

# ANNUAL REPORT

2023 - 2024

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**ELIZABETH FRY**  
SOCIETY OF OTTAWA

# Leadership Message



**Eileen Dooley**  
Chair, Board of Directors



**Betsy Chaly**  
Executive Director

The past year was marked by some exciting changes at E Fry Ottawa. Our Board of Directors successfully recruited and onboarded Betsy Chaly as our Executive Director in January 2024. Betsy has been immersed in the deep learning of her first few months, and has already developed a deep understanding and passion for the work of this feminist organization, which has been serving the most vulnerable and marginalized in our community for over 70 years.

During 2023-24, E Fry Ottawa focused on building capacity in key areas that will support our growth and our ability to remain agile in a changing environment. Our Board of Directors created a new strategic plan to focus on prevention and its impact on our community and on the individual lives of justice-impacted women and gender-diverse people. We launched an initiative to diversify our revenues by building our fundraising capacity.

Our leadership team completed a review of our organizational structure and committed to some shifts, aimed at better integrating our programs and services and supporting our staff. We are committed to organizing ourselves to better meet evolving client and community needs. We negotiated a new collective agreement with our unionized staff, seeing our shared values reflected in higher wages, benefits, and flexibility to support commitment to our work.

Renovations to our residences were completed in 2023-24, resulting in better facilities, consolidated on one site, for our clients transitioning to the community from prison and jail, and those on bail. We wrapped up a successful residential pilot program to support our clients preparing for substance use treatment.

Our talented and committed staff team supported clients by advocating for them, helping them find housing, providing counselling, programming and system navigation, and supporting them with alternatives to the criminal justice system where possible. The compassion for clients and passion for our work by our staff shows up in their work every day.

To our staff and Board members: thank you for your outstanding work and commitment to our community. Your excellence and dedication make a difference to individuals and to our community. To Cathy Robinson: thank you for your years of dedicated leadership and for laying a strong foundation that continues to support our work and growth. To our core funders: thank you for knowing that investing in E Fry Ottawa is a strategic and effective way to contribute to the well-being of individual clients and their families and to a healthy community. We are deeply touched and grateful to our loyal individual donors. We deeply value the community partners with whom we share our work and our success. To our clients: thank you for inviting us into your lives. We see your hard work and your relentless effort to reach your goals and overcome the barriers you face.

# Our Team

Alma Galicia  
Alyssa Culliton  
Amber Brar  
Anastasia Hayes  
Ana Vlajkov  
Betsy Chaly  
Brianna Hagmann  
Cailyn Froats  
Caleigh Landale-Fletcher  
Caitlyn Albert  
Cassandra McIsaac  
Cassidy Howse  
Catherine Kasande  
Catherine Robinson  
Charlotte Reesink-  
Babillon

Christian Wright  
Dalia Naaman  
Deanna Taylor  
Diane Serre  
Isabel Faria  
Jamie Strickland  
Kai Seymour  
Kayla Crowe  
Kristen Anderson  
Lorna Kanyi  
Loretta Ampadu  
Madeline Kilby  
Mariam Eloiseily  
Marissa Mccutcheon  
Michelle Lawrence  
Natasha Olarte

Olamide Akintomide  
Radiance Watson  
Rania Mouawad  
Rachelle Hawthorn  
Rebecca Rynard  
Saoud Dirie  
Sarah Al-Anezi  
Sarah Jennings  
Sabrina Nutchey  
Shelley McManus  
Sydney Donnelly  
Tania Hasbani  
Tamara Apoyan  
Tanweer Bokhari  
Yetunde Oyegbami-  
Oluwo

\*Our amazing team, active as of March 31, 2024





# Board of Directors

Our 2023-24 Board of Directors is comprised of community members who volunteer their time and bring their expertise to govern and provide strategic direction to E Fry Ottawa. Their significant contributions are appreciated by all who touch, or are touched by the Elizabeth Fry Society of Ottawa.

