



ELIZABETH FRY
SOCIETY OF OTTAWA

ANNUAL REPORT

2018-2019





WHO WE ARE, WHAT WE DO

Since 1951, the Elizabeth Fry Society of Ottawa has been providing confidential programs to women and young women who are, or may become, criminalized. We are a community-based, not-for-profit agency helping women and their families make changes...

...one step at a time.

Who was Elizabeth Fry?

Elizabeth Fry was a British Quaker who worked to improve conditions for women incarcerated in poorhouses in England in the early 1800s. Early in 1813, Elizabeth Fry visited the women's section of Newgate Prison in London for the first time, and was shocked by the appalling conditions in which the female prisoners and their children were kept.

Fry's first innovation was the establishment of a school for the children of the prisoners. She and her lady-collaborators then introduced a system of classification of the prisoners, prison dress, constant supervision by a matron and monitors (chosen from among the prisoners), religious and elementary education, and paid employment. The result was a remarkable transformation of the daily life, the outward appearance, and the conduct of the prisoners.

To give the work a more permanent basis, in April 1817 the Ladies' Association for the Reformation of the Female Prisoners in Newgate was founded, which extended in 1821 into the British Ladies' Society for Promoting the Reformation of Female Prisoners. This appears to have been the first nationwide women's organization in Britain.

Inspired by her efforts, and encouraged by the Archambault Report which stressed the benefits of visiting people in prison, in 1951, five volunteers from the University Women's Club of Ottawa began to visit women incarcerated in the Ottawa Jail.

From these early beginnings, the Elizabeth Fry Society of Ottawa has grown, with the continuing assistance of funds from individuals and the United Way, as well as federal, provincial, and regional governments.



Efry staff BBQ, 2017



We offer:

- Transitional housing for women at J.F. Norwood and Lotus House
- Support, advocacy, court accompaniment and information to women during the court process, including domestic violence cases and assistance for those unexpectedly released from court
- The diversionary-based Direct Accountability Program for eligible adults charged with minor offences in Ottawa and L'Orignal
- Individual and group counselling
- Crisis intervention
- Mental health supports and trauma counselling
- Case Management and client advocacy
- Emotion Regulation (Anger) programming for women and youth
- Theft prevention programming for women, men and youth
- Addiction and relapse prevention programming
- Housing search, stabilization and eviction prevention in Ottawa and surrounding municipalities
- Community reintegration planning and programs at the Ottawa Carleton Detention Centre
- Prison in-reach and support services to Provincially and Federally incarcerated women
- Outreach support, group programs and counselling/harm reduction for sex workers
- Programs and services for at-risk young women and their families
- Youth Diversion programming
- Public education and research
- Advocacy initiatives with Provincial and National Elizabeth Fry Societies
- Volunteer-based programs, including court support and prison visitation
- Family reintegration supports

BOARD PRESIDENT & EXECUTIVE DIRECTOR'S REPORT



2018 – 2019: Laying our Foundation

It has been another active and transformative year for the Elizabeth Fry Society of Ottawa!

When we last met at the October 2018 AGM, we were very proud to unveil our newly-minted Strategic Plan for the next five-year window (2018 – 2023) and I am pleased to report that the management, front line staff, volunteers and Board members have been focussed in this first year of its implementation in ensuring that our actions support our strategy. We heard loud and clear from our women, our staff, our volunteers and our stakeholders of the role that E Fry Ottawa has in their lives, spaces, and communities. We have heard from our women what services **they** need to removed barriers in their lives – and we're making it come to fruition with our new direction and strategic plan.

As such, we have continued to offer our time-tested group and individual programming, housing support, court support and residential services to vulnerable women in Ottawa and Eastern Ontario. We continue to make a difference.

We also focused efforts on enhancing our circle of partners, integrating ourselves more fully into the Ottawa community - and we couldn't be more excited about the relationships, partnerships and the opportunities we have forged, including at the political level with provincial member of parliament (Joel Harden) and city councillor (Catherine McKenney).

We kicked the year off with the staff team attending Parliament for a lunch and learn with Senator Pate. Prior to being appointed to the Senate, Ms. Pate was the long-serving Executive Director of the Canadian Association of Elizabeth Fry Societies. Senator Pate continues to be engaged in promoting policies that support the most vulnerable and marginalized women in our midst and the team came away more inspired than ever.

