline Vincent
Ashley Edwards	Heather Michel	Janet Wakely
Melanie Ertel	Heather Milks	Samantha Walker
Christine Faucher	Sam Molino	Debbie Wiseman
Emmanuella Fleurendin	Jen Montgomery	Alice Wong
Ann Flindall	Allison Moro	Jennifer Woodbeck
Ashley Foster	Ann Morneau	Christina Wright
Tania Garcia	Korina Nicastro	Andrea Zilinskas
Jade Gardiner	Caroline Ngo	
Mylaine Gauvreau	Elan Nogaeva	
Marie Gedge	Katrina Norris	

# MESSAGES FROM...



## OUR PRESIDENT

Change is an inevitable factor within organizations. We can either sit quietly by and be affected by the changes going on around us, or we can actively effect those changes. The Elizabeth Fry Society of Ottawa is committed to strengthening and empowering the clients we serve, and therefore, in the past year when the agency required reshaping due to internal and external influences, the decision was clear: we would set about driving those changes proactively to create a stronger, more structured and sustainable agency.

Although necessary, change is a difficult issue and not always comfortable – but without it an organization can become stagnant and ineffective. As an agency, this past year has been filled with trying new things and embracing the lessons learned from these trials. The value in the process has not necessarily been in the outcomes, but in the discovery and experience gained along the way.

The Elizabeth Fry Society of Ottawa has faced challenges during this year, but has risen above them and in many cases flourished from them. However, in this rapidly changing social, economic and political climate, the challenge becomes staying steadfast to your goals while remaining sufficiently nimble to respond to ongoing opportunities.

One of these opportunities is our agency's decision to become more involved in the provincial and national networks of the Elizabeth Fry Society. We are interested in this on two fronts: having a greater role and voice in the process, and leveraging connections and insight from agencies who share similar difficulties, challenges, and models of service delivery. Collaboration and cooperation amongst our diverse organizations will be paramount in order to overcome some of the greatest challenges our collective agencies are facing.

We have the resources to move forward with strength: excellent leadership, good governance, a remarkable staff team, a solid base of dedicated volunteers, and the essential support of our funders and community agencies. The organization has begun to expand its horizon while keeping our goals firmly in sight. In the coming year we will embark upon a strategic planning exercise to maintain the agency's momentum, outline our future objectives and expand on our successes.

I am humbled by the honour and privilege it is to work with the individuals of the Elizabeth Fry Society of Ottawa: the Board members, staff, volunteers and friends. Every day I am left astounded at the excellent work you achieve, the passion you demonstrate, and the loyalty you possess despite the challenges you face. Never doubt that the work you do makes a difference, as you are actively shaping the future of a community that we are all a part of. I look forward to meeting our continuing changes and challenges together.

Bethany Tory

A handwritten signature in black ink, appearing to read 'L. A. Tory'.

President & Board Chair



## OUR EXECUTIVE DIRECTOR

I am extremely pleased to be working with the Elizabeth Fry Society of Ottawa. The hard work and dedication of the staff, volunteers and members of the Board of Directors is commendable. Our work reflects a philosophy that promotes equality and empowerment in serving women and girls in the justice system, particularly those who are, or may be, criminalized.

I would like to acknowledge the local support of the United Way/Centraide Ottawa and the City of Ottawa for their continued support of our community counselling programs and services. Without their support, the Elizabeth Fry Society of Ottawa would not be able to provide these crucial services. I would also like to thank the Ontario Ministry of Community Safety and Correctional Services and Correctional Service Canada for all their support. Without these funds J.F. Norwood House, a residential program for eight women and two fami-

lies, would not be where it is today. As well, we are grateful to the many individuals, community groups, and businesses that have supported and continue to support the work that we do through their generous time and donations.

The goal of 2005-2006 has been to develop a case management model where services are more responsive, of higher quality, and more reflective of the needs of the women that we serve. Our goal for the coming year will be to build on these advances through further evaluation of our programs and services. This will assist us in better understanding client needs and in strengthening our accountability to our funders, partners and the larger community. We will be working more closely with the Canadian Association of Elizabeth Fry Societies and the Council of Elizabeth Fry Societies of Ontario to draw from our sister agencies to strengthen our services. We also hope to increase public awareness and education within the community about the pathways to women's criminality.

