



ELIZABETH FRY
SOCIETY OF OTTAWA

ANNUAL
REPORT

2020-2021

LEADERSHIP MESSAGE

Board President, Lynn Frappier &
Executive Director, Cathy Robinson

Throughout 2020-21, E Fry Ottawa continued to deliver programs and services to our community, fulfilling our mission to advocate for and support our clients, walking the talk with our values, and working to constantly evolve to meet client needs. Our work continued to be guided by our 2018-2023 Strategic Plan, which the Board of Directors reviewed and re-confirmed in January 2021. If the COVID-19 pandemic was a call to action, then our consistent responses were agility, creativity and resilience. Our E Fry Ottawa team dug deep, applied what we knew, learned what we didn't know and, over and over, answered the call.

Highlights of the year reflect our focus on our strategic directions:

Delivering and strengthening our core services – Our staff continued to deliver programming and advocate for clients throughout the year, seeking opportunities to support alternatives to incarceration that prioritize human rights, respect and dignity. Throughout the pandemic, our programs and services continued to thrive, with client numbers increasing in some areas, decreasing in others, and client needs soaring across the board. Our two residential programs remained fully operational, providing a home to women transitioning from federal prison and provincial jail, and those on bail. We set up Serenity Annex, a space for incoming residential clients to live before moving into our residences to reduce the risk of COVID spread. We developed COVID protocols for residential and community programs alike. Protocols for community programs saw us shift swiftly to virtual or outdoor service delivery instead of in-office sessions, to counselling on a one-to-one basis instead of group counselling, and to adjusting the scope of some programs to meet public health guidelines.



Lynn Frappier,
President of the Board of Directors



Cathy Robinson,
Executive Director

LEADERSHIP MESSAGE

Continued...

Advocating for the abolition of jails and prisons – Our Board's Advocacy Committee continued to raise their voice in support of alternatives to incarceration that respect human rights. Board and staff joined those fighting the planned creation of a jail in Kemptville. We continued to partner with the Canadian Association of Elizabeth Fry Societies, and the Council of Elizabeth Fry Societies of Ontario on national and provincial human rights issues.

Making E Fry Ottawa a workplace of choice in the not-for-profit sector – The heart and soul of E Fry Ottawa, our staff continued to demonstrate talent, flexibility and compassion. Staff kept their eye on meeting client needs, while adapting to COVID safety requirements. To support staff, we secured temporary funding to increase wages for periods throughout the year, increased flexibility to support some staff to work from home, and supported others to take leave for health reasons related to COVID. Our management team waded through this new environment with creativity and compassion for staff in the face of personal and professional impacts of the pandemic.

Stabilizing and increasing funding – We maintained funding for all our programs in 2020-21 and secured funding to increase COVID-safety of staff, and for clients in virtually all our programs – including funds for renovating our residences and some office spaces. We achieved increases in core funding for specific programs that had been stalled at an inadequate funding level for some years. Our collaboration with funders rose to new levels throughout the year as we all focused on meeting community needs throughout the pandemic. We thank our funders for maintaining and stepping up support throughout the year.

Goodbye from Lynn Frappier, President, Board of Directors...

Just as it has impacted the world around us, COVID-19 impacted Elizabeth Fry Ottawa in both direct and indirect ways, offering both opportunities and challenges in how we operate and deliver services. I witnessed staff and management band together and focus and collaborate to find solutions with care and compassion. I also witnessed Board members show up in new ways to ensure that our Executive Director and the Agency knew they were supported. I am at the end of a seven-year term as a Director on the Board and two years as President. As I look back, I am most proud of how our clients continue to be at the heart of what we do every day. Through our strategic plan, programs and the partnerships we build, we focus on advocating for a segment of our community that is often ignored. We have created stability internally with a strong Executive Director, management team and staff who provide the best support possible to our clients. Amidst the challenges, we see many success stories and, and we celebrate each one.

It is imperative that we continue to raise awareness of why and how women become criminalized and to advocate to abolish prisons so that we, as a society, can support women with the help they need before they become criminalized. As I step back from the Board, I will continue to be an ambassador for E Fry Ottawa and its work. I am very proud to have served this small yet mighty Agency.

LEADERSHIP MESSAGE

Continued...