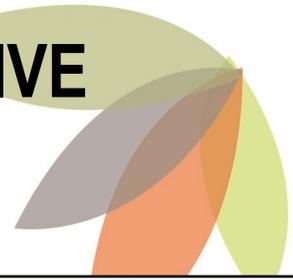
This past holiday season we were the chosen recipients from the **Shoebbox Project**, whereby each of the women of E Fry Ottawa received a generously-filled Shoebbox, with brand-new items valued at approximately \$50. Additionally, we would like to thank all of our donors that make the holiday season such a success for the women, and their families.

As a part of our journey towards realizing our vision for a centralized, safe, inclusive space for the women of E Fry Ottawa and the Ottawa Community, we've teamed up with **CADCHO** to assist us in developing our concept for a new and creative space.

Cont.



BOARD PRESIDENT & EXECUTIVE DIRECTOR'S REPORT cont.



While last year we said a number of good-byes to long standing staff members, we were also pleased to welcome so much new and dedicated talent amongst our midst. We are also fortunate that one such talented colleague is April Bissonnette – who this past year celebrated 10 years of service with E Fry Ottawa! April has no doubt seen it all, and has seemingly done it all: Student to Manager to Director of Operations. April's service and dedication to the organization is exceptional.

The Board of Directors also saw a good level of stability, with 12/15 Director positions filled and a number of committees created to support both the Executive Director and the strategic plan. These committees include; the Fundraising Committee, Advocacy Committee, HR Committee, and the Finance Committee.

Sincerely,

Board President, Sylvia Cesaratto and Executive Director, Sarah Davis

BOARD OF DIRECTORS



Board of Directors, AGM 2016

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

RACHEL MAHONEY*	<i>Acting President (Apr.-May 2017)</i>
ALLISON DIXON*	<i>President (May 2017-- Feb. 2018)</i>
SYLVIA CESARATTO	<i>Acting President (Feb.—Mar. 2018)</i>
TAKAYI CHIBANDA*	<i>Treasurer (Apr.—Dec. 2017)</i>
MICHAEL-ANN LAKE*	<i>Treasurer (Dec. 2017– Feb. 2018)</i>
CARA HARDER	<i>Treasurer (Feb. 2018)</i>
JULIE DAOUST*	<i>Secretary (Apr.—May 2017)</i>
MARILYN DESROSIER*	<i>Secretary (May—Dec. 2017)</i>
SARAH TAIT	<i>Secretary</i>

DIRECTORS

DIANA MAJURY CAEFS/CEFSO Liaison
SAMANTHA ROBINSON*
HANYA SOLIMAN*
LYNN FRAPPIER
LINDSAY FRASER
KAREN SAGLE
CRAIG MRACEK

* No longer with the agency

STAFF OF EFRY 2017-2018

Staff of Efry, Efry Week 2018



OPERATIONS AND PROGRAMMING

Bryonie Baxter	Executive Director*
Amanda MacDonald	OCDC Liaison*
Angela Dassas	Adult Diversion/Drop In Coordinator/CJW L'Orignal
Ann McSweeney	Director of Operations (on leave)
Arian Platthy	Relapse Prevention Worker
April Bissonnette	Acting Director of Operations
Arshina Martin	Manager of Adult and Youth Services*
Brittany Bellmore	OCDC Liaison
Cathy Robinson	interim Executive Director*
Diane Serre	Manager of Residential Services
Fawn Nasrallah	Adult Diversion/Housing Worker/Drop in
Giovanna Buda	Relapse Prevention Worker*
Jeanelle Sansterre	Acting Manager of Residential Services*
Jody Brenton	Executive Assistant
Kimberlee Rivet	Youth Reintegration Worker*
Marie-Claude Lehaie	Housing Support Worker
Marie-Josée Marion	Volunteer Coordinator
Michelle Lawrence	Manager of Accounting
Paige Watts	Housing Based Case Manager
Raha Ravasian	Community Counsellor
Reaz Zaman	Office Assistant
Sabrina Benoit	Adult Diversion/Housing Worker/Drop in
Sharon Torley	Manager of Accounting*
Stephanie Teoli	Housing Support Worker/CJW L'Orignal*
Sunshine Roundpoint	Indigenous Peer Support Worker
Tan Bokhari	Community Counsellor
Tania Hasbani	Community Justice Worker