In closing, I would like to say that I have seen the positive outcomes that the Elizabeth Fry Society of Ottawa has made in the lives of so many women. Through an understanding of each woman's hidden truths, we are able to support each woman to embrace her freedom and her life.

Colleen Whiteduck

A handwritten signature in cursive script, which appears to read "C. Whiteduck". The signature is written in dark ink on a light background.

Executive Director

# COMMUNITY PROGRAMS AND SERVICES

## COUNSELLING AND PUBLIC EDUCATION

*Funded by United Way/Centraide and the City of Ottawa*

Our **Community Counselling Program** provides assistance to women and young women in the form of casework counselling, crisis intervention, legal and justice service information, advocacy, life skills, referrals and support. Referrals to our services are made by the criminal justice system, social workers, social assistance workers, lawyers, medical professionals and self-referrals. Our goal for this coming year will be to introduce an integrated case management assessment and measurement tool.

Our **Public Education Program** informs the community of issues and realities regarding women's criminal behaviour and involvement with the criminal justice system. We promote this program through participation in community information events, college and university information seminars and public speaking as requested. Future goals included developing workshops for community members regarding our programs and developing written materials to make available to community resource centres and other community partners.



## OUTREACH SERVICES – HOOKED UP AND GATEWAY

*Funded by United Way/Centraide*

**Hooked Up** is a peer support program run by the Elizabeth Fry Society that offers non-judgmental support to women and young women who are, or have been, involved in the sex-trade industry. This program is delivered by an Elizabeth Fry Society outreach worker, in partnership with St. Joe's Women's Centre, and includes: day and evening street outreach; an after-hours crisis line; one-on-one support; and an evening support group (Gateway).

**Gateway** is the official follow-up program to The Salvation Army's three-day Sex-Trade Education Program. Gateway offers a series of support groups to women and transgendered individuals who have current or past involvement in the sex-trade industry. The program is delivered in a safe, nurturing environment, and includes healthy meals, peer-mentoring, guest speakers, resource-sharing, and access to essential goods such as food and clothing. Participants discuss subjects such as boundaries, street safety, housing retention & eviction prevention, healthy sexuality, prostitution, addictions, safe sex, employment, self-awareness, self-esteem, community resources, bad date lists and safety planning. This past year, the Gateway program was grateful to receive funding from the Canadian Auto Workers Association to purchase survival kits that were distributed to women in the sex trade.

## HOUSING RETENTION AND EVICTION PREVENTION

*Funded by the City of Ottawa, under the Supportive Community Partnership Initiative of Human Resources and Social Development Canada*

Our Housing Support Worker assists women with housing-related issues and provides in-reach services to women residing at the Ottawa-Carleton Detention Centre in preparation for their release. Support is also available to women residing in the community who require temporary shelter or permanent housing, as well as those residing in our residence, J.F. Norwood House. The Housing Support Worker offers information and education on the rights and responsibilities of both landlords and tenants, and assistance with landlord-tenant disputes and other eviction-related issues.

## YOUTH SERVICES

The Elizabeth Fry Society serves at-risk youth between the ages of 12-17 through holistic, gender-specific programming. Our youth counsellor works with each



client to develop an individualized plan that can target short and/or long-term goals. Youth can participate in a wide array of programs and services offered by our organization which include: individual counselling, group programming, Anger Solutions, Shoplifting Prevention, Family Counselling, Healthy Choices and our Youth Sex-Trade Program.

Youth Services are delivered on-site at the Bronson Centre and in the community, as well as through in-reach to custody facilities such as Talitha House.

In addition to providing services to youth, our counsellor is also available to provide support to parents. This includes our Parents of Teen Girls support group, individualized counselling or family counselling, and our Take Care Be Aware Program that is targeted at parents of teens who are at risk of sexual exploitation.