Strengthening and forging partnerships – Partnerships with other community agencies that increase our impact were vital as we shared new approaches. We established new collaborations, including with Roberts Smart Centre and others to address youth involvement in human trafficking. To provide some holiday cheer, we collaborated with the Ottawa Mission, who provided our “E Fries” holiday snack from their food truck for a COVID-safe celebration, and with support from the Bronson Centre.

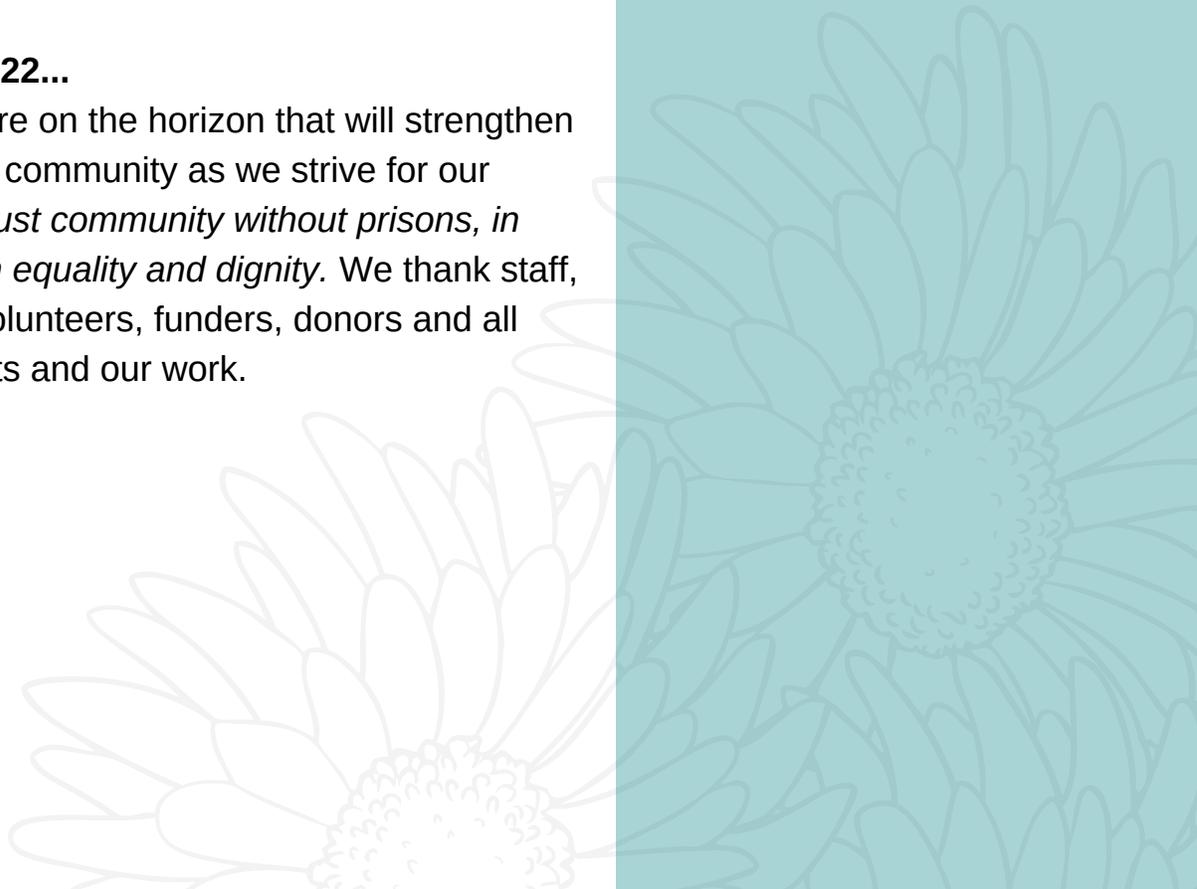
Towards a purpose-built E Fry Ottawa hub – With the long-term plan to house E Fry Ottawa programs and services in a new facility that reflects that we are a service hub for criminalized women and those at risk of becoming criminalized, we moved forward with our short-term plan to improve our residential facilities. While COVID-19 slowed our progress, it did not deter us, and our plan remains in place for significant improvements to our residences.