J.F. NORWOOD AND LOTUS HOUSE STAFF

Alexandra Turcotte	Relief
Alexia Dos Santos	Relief
Ashley Dollimont	Part Time*
Ashley Everett	Full Time
Bianca Lemire	Relief
Brittany Moore	Relief
Catherine Ssozi	Full Time
Dominique Hanchard-Hart	Relief
Elizabeth Parker	Relief
Gizela Iraheta	Part Time
Glenda Byrne	Full Time
Holly Smith	Relief
Ilona Zutalovsky	Relief*
Joelle Nasr	Part Time*
Julie Goodwin	Relief
Katelyn Summers	Relief
Kathleen Sprague	Relief*
Kayla Crawley	Relief*
Keya Prempeh	Part Time*
Kourtney Seabrook	Full Time
Lauren Richards	Part Time
Leanne Peterkin	Full Time
Megan Burwash	Relief
Meghan Boulanger	Relief*
Melinda Wood	Relief*
Melissa Ortiz	Full Time*
Melissa Siroski	Full Time
Ryleigh Brooks	Relief*
Sabine Semaan	Part Time
Sarah Ashford	Full Time*
Sahar Sharifi	Relief
Sandra Qubaia	Part Time*
Siobhan Oxley	Full Time*

* No Longer with Agency

SPECIAL ACKNOWLEDGEMENT TO OUR SPONSORS, FINANCIAL SUPPORTERS AND IN-KIND DONORS



Keith Shea, EFry Golf Tournament

Algonquin College
 Anglican Church of Canada
 Benefaction Foundation
 Boys and Girls Club of Ottawa
 Brighter Tomorrow's Fund
 Canadian Federation of University Women—Ottawa Club
 Carleton University (CUAEL Project)
 Children's Aid Society of Ottawa
 City of Ottawa
 Community Foundation of Ottawa
 Correctional Services of Canada
 Emond Harnden
 Elementary Teachers Foundation of Ontario
 Guardians of the Children
 John Howard Society
 MetLife Alumni Association
 Ministry of the Attorney General
 Ministry of Community and Social Services
 Ministry of Community Safety and Correctional Services
 Ottawa Food Bank
 Service Canada
 SS De L'Institut Jeanne D'Arc
 The Law Foundation of Ontario
 The Properties Group Management Ltd.
 United Way/Centraide Ottawa
 United Way of Greater Simcoe County



www.ehlaw.ca



Boys & Girls Club of Ottawa
Club des garçons et filles d'Ottawa



The Children's Aid Society of Ottawa | La Société de l'aide à l'enfance d'Ottawa



Ottawa Food Bank
La Banque d'Alimentation d'Ottawa



Correctional Service
Canada

Service correctionnel
Canada

And many individual donors and sponsors

COMMUNITY PROGRAMS AND SERVICES

2018-2019

COMMUNITY COUNSELLING

Funded by United Way/Centraide Ottawa, the City of Ottawa, Ministry of the Attorney General and Bell.

Our Community Counselling Program provides assistance to women, young women, and those who identify as women, in the form of counselling, support groups, legal and justice service information, advocacy, life skills, and referrals. There are six structured programs offered to women in conflict with the law: Emotion Regulation, also referred to as Emotion Regulating (8 weeks), Theft/Fraud Prevention (8 weeks), Relapse Prevention (10 weeks), Self-Esteem (10 weeks), Life After Trauma (8 weeks), and Adult Survivors of Child Sexual Abuse (8 weeks). We provide one-on-one support as needed in the above mentioned areas, to further support our clients on their healing journeys. In addition, we offer specific programming to youth in the areas of healthy relationships, self-esteem, decision-making, bullying, and abuse/trauma. Our counsellors rely on a variety of therapeutic modalities including Motivational Interviewing, Cognitive-Behavioural Therapy and Rational Emotive Behavioural Therapy to name a few. Referrals to our services are made by the criminal justice system, social workers, social assistance workers, lawyers, medical professionals, as well as self and community referrals. We continue to use an integrated case-management approach in all of our services.

Between April 1, 2018 and March 31, 2019, 1027 new individuals participated in this program. This number breaks down as follows: 123 participated in Theft/Fraud Prevention programming; 177 participated in Relapse Prevention programming; 342 participated in Emotion Regulating programming; 264 participated in Community Counselling/Trauma Counselling. And 121 participated in Self Compassion programming.

SEX TRADE SUPPORT SERVICES – GATEWAY

Funded by United Way/Centraide Ottawa.