Referrals come from the Ottawa Youth Diversion Program, the criminal justice system, Children's Aid, Youth Justice, Ottawa School Boards, community agencies and self-referrals.





## **YOUTH SEX/SKIN TRADE OUTREACH PROGRAM**

*Funded by the Women's Foundation*

Due to the success of our adult Hooked Up program for women, we recently implemented a similar program for youth entitled Youth Hooked Up with funding from the Women's Foundation.

Our Youth Hooked Up Program involves working with female youth experiencing or at risk of experiencing violence, sexual exploitation and/or involvement in the sex/skin trade. This includes young women who have traded sexual activity to gain food, money, shelter, drugs, etc. The components of the program include: daytime and evening street outreach, in-reach services as well as a weekly drop-in support group entitled the Strength Program offered in partnership with Operation Go Home.

Our Strength Program is a weekly drop-in group that provides a safe and supportive environment for young women to talk about their experiences. Through providing this space we hope to reduce the isolation of female youth involved or at risk of becoming involved in the sex/skin trade.

## **VOLUNTEER INITIATIVES**

*We are fortunate to have financial support from the United Way/Centraide for our Volunteer Initiatives Program*

Over the last four years, we have tripled our volunteer base due to the introduction of three new volunteer-driven programs: J.F. Norwood House, established in 2002; Youth Mentoring, established in 2004; and Youth Outreach, established in 2005.

We have over 100 active volunteers, each and every one of whom is an asset to our community and the women we serve.

As we continue to grow, our thanks must go to all our dedicated volunteers who give so freely of their time and energy to support our agency, and who believe in our mandate and philosophy. Thank you so much for your continued support; we truly appreciate each one of you.

As the Elizabeth Fry Society prepares for another successful year, we have plans to introduce more volunteer initiatives to ensure we can continue to provide much-needed programming and services to women and girls in the Ottawa area.

## J.F. NORWOOD HOUSE

J.F. 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.

In the past year, J.F. Norwood House has provided a safe and supportive home for 33 women. We have been able to continue providing our support and services to the women we work with thanks to our funders, our dedicated volunteers, and our hardworking staff.

We owe thanks to The Ministry of Community Safety and Correctional Services, as well as Correctional Service Canada for making all of our efforts possible. Throughout the past year, we have also been fortunate to receive donations from the Ottawa Food Bank, as well as food donations from the Canadian Office of Human Rights.

J.F. Norwood House has continued to benefit from the generosity and kindness of our many volunteers and members of the community. Our residents have received many donations of clothing and household items over the past year, and this generosity has helped us continue to provide our clients with a high quality of service and support.

We have also been fortunate enough to have assistance from a number of skilled students who have completed their field placements at the residence. Our students have come to us from a variety of institutions, including Algonquin, Carleton and the University of Ottawa. These students have contributed a great deal to the house, and have been a tremendous source of support for all of our residents.

In 2006/2007, J.F. Norwood House will continue to build on its strengths and reach new goals. Our staff members are constantly working on creating new partnerships with funders in order to increase wages and offer benefits and skill development. As well, we will continue to seek funding to improve on the programs and services offered within the residence. Our dedicated residential team will continue to work hard in order to sustain the supportive and understanding environment provided by J.F. Norwood House.



# COURT-RELATED PROGRAMS AND SERVICES

Our Court-Related Programs and Services are an extension of our counselling services, responding to women and youth in conflict with the law by increasing their understanding of both the criminal justice system and their involvement with this system. With the assistance of our community counsellors, clients are assisted and supported in developing individualized plans to address their



conflict with the law and any contributing social factors (i.e. addiction, abuse, mental health, housing, finances, disability, immigration issues, cultural and language barriers, etc.). This past year, in an effort to offset some of the costs of running our programs, a nominal user fee was implemented for some of our programs.

Our **Anger Solutions Program for Women** is an eight-week program designed to assist women in understanding the role that anger plays in their lives and to assist them in dealing more effectively and assertively with their anger.

Our **Shoplifting Prevention Program for Women** is a program delivered in six, eight and twelve-week modules and is designed to address the underlying issues of theft behaviour in adult women.