Looking ahead to 2021-22...

some exciting changes are on the horizon that will strengthen our capacity to serve our community as we strive for our vision: *An inclusive and just community without prisons, in which all women live with equality and dignity.* We thank staff, Board members, other volunteers, funders, donors and all who care about our clients and our work.

A few words from Cathy Robinson, Executive Director...

The past year has revealed the incredible strength of character of the E Fry Ottawa staff. To a person, staff remained committed to meeting clients' needs. Our dedicated Board of Directors continued to provide the expert guidance that we rely on. We could not have asked for more. While we know the year ahead will continue to be challenging, we are all a bit more knowledgeable about how to work in a COVID environment. My hope is that we can put the major challenges of COVID behind us and focus squarely on our work to support criminalized women to thrive in the community.



OUR TEAM*

Adara Paladeau
Alma Galicia
Amanda Graham
Anjulee Baker
Anmol Kaur
Ariane Dupuis
Ashley Lindo
Baveeta Kumar
Becca Bouchey
Caitlin Sigg
Caroline Bukasa
Catherine Ssozi
Cathy Robinson
Diana Rogachova
Diane Serré
Grace Kanto

Jacqueline Brusse
Jamie Richard
Jennifer McKissock
Jessica Bacile
Jody Brenton
Jordan Wark
Kai Seymour
Kathryn O'Meara
Kaya Christensen
Latisha Gabbidon
Lauren Hollinger
Leanne Peterkin
Mahera Mustafa
Marina Guadagnin
Megan Burwash
Meika Clarke

Michelle Lawrence
Nasteha Mohamed
Natasha Reitano
Ogasso Abdillahi
Olena Logvynovych
Sabine Semaan
Samira Pedram
Sara Bellefeuille
Sarah Callaghan
Suzy Racine
Tammy Simpson
Tan Bokhari
Tania Hasbani
Zoe West

****Active as of March 31, 2021***

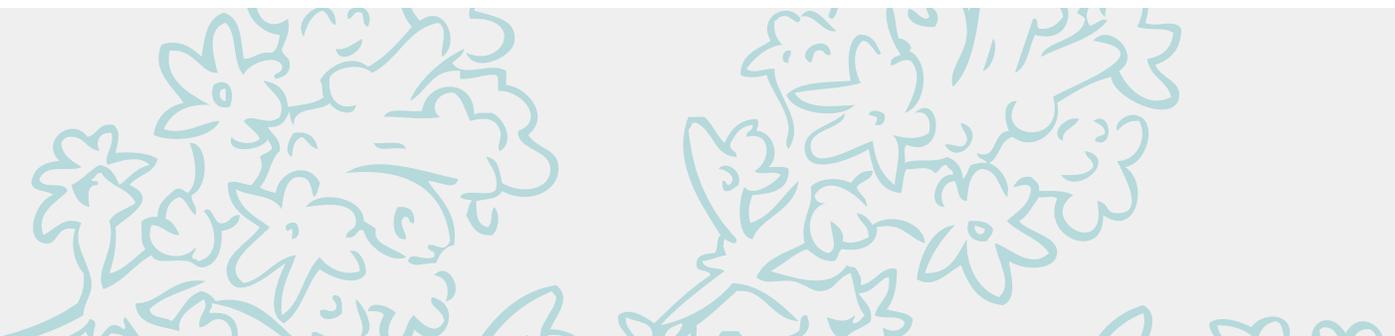


BOARD OF DIRECTORS

Our 2020-2021 Board of Directors is comprised of community members who volunteer their time and bring their expertise to assist in guiding the direction of EFry Ottawa. Their unmeasurable contributions are appreciated by all who touch, or are touched by the Elizabeth Fry Society of Ottawa.