Our community counsellor offers a non-judgmental support program to adult women and transgendered individuals who are, or who have been, involved in the sex trade. Services include one-on-one counselling and support, peer support groups (Gateway), court support and advocacy, and life skills coaching.

Gateway is a community support group. The program is delivered in a safe, supportive environment, and includes light meals, guest speakers, and resource sharing. Participants have access to bus tickets, personal hygiene products and community resources. Group topics include street safety, healthy relationships, sexual health, addictions, self-esteem and self-care, emotion regulation, and communication.

Between April 1, 2018 and March 31, 2019, 25 individuals participated in this program with a total of 81 visits.



COMMUNITY PROGRAMS AND SERVICES CONT.



L to R: Bryonie Baxter, E.D. Efy Ottawa, Honourable Yasir Naqvi M.P.P. Ottawa Centre, Ann McSweeney, Acting E.D. Efy Ottawa, Honourable John Fraser, M.P.P. Ottawa South, Grand Opening of Lotus House, 25th of May, 2017

THE DIRECT ACCOUNTABILITY PROGRAM

*Funded by Ministry of the Attorney General, Province of Ontario
Ottawa Provincial Courthouse and L'Original Courthouse.*

The Direct Accountability Program is an alternative to prosecution for individuals who have been charged with minor criminal offences. The program is offered at both the Ottawa Provincial Courthouse and the L'Original Courthouse serving clients in the Prescott-Russell area. Eligible adults, over the age of 18, are referred to the Community Justice Worker who completes an assessment and assigns community-based sanctions. These sanctions may include: attending a program or seminar, restitution, an apology letter, community service or charitable donation. Using community-based sanctions is an effective way of holding individuals accountable for minor offences. By successfully completing their sanction(s), individuals have their charge(s) withdrawn by the Court.

Between April 1, 2018 and March 31, 2019, 515 individuals participated in this program with 183 accessing diversion with our Diversion Facilitator.

WOMEN'S DROP IN CENTRE

Community Foundation of Ottawa, Elementary Teachers Foundation of Ontario

In 2016, we were pleased to be able to secure funding to open our very own pilot Drop-in Centre located at the Bronson Centre. The Drop-in serves marginalized women at risk of criminalization and is inclusive to all women, especially those who are traditionally underserved in the community. The Drop-in is staffed with a facilitator and volunteers, and provides access to the internet, phone, clothing, snacks, toiletries, bus tickets, food bank and external and internal referrals for additional support and advocacy.

Between April 1, 2018 and March 31, 2019, 329 clients accessed the Drop-in with an average of 27 clients visiting per month during it's current schedule of three mornings per week.

**COMMUNITY
PROGRAMS AND
SERVICES CONT.**



*Staff visit to Parliament with
Senator Kim Pate, 2018*

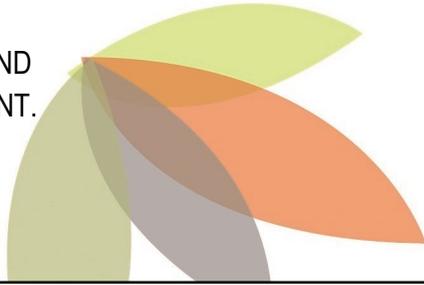
COMMUNITY LIAISON SERVICES AT THE OTTAWA-CARLETON DETENTION CENTRE

Funded by Ministry of Community Safety and Correctional Services.

The Community Liaison Worker offers advocacy, support, crisis counselling, and housing support to women incarcerated at the Ottawa Carleton Detention Centre (O.C.D.C.). Clients can meet one-on-one with a worker while they are on remand, to create a release plan that addresses their individual needs, while liaising with appropriate community supports to facilitate successful community re-integration. The agency's Addictions/Relapse Prevention Counsellor also attends O.C.D.C. weekly to provide substance use assessments for clients wishing to attend a residential treatment program. The Counsellor then refers the client to appropriate treatment facilities throughout Ontario and Quebec. The Counsellor also offers a weekly Relapse Prevention group. Funded solely by donations to the Elizabeth Fry Society of Ottawa, our agency is able to provide some women with the funds necessary to complete high school credits while they are incarcerated at the detention centre, The Community Liaison Worker also assists in release planning by accompanying some out-of-town women to the bus station and others to court appearances, community appointments, J.F. Norwood House and other agencies in Ottawa and the surrounding areas.

Between April 1, 2017 and March 31, 2018, 424 individuals participated in this program with an additional 257 clients accessing the Relapse Prevention Worker.

