



ELIZABETH FRY
SOCIETY OF OTTAWA

**ELIZABETH FRY SOCIETY
OF OTTAWA**

ANNUAL REPORT

2019-2020

LEADERSHIP MESSAGE

Board President, Lynn Frappier &
Interim Executive Director, Cathy Robinson

Growth through challenge

While the COVID-19 pandemic that became our new reality in March takes up an inordinate amount space in our memories, the other 50 weeks of 2019-20 were marked by important growth and some challenges. At both the Board and Operational level, our work continued to be guided by our 2018-2023 Strategic Plan, which the Board reviewed and re-confirmed in January 2020. Highlights of our year include:

Delivering and strengthening our core services – Our two residential programs continued to be busy, providing housing to women transitioning from federal prisons and provincial jails, as well as to women on bail. To support our community and residential clients, we secured funding for some new programs that will fully come to life in 2021. These include Diana’s Place: Child and Family Space (for criminalized mothers to strengthen relationships with their children), Parenting Inside Out (for mothers who have been criminalized) and Gateway (peer support for sex workers). Our housing, counselling, group programming, youth, court, prison and jail in-reach programs and other services continued to thrive.

Advocating for the abolition of jails and prisons – Our Board’s Advocacy Committee increased the volume on the need for alternatives to prison and jail that respect human rights. We continued to partner with other strong voices, including the Canadian Association of Elizabeth Fry Societies, and the Council of Elizabeth Fry Societies of Ontario. In all our work, alternatives to incarceration, human rights, respect and dignity of our clients remained priorities.

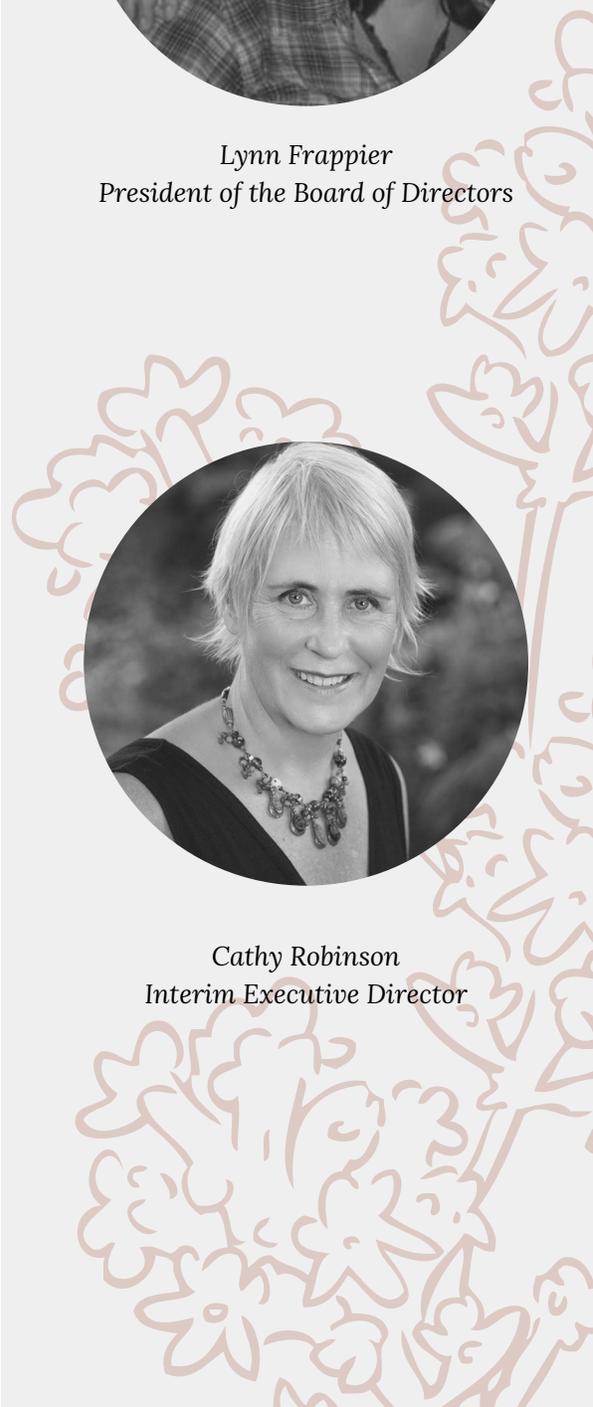
Making E Fry Ottawa a workplace of choice – A key focus of our internal work was the importance of listening to and supporting our cadre of some 40 staff, many who do the challenging work on the front lines every day, all year. We stepped up individual and team meetings with staff to tap into their valuable perspectives on a variety of issues. We shifted our organizational structure to better focus on resources on operational areas that will best support our staff and clients. Our management team grew stronger as the year progressed. We have a stellar team of staff and managers.