- Lynn Frappier** | President, Executive Committee, and Relocation Committee
Karen Trines | Vice President, Executive Committee, and Community Engagement Committee
Kamal Ubhi | Treasurer, Executive Committee, and Chair, Finance Committee
Nancy Richard | Executive Committee, and Chair, Human Resources Committee
Sarah Tait* | Secretary, Executive Committee, and Relocation Committee
- Laura Crich** | Human Resources Committee
Allana Haist | Community Engagement Committee
Kaitlin Mackenzie | Co-chair, Community Engagement Committee
Andrea Loder | Human Resources Committee
Shawna Holmes | Co-chair, Community Engagement Committee
Chloe Halpenny | Community Engagement Committee
Clare Clancy | Community Engagement Committee
Chirag Gehani | Finance Committee
Tanya Ironstone | Community Engagement Committee, and Relocation Committee
Emma Tibbo | Relocation Committee

*Resigned in March, 2021



VOLUNTEERS AND STUDENTS

E Fry Ottawa Volunteers in 2020-21

Our robust Volunteer Program was hard hit by COVID-19. Many of our volunteers support our Court Support Program, volunteer at the Ottawa-Carleton Detention Centre (OCDC), provide amazing support to our residents, group programming, and Drop-In, and assist with administrative tasks. They make a huge contribution to our amazing client party in December. They make, buy and deliver necessities and gifts, and so much more. Due to COVID-19, many of the volunteer opportunities were paused due to public health restrictions at the Court House, OCDC and because much of our programming went virtual. Those who could volunteer from afar continued to support us. **To our incredible volunteer force... thank you and we look forward to welcoming you back in person in 2021-22!**

Placement Students

Students are vital assets to the residential programs, JF Norwood House and Lotus House. Collaborating with various university and college programs in Ottawa, we typically host one placement student per semester at each of our houses. Students work along side residential support staff to learn the tasks, challenges, and rewards of these programs and to work with vulnerable clients that we serve at EFry Ottawa. Many of our students become EFry employees once their placement is complete. **Thank you to our students of 2020-2021!**

FINANCIAL SUPPORTERS

We thank and acknowledge our funders,
financial supporters, and in-kind donors.

BenefAction Foundation
Boys and Girls Club of Ottawa
Bronson Centre Inc.
Canadian Association of Elizabeth Fry Societies
City of Ottawa
Correctional Service Canada
Dominion Chalmers United Church
Emond Harnden
Fabrick Collective
Holy Redeemer Catholic Women's League
Ministry of Children, Community and Social Services (Ontario)
Ministry of the Attorney General (Ontario)
Ministry of the Solicitor General (Ontario)
Ontario Trillium Foundation
OPSEU Local 424
Ottawa Community Foundation
Ottawa Food Bank
Rogers
SS De L'Institut Jeanne D'Arc
The Benevity Community Impact Fund
The Ottawa Mission
The Prior Family Foundation
The Properties Group Management
The Rotary Club of West Ottawa
Tim Davis Design Inc.
United Way East Ontario
United Way Simcoe Muskoka
Women's Guild of St. Andrews Church



Ontario
MINISTRY OF THE
ATTORNEY GENERAL



OTTAWA
COMMUNITY
FOUNDATION

invested for good

Ontario
Trillium
Foundation



Fondation
Trillium
de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



Service correctionnel
Canada

Correctional Service
Canada

Ontario

Ministry of the
Solicitor General



Boys and Girls Club of Ottawa
Repaire jeunesse d'Ottawa

Ontario

Ministry of
Children, Community and Social Services

**Thank you to our many
individual donors who
help increase the impact
of our work!**

PROGRAMS AND SERVICES

E Fry Ottawa offered a diverse range of programming and services. Here are some highlights.

Lotus House

Funded by the Ministry of the Attorney General (Ontario)

Lotus House provides a safe and supportive residence for adult women who are on bail under Ontario's Bail Verification and Supervision Program. Lotus House staff provide community-based supervision for adult women, transgender, non-binary and two-spirit people who would otherwise likely be held in custody pending the resolution of their criminal charges. Residents have access to other E Fry Ottawa services, including counselling, crisis intervention, education and employment guidance, and referrals to other community resources. We partner with the John Howard Society of Ottawa, which provides bail supervision to support residents at Lotus House. Under COVID-19, E Fry Ottawa continued to provide a safe and supportive bail residence, adhering to public health measures to reduce the risk of COVID-19 spreading among residents.