**COMMUNITY
PROGRAMS AND
SERVICES CONT.**



HOMELESSNESS PARTNERING STRATEGY – ONTARIO RURAL AND REMOTE COMMUNITIES INITIATIVE

Funded by the Government of Canada's Homelessness Partnering Strategy (HPS) Rural and Remote Communities Initiative through the United Way of Greater Simcoe County and The City of Ottawa

The Rural and Remote Homelessness Partnering Strategy program has been in operation since August of 2011 and was developed to assist women with housing issues who have their base in Leeds Grenville, Brockville, Renfrew County, Pembroke & Cornwall. Our mandate is to provide housing support to women who are homeless or at risk of being homeless in these areas. This includes women who are living on the streets, living in a shelter, at risk of being evicted, in process of being evicted, couch-surfing, or temporarily staying with family or friends but with no fixed address.

The program has provided assistance by sourcing suitable apartments, accompanying and providing transportation to view potential residences, providing advocacy in dealing with landlords/tribunals, and offering education on tenant rights and responsibilities. Alongside these tasks, rural Housing Workers have provided emotional support to clients who often felt trapped in a difficult transitional period in their lives.

In its seventh year, the HPS program continues to be extremely successful in providing housing support, as well as expanding the Elizabeth Fry Society of Ottawa's outreach to at risk women in rural areas. It continues to be successful in shedding light on the often overlooked social issue of rural homelessness. Many of our clients have expressed feeling marginalized and isolated from their communities before coming into contact with our staff members. Once clients have accessed housing assistance through HPS, they have been more inclined to access other Elizabeth Fry services and connect with our long term counselling services. Clients who have done this have expressed this as being very positive in their lives.

Our Housing Outreach Worker successfully supported 134 individuals throughout the past year.

R. to L.: Tania Hasbani, Marie-Josée Marion, Stephanie Teoli and Diane Serre, Metlife Tournament 2018



**COMMUNITY
PROGRAMS AND
SERVICES CONT.**



COMMUNITY JUSTICE INITIATIVES PROGRAMS

Funded by the Ministry of the Attorney General, Province of Ontario.

In an effort to offer community-based programming to the participants in the Direct Accountability Program, the Elizabeth Fry Society of Ottawa received funding from the Ministry of the Attorney General to deliver the Community Justice Initiative Programs. Specifically, we offer diversion programming in the areas of Emotion Regulation (Anger) for Women, Alcohol and Drug Awareness for Women and Stop Shop Theft for Women and Men.

Between April 1, 2018 and March 31, 2019, , 183 individuals participated in these programs. The breakdown is as follows: 11 participated in the Emotion Regulation (Anger) Programming; 2 participated in Alcohol and Drug Awareness; 63 participated in Stop Shop Theft for Women and 101 in Stop Shop Theft for Men.

Direct Accountability Program participants from the L'Orignal Courthouse are offered programming in the area of Stop Shop Theft for women and men referred to the program. The program is offered locally twice per month and delivered in both official languages.

In the 2018-2019 fiscal year 23 people participated in the Direct Accountability Program in L'Orignal.



The Administration team: L to R: Sharon Torley, Accountant, Reaz Md Zaman, Office Administrator, Jody Brenton, Executive Assistant and Bryonie Baxter, Executive Director.



COMMUNITY PROGRAMS AND SERVICES CONT.



COURT RELEASE PROGRAM

Service delivered by volunteers.

The Court Release Program began in July 2009, operating out of the Ottawa Elizabeth Fry Society office located in the Ottawa Provincial Courthouse. This service is supervised by the Coordinator of Volunteers, carried out by volunteers of the Elizabeth Fry Society of Ottawa, and is designed to help women and men upon their release from the Provincial Courthouse Cellblock. Every day, people are released from the Courthouse Cellblock without money, identification, wallet, keys, winter coats, or outdoor footwear. Many are in a state of shock and emotional crisis. The Court Release Program gives them the help they need, ranging from bus tickets and directions to the Ottawa Carleton Detention Centre (OCDC), so they can collect their belongings, use of the phone, a cup of coffee, toiletries and warm clothing. Volunteers also offer an empathic ear, crisis intervention and referrals to Elizabeth Fry Society programming, Salvation Army programming, John Howard Society programming and other community resources. When individuals are released unexpectedly, volunteers also help clients secure emergency shelter.