Lynn Frappier
President of the Board of Directors



Cathy Robinson
Interim Executive Director



LEADERSHIP MESSAGE

continued...

Stabilizing and increasing funding – We successfully maintained funding for most programs, and secured funding for the new programs noted above. We continued to collaborate with our funders to ensure they know our needs and how we can use additional funding to serve our clients better. We also continued to seek a level of funding that will allow us to pay our staff in alignment with their work and the pay of other community agencies.

Strengthening and forging partnerships – Throughout the year we identified and pursued some new partnerships, several of which will come to fruition in the coming year. Our investments have been across the community, including with agencies serving women, men, children, Indigenous people, and those who address issues of mental health, substance use, housing and employment. This work is done at a very different pace and style than our day-to-day high speed – essential for building strong and enduring relationships. It requires a process of understanding, building trust, identifying common goals and bringing together different cultures and collaborative approaches.

Towards a purpose-built E Fry Ottawa hub – Our Board partnered with Cahdco (a non-profit real estate development corporation) to complete a feasibility study in support of a new facility. The results inspire us and focus our efforts on securing the capital we need to realize our goal of creating a space that houses our residential and community programs and services in a supportive environment.

We look forward to continuing to serve our community with our team, our partners and our clients.

Lynn Frappier
President of the Board of Directors

Cathy Robinson
Interim Executive Director

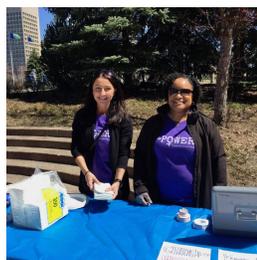
**From Lynn Frappier,
President of the Board of Directors...**

"In my first year as President of the Board, I have been inspired by the resiliency and spirit of our clients. I continue to be dismayed by the myriad unmet needs of criminalized women in our community and the vital importance of matching funding to needs. I have also been overwhelmed with pride for our staff and management team. They pour their expertise and their hearts into their work every day. E Fry Ottawa would not exist without their commitment and dedication. There is no shortage of work for us to do to continue to build an inclusive and just community without prisons, in which all women live with equality and dignity. I look forward to working with the Board of Directors to support the growth and development of the Agency and our staff in the coming year."

**From Cathy Robinson,
Interim Executive Director...**

"I took on this leadership role to support E Fry Ottawa, only to find that that I get way more than I give: from clients, from our phenomenal staff and management team, and from our dedicated Board of Directors and other volunteers. Your commitment and skillfulness inspire and humble me.

The year ahead holds much hope and challenge. Our work, including with partners and funders, will support some of the most marginalized in our community as we strive for our vision. COVID-19 has changed our most vulnerable feel the impacts most harshly. E Fry Ottawa will step up to serve and to advocate."



OUR TEAM

*Our amazing E Fry Ottawa team 2019-2020**

Sarah Davis | Executive Director
 Cathy Robinson | Interim Executive Director
 Jill Armstrong | Office Manager
 Michelle Lawrence | Manager, Accounting
 Caroline Bukasa | Manager, Residential Services - JFN
 Lorie Fuentes | Manager, Residential Services - Lotus
 Diane Serre | Manager, Community Programs
 Becca Bouchey | Coordinator, Staffing and Intakes
 Amanda Graham | Community Counsellor
 Tan Bokhari | Community Counsellor
 Caitlin Sigg | Addictions Counsellor
 Carina Maggiore | Housing Support Worker
 Diana Farnand | Housing Based Case Manager
 Jenna Campbell | Youth Integration Worker/Diversion
 Ogasso Abdillahi | Adult Diversion/CJW l'Original
 Sara Bellefeuille | Volunteer Coordinator
 Tania Hasbani | Community Justice Worker
 Tara Hunt | Community Liaison Worker - OCDC
 Zoe West | Family Space Coordinator

Alma Galicia | FT Overnight Lotus
 Jamie Richard | FT Day Lotus
 Lindsay Trainor | FT Evening Lotus
 Genna Peters | PT Lotus
 Mikyla Tacilauskas | PT Lotus
 Violeta Chitgian | PT Lotus
 Leanne Peterkin | FT Day JFN
 Catherine Ssozi | FT Evening JFN
 Catherine Kasande | FT Overnight JFN
 Samira Pedram | PT JFN
 Baveeta Kumar | PT JFN
 Ariane Dupuis | PT JFN