JF Norwood House

Funded by Correctional Service Canada and the Ministry of the Solicitor General (Ontario)

JF Norwood House (JFN) is a 15-bed transition house located in downtown Ottawa. JFN offers a supportive living environment to federally and provincially sentenced adult women, transgender, non-binary and two-spirit people, including those experiencing housing and stability needs. JFN staff help facilitate successful reintegration of residents into the community by offering a safe and encouraging environment where residents can focus on education and employment, while making use of other E Fry Ottawa services and wider community supports. Our staff provide in-reach services to women in federal prisons to support their reintegration to the community upon release. Operations remained fully active throughout 2020-21 and we welcomed residents from Ottawa, Ontario and across the country.

Serenity Annex

Funded by the Ministry of the Solicitor General (Ontario), Correctional Service Canada, and the City of Ottawa

At the outset of COVID-19 we created Serenity Annex, a temporary separate living space where incoming residents could live separately for two weeks before moving into the residences to reduce the risk of spreading COVID-19 in our two residences.

Foodbank

Supplied by the Ottawa Foodbank

E Fry Ottawa supports residents at both Lotus House and JF Norwood House with food provided by the Ottawa Food Bank. We also provide emergency food to community clients through JF Norwood House. As was the case with all our programs and services, COVID-19 required us to add protocols and procedures to keep clients and staff safe.

PROGRAMS AND SERVICES Continued...

Community Counselling

Funded by United Way East Ontario & the City of Ottawa

E Fry Ottawa provides a range of counselling services to young and adult women, transgender, non-binary and two-spirit people who are, have been, or may become in conflict with the law. Our counsellors work from a human-centered, trauma-informed approach and use models that integrate the individual needs of clients. We offer individual counselling in mental health and addictions and structured, multi-session programs that include: Emotion Regulation, Life After Trauma, Relapse Prevention, and Theft Prevention.

Direct Accountability Program

Funded by the Ministry of the Attorney General (Ontario)

The Direct Accountability Program (DAP) delivered at the Ottawa and L'Original Courthouses is an alternative to formal prosecution for eligible individuals 18 years of age and older who have been charged with minor criminal offences. Under the program, charges are either withdrawn or stayed for those who take responsibility and complete community-based sanctions to make amends for their wrong-doing. Our Program Facilitator delivers educational programming in the areas of Theft Prevention, Anger Management and Alcohol and Drug Awareness.

Court Support Program

Funded by United Way East Ontario

The Court Support Program, supervised by E Fry Ottawa's Court Support Worker, is typically carried out by our volunteers. Due to COVID-19, volunteers have been limited to virtual participation, and our Court Support Worker worked with people to navigate the criminal justice system through a new-to-all virtual process. We connected people to a variety of community resources, including to support those who were self-represented and/or making use of Legal Aid.

Parenting Inside Out® Program

Funded by the Ontario Trillium Foundation

The Parenting Inside Out® Program (PIO) is an evidence-based, nationally recognized cognitive-behavioural parenting skills training program developed for parents involved in the criminal justice system. PIO teaches parents a way of navigating life that uses healthy, pro-social skills to interact with children, partners, co-parents, professionals, friends and family, and helps parents learn and practice skills to become better parents and role models. Under COVID-19, we adapted PIO to be delivered virtually. The program is normally offered in person, in Diana's Place, our Child and Family Centre. Diana's Place is a community-based child and family centre that allows mothers to be mothers in a safe, supportive home like setting, and to reunite with their child(ren) after separation. Mothers are offered community resources and services to strengthen community reintegration. During the year, we continued to provide a COVID-safe environment for mother-child visits.

PROGRAMS AND SERVICES Continued...

Community Liaison Services – Ottawa-Carleton Detention Centre

Funded by the Ministry of the Solicitor General (Ontario)

E Fry Ottawa provides one-to-one support and advocacy to adult women, transgender, non-binary and two-spirit people imprisoned at the Ottawa-Carleton Detention Centre (OCDC). Our Community Liaison Worker provides information and referrals to E Fry Ottawa programs and services and connects clients to other community resources and services to assist with reintegration. Our Addictions Counsellor provides relapse prevention programming and individual counselling at OCDC to those seeking supports with substance use and/or who wish to attend treatment programming on release.