**Eileen Dooley** | Chair of the Board

**Adrienne Fanjoy** | Director

**Alexandria Bonney** | Director

**Bernice-Marie Kalubiaka** | Director

**Chloe Halpenny** | Chair, Governance Committee

**Jennifer Batley** | Interim Treasurer

**Kathy Durand** | Director

**Maureen Castella** | Chair, Human Resources Committee



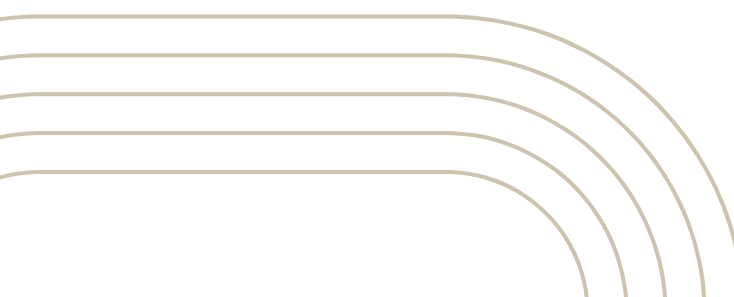
# Volunteers and Students

## E Fry Ottawa Volunteers

Volunteers have provided diverse and impactful support to our agency for many years. While some key volunteer opportunities continue to be impacted by the COVID-19 pandemic, we are grateful for the dedicated volunteers who continue to show up for our clients in meaningful ways. We are actively working to revive and expand our volunteer programming to better support our clients and our community.

## Placement Students

Students are vital assets to our community and residential programs. We collaborate with various university and college programs in Ottawa to place students to work with our staff to learn aspects of our work, as well as the rewards of working with the clients we advocate for and support. Many of our students become E Fry employees once their placement is complete.



**Thank you to our  
volunteers and students  
of 2023-2024!**

# Financial Supporters

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

Barbara McIsaac Law  
BenefAction Foundation  
Boys and Girls Club of Ottawa  
Bronson Centre Inc.  
Canadian Association of Elizabeth Fry  
Societies  
Canadian Federation of University Women  
(Ottawa Club)  
City of Ottawa  
Correctional Service Canada  
Dandelion Dance  
Dominion Chalmers United Church  
Eastern Ontario Regional Laboratory  
Association  
Emond Harnden  
Fabrick Collective  
Harvest House Ministries  
Health Canada  
Holy Spirit Catholic Women's League  
Klaven Technology Management Inc  
Ministry of Children, Community and Social  
Services (Ontario)  
Ministry of the Attorney General (Ontario)  
Ministry of the Solicitor General (Ontario)  
Neutron Automotive Controls  
Ontario Trillium Foundation

Ottawa Community Foundation  
Ottawa Food Bank  
SS De L'Institut Jeanne D'arc  
The Benevity Community Impact Fund  
The Burton Charitable Foundation  
The Fundraising Lab  
The Filipino Students Association at  
uOttawa  
The Properties Group Management  
The Toronto Dominion Bank  
The Union of National Employees  
Tim Davis Design Inc.  
Unifor  
United Way East Ottawa  
University of Ottawa Association of  
Women in Law

## **Your individual donations matter!**

Thank you to the many individuals who supported our work with regular and one-time donations. Your contributions helped us to meet needs of clients who are marginalized and face many barriers. Your dollars help with practical needs and enable our clients to live with dignity and with love from the community.

# Programs and Services

E Fry Ottawa offered a range of programming and services tailored to the needs of our clients and the community. Our clients include adults who identify as women and gender-diverse people who have been or may become criminalized or recriminalized. Some of our programs support youth, and some support men. While many of our core programs have been running for many years, we also seek to support our community with emerging and evolving issues. Here are some highlights of our work in 2023-2024.