Between April 1, 2018 and March 31, 2019, 652 individuals participated in this program which saw 520 men and 132 women seeking support.

COURT SUPPORT PROGRAM

Service delivered by volunteers.

The Elizabeth Fry Society of Ottawa has continued to offer support to women in the criminal justice system through our Ottawa Courthouse office. Over the past year, visibility at the courthouse has increased based on the monthly statistics of clients, lawyers, social service providers and individuals seeking help. Volunteers have been consistently present in first appearance court, bail court and sentencing court to provide support to women facing criminal charges. Clients have expressed appreciation for these services during a time of high stress, confusion and uncertainty. A hot cup of coffee, snacks, use of the phone, seasonal clothing, access to community resources, general court information and having someone to talk to have proven to be very popular services among clients with court matters.

Volunteers have also provided court accompaniment to women who wish to have someone by their side when their case is being heard in court. This service has helped many women cope with the stress of court and has helped them navigate the intricacies of the criminal justice system. It has proven to be particularly useful for women charged for the first time, who were largely unfamiliar with court proceedings. Finally, volunteers have provided support to women temporarily detained in the Courthouse by visiting the cellblock at least once a day. Through cellblock visitations, clients have been able to speak with someone about their concerns, connect with other Elizabeth Fry services, access shelters and treatment centres, and connect with their lawyers as well as other community resources.

In total, 2536 clients received services from the Court Support Program between April 1, 2018 and March 31, 2019, of which 1,494 were men and 1,042 were women. An additional 132 women were supported in cellblock.

COMMUNITY PROGRAMS AND SERVICES CONT.



COUNSELLING SUPPORT TO ADULT AND YOUTH MENTAL HEALTH COURT

Adult Mental Health Court as well as Mental Health and Addiction Outreach Support at the Ottawa Courthouse. Funded by United Way/Centraide Ottawa. Youth Mental Health Court funded by the Ministry of Children and Youth Services.

Staff members participate in Adult and Youth Mental Health Court counsel pre-trials, whereby they advocate for clients, and provide resources to both Crown and Defense attorneys in order to assist clients. Referrals are made to Elizabeth Fry Society of Ottawa programs and services, as well as to external agencies. During pre-trial, staff members routinely assist in creating treatment and community reintegration plans for clients, and participate in the court proceedings for Youth Mental Health Court. This includes court accompaniment, providing updates on client progress, advocacy, and promoting and facilitating access to our programs and services. Crisis intervention and practical assistance such as bus tickets and assistance with emergency housing, is also provided to clients at the courthouse following court appearances.

Between April 1, 2018 and March 31, 2019, 487 individuals were referred to Elizabeth Fry Society of Ottawa programs through Adult and Youth Mental Health court and pre-trial. Through mental health outreach 261 men and 226 women were supported. Addiction outreach saw another 492 clients with a breakdown of 241 men and 251 women. Many more were assisted in the courthouse by way of triage, case management, outreach and advocacy.

HOUSING RETENTION AND EVICTION PREVENTION

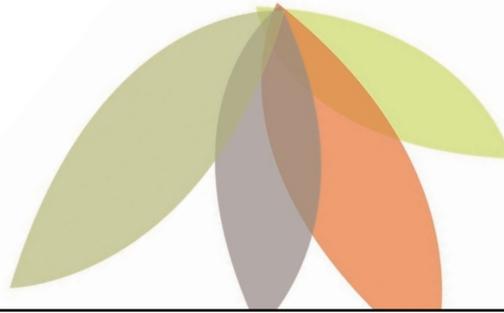
Funded by the City of Ottawa, under the Homelessness Partnership and Home For Good Initiatives

Housing support and advocacy is offered by the Elizabeth Fry Society of Ottawa to assist clients who are homeless, couch surfing, inadequately housed, or who need to move due to unaffordable housing or for safety reasons. In-reach services are also provided to women at the Ottawa-Carleton Detention Centre, Grand Valley Institution for Women, Vanier Institution for Women and Joliette Institution for Women in preparation for their release into the community. Some of the services offered include: providing information and resources to clients searching for affordable housing, assistance with landlord/tenant disputes, support and advocacy, and assistance with housing retention.

Between April 1, 2018 and March 31, 2019, 247 individuals/households were supported by this program.