Housing Support: Reducing Homelessness, Achieving Housing Stability for Women

Funded by the City of Ottawa, under the Home for Good Initiative and the Community Homelessness Prevention Initiative

Our Housing Support Worker and Housing-Based Case Manager provide housing services in Ottawa to reduce the risk of homelessness and/or help clients achieve housing stability. Under separate but overlapping initiatives, we support women, transgender, non-binary and two-spirit people exiting jail or prison into the Ottawa area, as well as those who are criminalized in our community who are homeless. We collaborate with other community agencies to share information and resources that support stable housing arrangements. COVID-19 added more strain on safe and permanent housing for many community members, increasing the importance of this program.

Housing Support to Women in Rural Eastern Ontario

Funded by the Government of Canada's Reaching Home: Homelessness Partnering Strategy (Rural and Remote Communities Initiative), through United Way Simcoe Muskoka)

E Fry Ottawa's Housing Support Worker provides housing-related services to adult women, transgender, non-binary and two-spirit people in rural eastern Ontario to reduce the risk of homelessness and/or help women achieve housing stability. Communities served include the Champlain District (including Renfrew County), Lanark, Leeds and Grenville, Stormont Dundas, Glengarry and Prescott-Russell. Through a case management approach, Reaching Home helps people find safe and affordable housing. Staff also accompany/provide transportation to view potential residences, provide advocacy in dealing with landlords/tribunals, and offer information on tenant rights and responsibilities.



PROGRAMS AND SERVICES Continued...

Youth Reintegration and Diversion Services

Funded by the Ministry of Children, Community and Social Services (Ontario)

E Fry Ottawa helps young women, men, transgender, non-binary and two-spirit people aged 12 to 17 years who are in conflict with the law by providing holistic, gender-specific and client-centered programming. Our youth programs include: Theft Prevention, Understanding Anger, Decision Making and Love Yourself. Our youth services are designed to increase pro-social behaviour among participants. Our Youth Reintegration and Diversion Worker also offers supports to justice-impacted youth who are reintegrating into the Ottawa Community after being in custody.