Our **Theft Prevention Program for Men** builds on the success of our shoplifting prevention program for women and is an eight-week program designed to address the underlying issues of theft behaviour in adult men. Unlike all of our other programs, this program is facilitated by a male counsellor. This is the first program ever provided by our agency for men. There was an imminent need for theft prevention programming for men in the Ottawa community and we are pleased to announce that our organization is the only agency in Ottawa-Carleton to provide theft prevention counselling in this respect.

Through **Community Service Placement**, the Elizabeth Fry Society assists women in finding suitable non-profit agencies to complete their community service hours.

Our **Court Support Program** is an extension of our counselling program. This program helps support women involved in the justice system and educate them regarding the system itself.

## DISCHARGE PLANNING

*Contracted with the Ontario Ministry of Community Safety and Correctional Services*

At any given time, 28 women are incarcerated at the Ottawa-Carleton 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.

Our services at the Detention Centre provide women with assistance upon their arrival at the Centre, support during their incarceration, and preparation around their discharge dates. Such assistance is provided to women through a program called “Choices”, or on an individual basis. The Choices program consists of four modules: discharge plan, time choices, problem solving, and street smart-street safe. Fundamental to the discharge process is linking women to different community resources such as health and social services, addiction referrals, and housing... services which are provided to clients by the Elizabeth Fry Society of Ottawa.



## THE ELIZABETH FRY SOCIETY OF OTTAWA

### FINANCIAL POSITION

March 31, 2006

	2006	2005
	\$	\$
<b>ASSETS</b>		
Current assets		
Cash	61,662	57,431
Term deposits, 3.6% (1.0% to 3.25% in 2005), maturing March 2007	204,357	200,000
Amounts receivable	34,596	41,151
Prepaid expenses	5,959	5,790
	<b>306,574</b>	<b>304,372</b>
Capital assets	11,164	13,838
	<b>317,738</b>	<b>318,210</b>
<b>LIABILITIES</b>		
Current liabilities		
Accounts payable and accrued liabilities	11,431	12,155
Deferred contributions	20,000	
	<b>31,431</b>	<b>12,155</b>
<b>FUND BALANCES</b>		
Operating fund	275,143	292,217
Invested in capital assets	11,164	13,838
	<b>286,307</b>	<b>306,055</b>
	<b>317,738</b>	<b>318,210</b>

These financial statements do not reflect the substantial value of voluntary services contributed by volunteers.

On behalf of the Board,

Director

Director

## THE ELIZABETH FRY SOCIETY OF OTTAWA

### OPERATIONS

Year ended March 31, 2006

	2006	2005
	\$	\$
<b>Revenues</b>		
Donations	27,574	11,887
Fundraising	6,413	24,885
Ministry of Community Safety and Correctional Services – Ottawa Carleton Detention Centre	32,400	32,400
Ministry of Community Safety and Correctional Services – JF Norwood House Contract	30,934	40,230
City of Ottawa	106,439	90,967
United Way of Ottawa	235,243	227,549
Correctional Services Canada	76,933	103,099
Human Resources and Skills Development Canada	3,011	(405)
Rental income	16,334	6,835
Interest	5,337	5,393
Other	23,743	7,159
	<b>564,361</b>	<b>549,999</b>
<b>Expenditures</b>		
Salaries and benefits	453,170	364,714
Repairs and maintenance	6,498	2,509
Professional development	1,906	956
Insurance	10,113	9,609
Rent and taxes	38,077	38,197
Travel, meetings and conferences	5,453	6,219
Fundraising	456	12,059
Group programs	6,394	12,792
Household supplies	10,772	8,666
Office and general	29,497	37,884
Association fees	2,815	4,008
Professional fees	12,240	7,390
Amortization of capital assets	6,718	6,314
	<b>584,109</b>	<b>511,317</b>
<b>Excess (deficiency) of revenues over expenditures</b>	<b>(19,748)</b>	<b>38,682</b>

These financial statements do not reflect the substantial value of voluntary services contributed by volunteers.