**COMMUNITY
PROGRAMS AND
SERVICES CONT.**



YOUTH SERVICES

Funded by the Ottawa Youth Diversion Program, the Children's Aid Society of Ottawa, Boys and Girls Club, the Ministry of Children and Youth Services and the City of Ottawa.

The Elizabeth Fry Society of Ottawa helps young women, between the ages of 12 and 17, reduce the risk of conflict with the law through programming that is holistic, gender specific and client-centered. The youth counsellor works with young women to develop individualized plans that target short and long term goals. Once referred, youth can access a wide array of services including individual counselling, anger management programs, the theft prevention programs (male and female), family counselling, community outreach programs, addiction and relapse prevention counselling, and groups designed to increase resiliency. The Youth Reintegration Worker offers support to young women who are reintegrating into the Ottawa community from correctional facilities, who are involved in Youth Mental Health Court, or who are otherwise involved in the Youth Justice System.

The Elizabeth Fry Society of Ottawa contributed to improved community services for youth by participating in the Youth Mental Health Court, Youth Trends and Issues Committee, the Ontario Youth Justice Services Network, and the Leeds Grenville Community Justice Partners' Network and Youth Housing Committees (Ottawa)

Accessibility and continuity of service is emphasized with programs being delivered on-site at the Bronson Centre, Talitha House, and other Community locations.

Between April 1, 2018 and March 31, 2019, 102 parents and youth engaged in counselling Youth Services at the Elizabeth Fry Society of Ottawa with 46 of those parents and youth supported through funding provided by the Boys and Girls Club of Ottawa and a further 33 were supported through MCYS with a total of 459 client interactions.

**COMMUNITY
PROGRAMS AND
SERVICES CONT.**



L to R: Diane Serre, Residential Coordinator/Indigenous Peer Support Worker and Elder Dan Ross



VOLUNTEER INITIATIVES PROGRAM (VIP)

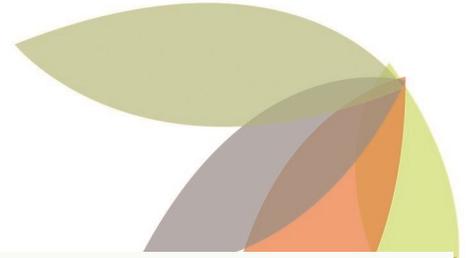
Funded by the City of Ottawa and United Way/Centraide Ottawa

There were 105 active volunteers who provided services to clients at the Ottawa Courthouse, the Ottawa-Carleton Detention Centre, the Drop In, J.F. Norwood House, in our housing support program as well as group co-facilitation. Some volunteers also assisted in the areas of research, administrative work and fund-raising. This year, a key component of the volunteer program was to provide increased psychosocial training to volunteers working closely with our client base. New volunteers to the agency were given ten (10) hours of additional training, including non-judgmental active listening training and crisis intervention skills, helping interview techniques and training on the criminal justice system. A total of 56 volunteers participated in these trainings, which were deemed a success by the individuals who attended. Volunteers reported that this hands-on training greatly contributed to their learning experience, their skill set, their confidence and their ability to address clients' needs effectively.

The Volunteer Program is continually striving to improve its programming to ensure a win-win partnership between the Elizabeth Fry Society of Ottawa, its clients and the volunteers. As more experienced volunteers are leaving to pursue their careers, new volunteers are recruited to fill the gap, as well as to provide assistance to the ever growing need of the community.

Between April 1, 2018 and March 31, 2019, the volunteers assisted clients with accompaniment on 84 occasions as well as provided social programming at OCDC, mental health and addiction outreach, unexpected release and court support for a total of 6,141 interactions.

**COMMUNITY
PROGRAMS AND
SERVICES CONT.**



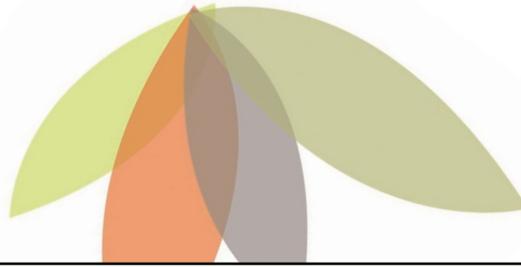
~OUR VOLUNTEERS~

Aedyn Cressman
Alanna Ritchie
Alexandra Gaysek
Amelia Jarvis
Amélie Doyon
Amy Short
Amy Zhao
Ann Barrett
April Cho
Ashna Mohan
Ashwini Hemmady
Audrey Corbeil
Bashar Hnidi
Brianna McDonald
Brittaney Roach
Brittany Lepine
Carlie Vanderpost
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Cathy Kennedy
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Veronica Cesario
Victoria Fawcett
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**COMMUNITY
PROGRAMS AND
SERVICES CONT.**



IN-REACH TO GVI, JOLIETTE

Funded by Correctional Service Canada & the Elizabeth Fry Society of Ottawa.