Volunteer Program

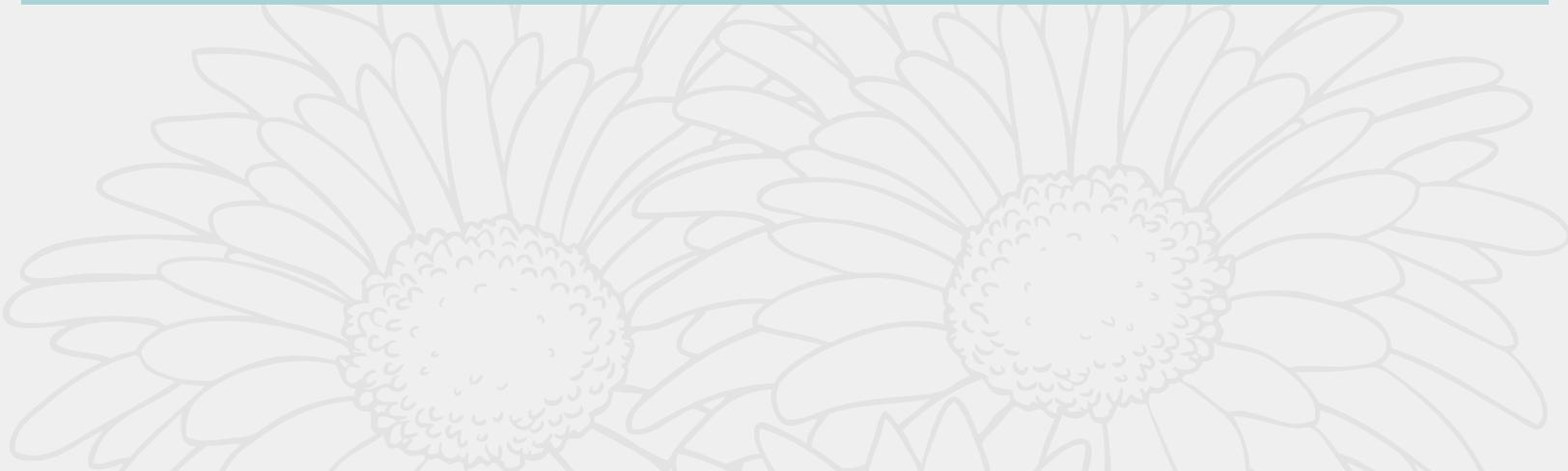
Funded by United Way East Ontario

E Fry Ottawa's active volunteer program provides trained volunteer support to our clients at the Ottawa Courthouse, the Ottawa-Carleton Detention Centre, our Drop-In Centre, our residences (JF Norwood House, Lotus House) and E Fry Ottawa's group programming. We recruit and train volunteers to meet the unique needs of our clients to meet the ever-evolving needs of the community. Throughout the pandemic, we adapted in-person volunteering to virtual volunteer supports to continue to serve our clients. We look forward to welcoming our active and dedicated cadre of volunteers to in-person service!

Bronson Safe Open

Funded through Bronson Rise (Bronson Centre Inc)

Bronson Safe Open (BSO) is an initiative to increase social inclusion of seniors in the community surrounding the Bronson Centre (central Ottawa) – including by involving them in activities with community members of all ages. E Fry Ottawa is the lead agency for Bronson Rise, and works to integrate marginalized community members into a range of engaging activities to reduce their social isolation. This initiative got off the ground as COVID-19 hit Ottawa and, as with many of our programs, was reimaged to offer virtual connections to community members, including to E Fry Ottawa residents and community clients. Offerings included regular (weekly) classes of Tai Chi, Chair Yoga, dance and movement, as well as special workshops including technology support, foot care, understanding diabetes and many more.



PROGRAMS AND SERVICES Continued...

Gateway

Funded by the Ottawa Community Foundation

Gateway is a peer support program for gender-diverse people who are currently/have been working in the sex trade. Gateway is first and foremost a peer-led group, recognizing each participant as an expert in their life, in a facilitated, safe and non-judgemental space. The facilitator links participants to other supports and resources they need, including counselling, food and clothing, and harm reduction support. Program launch was impacted by COVID-19, and supports and services were provided on an individual basis over the year.

Indigenous Peer Support

Funded by the Ontario Trillium Foundation

Our Indigenous Peer Support program is designed to support our criminalized Indigenous residents and community clients with culturally appropriate supports. Making use of Indigenous resources in the community, the program provides a safe space for participants to discuss issues specific to Indigenous communities, learn and share information on justice issues, and includes guest Indigenous facilitators to provide activities and ceremonies designed to re-engage clients with their culture. Launch of full group program was slowed due to COVID-19 and we continued to support Indigenous clients on a one-to-one basis and connect them to community resources.

Women's Drop-In Centre

Funded by the Ontario Trillium Foundation

Our vibrant Drop-In welcomes all young and adult women, transgender, non-binary and two-spirit people – especially those who are marginalized and traditionally underserved in our community. The Drop-In is staffed with a coordinator, and provides clients access to basic needs, including clothing, snacks, toiletries, bus tickets, food bank, and external and internal referrals for additional support and advocacy. We adjusted our Drop-In to a scheduled in-person service to ensure the safety of clients and staff throughout the pandemic.

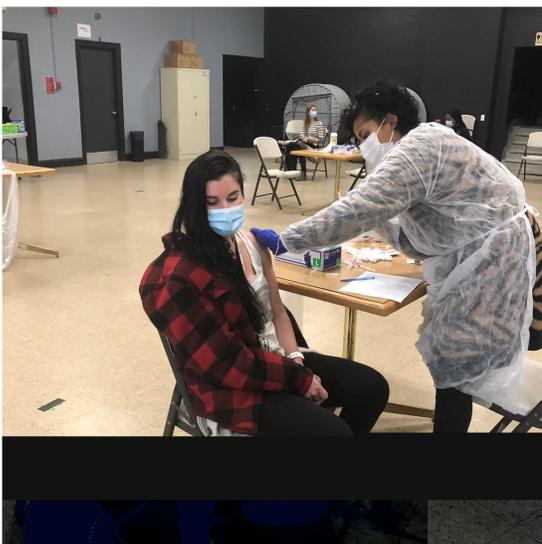


EFRY ON SPECIAL DAYS



Above: Staff Birthdays
Below: Vaccine clinic

Above: Holiday time
Below: Black Lives Matter march





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