## JF Norwood House

**Funded in part by the Government of 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 clients, including those with needs for housing and stability. JFN staff support clients with successful reintegration into the community through a safe and encouraging environment where residents can focus on education and employment, and access supports for mental health, substance use and their experiences with trauma. Our staff provide in-reach services to women in federal prisons to support their reintegration to the community upon release. We welcomed residents from across the country.

## Lotus House

**Funded in part by the Government of Ontario**

Lotus House provides a safe and supportive residence for adult women and gender-diverse people who are on bail under Ontario's Bail Verification and Supervision Program. Lotus House staff provide community-based supervision for women and gender-diverse 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 Lotus House residents.

# Programs and Services



## Reintegration Navigation

**Funded in part by the Government of Ontario**

The Reintegration Navigator supports clients who are provincially sentenced women and gender-diverse people, and who reside either in our transition house (JF Norwood House) or elsewhere in the community. Clients receive direct planning services and supports from our Reintegration Navigator, who meets regularly with clients and connects each client to the community supports and services that meet their specific goals and plans for reintegration.

## Food Cupboard

E Fry Ottawa supported our residential clients with food provided by the Ottawa Food Bank. We also provided emergency food to community clients through JF Norwood House. The need for emergency food by community clients remained high throughout the year.

## Community Counselling

**Funded in part by: City of Ottawa, United Way East Ontario**

E Fry Ottawa provides a range of counselling services to young and adult clients, including women and gender-diverse clients who have or may come into conflict with the law. Our counsellors work from a human-centered, trauma-informed approach and use models that address individual client needs. 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.

## Court Support Program

**Funded in part by United Way East Ontario**

The Court Support Program is supervised by E Fry Ottawa's Court Support Worker, often with support from our volunteers. Our Court Support Worker worked with people to navigate the criminal justice system through the virtual process that continued, as Court services began and continue to gradually return to in-person proceedings. Our Court Support Worker and other staff connect people to a variety of community resources based on individual needs.



# Programs and Services

## Direct Accountability Program

Funded in part by the Government of Ontario

The Direct Accountability Program (DAP) Post-Charge Diversion program delivered at the Ottawa and L'Original Courthouses is an alternative to formal prosecution for eligible adults who have been charged with minor criminal offences. Under the program, charges are either withdrawn or stayed for participants who take responsibility and complete community-based sanctions to make amends for their wrong-doing. The Pre-Charge Diversion project sees individuals facing charges for minor offences being diverted away from the criminal justice system and redirected to E Fry Ottawa for community programming and supports.

## Community Liaison Services – Ottawa-Carleton Detention Centre

Funded in part by the Government of Ontario

E Fry Ottawa provides one-to-one support and advocacy to women and gender-diverse people imprisoned at the Ottawa-Carleton Detention Centre (OCDC). Our Community Liaison Worker provides information and referrals to programs and services of E Fry Ottawa and connects them 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.



# Programs and Services

## Youth Reintegration and Diversion Services

Funded in part by the Government of Ontario

E Fry Ottawa helps young women, men, and gender-diverse 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 aim to foster a positive, non-judgmental space, empowering young individuals to develop essential skills and tools to support them on their path toward self-efficacy and resilience. Our youth programs include Theft Prevention, Understanding Anger, Decision Making and Love Yourself. Our Youth Reintegration and Diversion Worker also offers supports to justice-impacted youth who are reintegrating into the community after being in custody, and works to support youth who are or may become trafficked, as a partner in Creating Opportunities and Resources Against the Trafficking of Humans (CORATH).



## 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, overlapping initiatives, we support women and gender-diverse 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. In 2023-24, the ongoing challenges of affordable housing continued to impact many community members looking for safe and permanent housing, increasing the importance of this program.

## Drop-In

Throughout the year, our vibrant Drop-In welcomed women and gender-diverse people, including those who are marginalized and traditionally underserved in our community.

Our Coordinator has provided clients access to basic needs, including clothing, snacks, toiletries, bus tickets, food bank, and external and internal referrals for additional support and advocacy.



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