The In-Reach Program has now been running for seven years. The Elizabeth Fry Society of Ottawa received funding from the Correctional Service of Canada to provide in-reach services to women in custody at Grand Valley Institution for Women and Joliette Institution for women, both of which are multi-level Federal prisons. The Manager and Assistant Manager of Residential Services provided services to the women at Grand Valley and Joliette. Services provided to the women include, but are not limited to; information regarding counselling services available in Ottawa and through the Society, housing support, J.F. Norwood House information and applications, and other information about the Elizabeth Fry Society of Ottawa and other community reintegration supports available in Ottawa.

Funded by the Elizabeth Fry Society of Ottawa, the Manager and/or Assistant Manager of Residential Services also visits Vanier Institution on a regular basis. This institution is the Provincial Women's Detention Centre for Ontario.

The In-Reach Program has continued to increase our visibility within the institutions and is creating more fluid relationships with institutional staff, as well as an increase in support and reintegration services to Ottawa area women.

Between April 1, 2017 and March 31, 2018, 53 women were seen during 3 visits to Joliette, GVI and Vanier Institutions.

J.F. NORWOOD HOUSE

Funded by Correctional Service Canada and the Ministry of Community Safety and Correctional Services

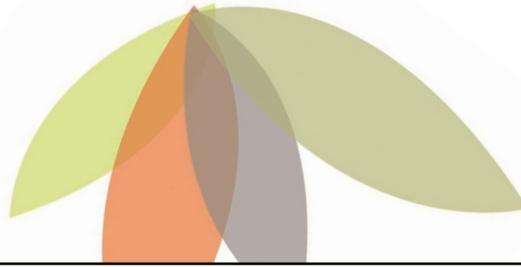
J.F. Norwood House is a transitional housing program offering a supportive living environment for women 18 years of age or older and their children, with both economic and social need. The purpose of the program is to help facilitate successful reintegration into the community by offering a safe and encouraging environment where women can focus on education and employment, and have access to other Elizabeth Fry services and wider community supports. Our 15 beds are available to women who are on Day Parole, Full Parole, or Statutory Release from Federal Institutions. It is also open to women on Unescorted Temporary Absence Passes, Provincial Parole, and those serving Conditional sentences.

Our thanks go out to the Food Bank for its immense assistance to the J.F. Norwood House with their weekly provision of food, which is divided equally among the women. **During April 2018 and March 31, 2019, 231 clients accessed our foodbank.**

J.F. Norwood House would not be as successful without the help of our amazing staff, volunteers, students and our funders.

Between April 1, 2018 and March 31, 2019, 111 individuals participated in this program with a breakdown of 78 Federal women, 27 Provincial women and 6 community clients.

**COMMUNITY
PROGRAMS AND
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LOTUS HOUSE

On April 1, 2017 the Elizabeth Fry Society of Ottawa began the pilot project of the Bail Housing Program. The Bail Residence, Lotus House, provides safe and supportive transitional housing for women 18 years and older who are currently on Bail under the Bail Verification and Supervision Program supported by the John Howard Society of Ottawa.

The mandate of the Bail Housing Program is to provide community-based supervision for individuals that would likely otherwise be held in custody pending the resolution of their criminal charges. Residents will be expected to meet court-imposed bail conditions and follow residential rules. In order to qualify for the Bail Housing Program, applicants must also be approved by the Bail Verification and Supervision Program with the John Howard Society of Ottawa.

The Supervised Bail Housing Program Services include;

- Support Staff 24 hours a day / 7 days a week
- Communal living space
- Individual and group counselling
- Education and employment guidance
- Community resource referrals
- Supports that include crisis intervention, needs assessment and assistance in developing a Resident Action Plan of Care
- Opportunities to participate in in-house programs and services and to connect with other community programs in order to develop skills and strategies to reduce re-involvement in the criminal justice system

We are pleased to announce that earlier this year EFSO secured funding to continue this program for the next 3 years!

From April 1, 2018 to March 31, 2019 Lotus House supported 79 women.