Relief Team

Anjulee Baker
 Jessica Lambert
 Kaylee McKinley
 Kathryn O'Meara
 Lauren Hollinger

Leila Giama
 Mahera Mustafa
 Megan Burwash
 Natasha Reitano
 Quinn Rivier-Gatt
 Sabine Semaan

**Excludes staff who left E Fry Ottawa in 2019-2020. Thank you for your contribution!*



BOARD OF DIRECTORS

Our 2019-2020 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 are touched by, the Elizabeth Fry Society of Ottawa

Lynn Frappier | President, Executive Committee & Relocation Committee

Karen Sagle | Vice President, Executive Committee & Advocacy Committee

Sarah Tait | Secretary, Executive Committee & Relocation Committee

Kamal Ubhi | Treasurer, Executive Committee & Chair, Finance Committee

Nancy Richard | Executive Committee & Chair, HR Committee

Craig Mracek | Finance Committee & Advocacy Committee

Sylvia Cesaratto | Past President & Chair, Fundraising Committee

Laura Crich | HR Committee

Kaitlin Mackenzie | Chair, Advocacy Committee

Nicole Tuczynski | Fundraising Committee

Andrea Lordor | HR Committee

Allana Haist | Advocacy Committee

***Ayan Alas** | Fundraising Committee

***Jan Ditchfield** | Relocation Committee & Fundraising Committee

***SM Leduc** | Advocacy Committee & Relocation Committee

*Outgoing

OUR VOLUNTEER TEAM

Our incredible E Fry Ottawa 2019-2020 volunteers

Aedyn Cressman

Alex Gaysek

Amelia Jarvis

Amelie Doyon

Amy Zhao

Ann Barrett

April Cho

Ashna Mohan

Ashwini Hemmady

Audrey Corbeil

Bashar Hnidi

Beth Smith

Brittaney Roach

Brittany Lepine

Caroline Ward

Cathy Kennedy

Charlotte Castonguay

Christelle Azzi

Christine Sampson

Crystal Tierney

Danika Martin

Darlène François

Dichemael Jean-Baptiste

Emily Asmar

Emily Mann

Emily Vendette

Fatima Choukair

Femi Dadjo

Flora Ghayour

Françoise Pitre

Geti Faize

Himani Khatavkar

Irish Olano

Jade Roberts

Jane Klingaman

Jessica Hodgson

Julia Ranallo

Kathryn McKinley

Kayla Bisailion

Kiara Mongrut

Konica Kochar

Kristen Dunlop

Kristina Corluka

Laura Leclerc

Lojain (LJ) Mandanas

Louise Beggs

Madi Clarke

Magdalena Szpotek

Maria-Mélia Muboyayi

Michaela Van Mourik

Myckayla Mentus

Natalie Hiller

Natasha Jarrett

Neema Rutegeza

Neha Virk

Nicole Tuczynski

Philippa Heinlein

Priya Dubey

Rachel Montgomery

Rebecca Justa

Samantha Finlayson

Samantha Stein

Sara Bellefeuille

Sijyl Fasih

Sophie Cousineau

Sophie Hamel-Touchette

Stephanie Fortunato

Stephanie Surette

Stephanie Turnbull

Suraiya Jinah

Susan Charron

Sylvia Smith

Taylor Vandonk

Theoni Stoby

Tori Fawcett

Valerie Bouillon

Veronica Cesario

Victoria Quirk

Vivi Tsilis



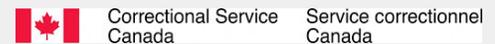


FINANCIAL SUPPORTERS

A special acknowledgement to our funders, financial supporters and in-kind donors.

- City of Ottawa
- United Way East Ontario
- United Way Simcoe Muskoka
- Ministry of the Attorney General (Ontario)
- Ottawa Community Foundation
- Ottawa International Airport Authority's Project Clear Skies
- Ministry of Children, Community and Social Services (Ontario)
- Boys and Girls Club of Ottawa
- Correctional Service Canada
- Kiwanis
- Ontario Trillium Foundation
- Canadian Federation of University Women - Ottawa Club
- Carleton University (CUAEL Project)
- Emond Harnden
- Elementary Teachers Foundation of Ontario
- John Howard Society
- MetLife Alumni Association
- Ottawa Food Bank
- Service Ontario
- SS De L'Institut Jeanne D'Arc
- The Properties Group Management
- Clover
- Carleton Women in Medicine & Health
- BenefAction Foundation
- National Capital Marathon
- Mattamy Homes
- MacQuarrie Whyte Barristers & Solicitors
- Shopper Drug Mart
- Telus
- 100 Men Who Care
- Value Village
- St. Andrew's Women's Guild
- Dominion Chalmers United Church

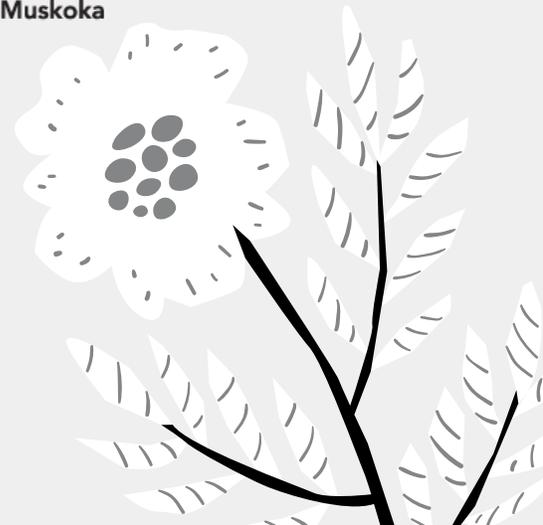
... and thank you to our many individual donors!



MINISTRY OF THE ATTORNEY GENERAL



Making a difference from the ground up



2019-2020 COMMUNITY PROGRAMS & SERVICES

E Fry Ottawa offers a diverse range of programming and services. A brief description of what we delivered in 2019-2020 follows, along with the number of clients we served and the funders who supported our work.

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 who are, have been, or may become in conflict with the law. Our counsellors work from a women-centred, non-judgemental approach and use models that integrate the individual needs of clients. We offer structured, multi-session programs that include: Emotion Regulation, Life After Trauma, Relapse Prevention, and Theft Prevention in group and individual formats. We also support women involved in the sex trade.



By the numbers

In 2019-2020 we served approximately 330 individuals

Direct Accountability Program

Funded by the Ministry of the Attorney General (Ontario)

The Direct Accountability Program (DAP) provides an alternative to prosecution for individuals who have been charged with minor criminal offences. At the Ottawa Courthouse and the L'Original Courthouse, eligible adults are referred to our Community Justice Worker who completes an assessment and assigns community-based sanctions. Sanctions may include attending a program or seminar, restitution, providing an apology letter, completing community service and making a charitable donation. Our Program Facilitator delivers educational programs to women and men referred to the program, including theft prevention, anger management and alcohol and drug awareness. Upon successful completion, charges are either withdrawn or stayed.



By the numbers

In 2019-2020, E Fry Ottawa served approximately 375 clients in Ottawa and 175 in L'Original

Women's Drop-In Centre

Funded by the Ottawa Community Foundation and the Ottawa International Airport Authority's Project Clear Skies

Our vibrant Drop-In welcomes all young and adult women, especially those who are marginalized and traditionally underserved in the community. The Drop-In is staffed with a coordinator and volunteers, and provides clients access to basic needs, including Internet and phone access, clothing, snacks, toiletries, bus tickets, food bank, and external and internal referrals for additional support and advocacy.



By the numbers

Our Women's Drop-In Centre welcomed approximately 600 clients in 2019-2020

2019-2020 COMMUNITY PROGRAMS & SERVICES (continued)

Community Liaison Services - Ottawa-Carleton Detention Centre (OCDC)

Funded by the Ministry of the Solicitor General (Ontario)

E Fry Ottawa provides one-to-one support and advocacy for adult women imprisoned at OCDC. We provide women with information and help to access E Fry Ottawa services/programs. Clients can meet one-to-one at OCDC with our Community Liaison Worker while they are on remand to create a release plan that addresses their individual needs. E Fry Ottawa also provides relapse prevention support within OCDC to women to support them on their path to release.



By the numbers

In 2019-2020, we served over 575 clients at OCDC

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 exiting a jail or prison (including the Ottawa-Carleton Detention Centre and federal prisons) into the Ottawa area, and criminalized women in the community who are without permanent housing. We collaborate with other community agencies to share information and resources that support stable housing arrangements.



By the numbers

In 2019-2020 we saw approximately 145 clients through our Housing Support Programs

Court Support Program

Funded by United Way East Ontario

The Court Support Release Program, supervised by E Fry Ottawa's Court Support Worker, is carried out by our volunteers. Operating out of the Ottawa Courthouse, the Program assists people who have been newly released from custody. They are provided with bus tickets, shoelaces, directions/maps, clothing, information on retrieving their personal effects, housing/emergency shelter assistance, crisis intervention, and referrals to E Fry Ottawa and/or other community-based agencies. Volunteers also provide support to individuals in the form of court accompaniment, visits to women held in cell-block, snacks, clothing, access to a phone, as well as with general court information and referrals to E Fry programs and other community services.



By the numbers

Our volunteers served an average of 608 clients monthly

2019-2020 COMMUNITY PROGRAMS & SERVICES (continued)

Diana's Place: Child and Family Centre

Funded by the Ontario Trillium Foundation, with set-up funding from Kiwanis and Ottawa International Airport Authority's Project Clear Skies, and Shoppers Drug Mart

Diana's Place is a community-based program that gives mothers the support and tools they need to foster strong relationships with their children. This program provides mothers a wide array of services in a safe and supportive home-like setting to reunite with their child(ren) after separation. Mothers have access to programming to gain new skills and tools, to bond and strengthen attachment and to strengthen community reintegration following incarceration. Referrals to Diana's Place can be self-made and/or may come from lawyers, mediators, the courts, mental health professionals and other community organizations serving children and families.



By the numbers

In 2019-2020 resources were mainly devoted to set-up and partnerships, with 2 clients accepted late in the fiscal year

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 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 women find suitable housing, and staff also accompany/provide transportation to view potential residences, provide advocacy in dealing with landlords/tribunals, and offer information on tenant rights and responsibilities.



By the numbers

In 2019-2020 E Fry Ottawa supported almost 245 clients in Rural Eastern Ontario

Youth Reintegration and Diversion Services

Funded by the Ministry of Children, Community and Social Services (Ontario) and the Boys and Girls Club of Ottawa

E Fry Ottawa helps young women (ages 12-17) in conflict with the law by providing holistic, gender-specific and client-centered programming. Our Youth Reintegration and Diversion Worker offers support to young women who are reintegrating into the Ottawa Community, those involved in Youth Mental Health Court, and young women who are otherwise involved in the youth justice system. The program helps clients develop individualized plans to reach their short and long-term goals. Once referred to this program, youth can access a wide array of other E Fry Ottawa services including counselling and group programs (such as emotion regulation, theft prevention).



By the numbers

Throughout 2019-2020, we served over 150 clients through Youth Reintegration and Diversion Services

2019-2020 COMMUNITY PROGRAMS & SERVICES (continued)



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.

By the numbers

In 2019-2020, 77 volunteers provided almost 1,800 hours of support

Residential Programs

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, as well as women who are experiencing housing and stability needs. JFN staff help facilitate successful reintegration of residents into the community by offering a safe and encouraging environment where women 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.



By the numbers

In 2019-2020 E Fry Ottawa supported 53 residents at JFN, and made 6 in-reach visits to federal prisons liaising with 72 incarcerated women

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 women 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.



By the numbers

In 2019-2020, we provided a safe and supportive residence for 17 adult women at Lotus House

Foodbank for residents and community clients

We support 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. In 2019-2020, approximately 100 community clients accessed emergency food supplies.



Our grand opening - February 20, 2020

WELCOME TO DIANA'S PLACE CHILD AND FAMILY CENTRE

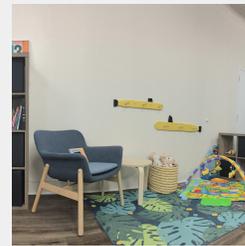
Diana's Place is a community-based program that allows mothers to be mothers in a safe, supportive home-like setting.

On February 20, 2020, we officially opened the doors to Diana's Place. It is a neutral space for women to book time for themselves and their child(ren). E Fry Ottawa created this space, (through consultation with clients) as we saw a need for a non-judgemental space for women to meet with their children. Diana's Place is a community-based program that allows mothers to be mothers in a safe, supportive home-like setting.

Who is Diana?

Diana has had a long and stellar academic career, including numerous appointments over close to 20 years at Carleton University - among them, professor in the Law Department and Associate Dean, Faculty of Public Affairs. Her areas of research, teaching and activism include human rights, equality theory and practice, criminal law, violence against women and women's health. She has worked extensively with the Women's Legal Education and Action Fund (LEAF) and with the National Association of Women and the Law (NAWL) since they began. She is a founding member of the Women's Court of Canada and was a member of the Content Advisory Committee for the Canadian Museum of Human Rights.

Diana's many years of service on the Boards of the Elizabeth Fry Society of Ottawa and the Canadian Association of Elizabeth Fry Societies has had an important impact on funding and programming for criminalized women, on awareness of their rights, and the work that remains to be done to advocate for and support marginalized women and their families.





ELIZABETH FRY SOCIETY
OF OTTAWA

211 Bronson Ave., Suite 311
Ottawa, ON
K1R 6H5
(613) 237-7427
info@efryottawa.com

*Follow us on social media
@efryottawa*