

ANNUAL REPORT

2024 - 2025



ELIZABETH FRY
SOCIETY OF OTTAWA

Leadership Message



Eileen Dooley
Chair, Board of Directors



Betsy Chalych
Executive Director

2024-2025 was a year of meaningful transition and renewed purpose for the Elizabeth Fry Society of Ottawa. As we continued to grow and adapt, we remained grounded in our commitment to supporting justice-impacted women and gender-diverse people. Our work is driven by the knowledge that community-based, trauma-informed, and client-centred support can reduce harm and create opportunities for lasting change.

Throughout the year, we navigated challenges with resilience and clarity. Guided by our new strategic plan, we remained focused on prevention and the need for systemic alternatives to criminalization. Over the past year, our leadership team began implementing key structural changes to better align our internal operations with the needs of our clients and the realities of our sector. This work, focused on improving communication, service integration, and staff support, is ongoing. As these changes take root, we expect them to strengthen our foundation and enhance our ability to respond with greater clarity, collaboration, and sustainability in the year ahead.

Our staff brought skill, compassion, and deep commitment to their work - whether it was helping someone secure housing, navigate complex systems, access counselling and group programming, or engage with our Direct Accountability Program. Their work continues to reflect the best of community care and advocacy.

We also made progress on strengthening our fundraising capacity and deepening our relationships with donors, funders, and community partners. These efforts will support our long-term sustainability and allow us to continue showing up for those most vulnerable, impacted by injustice, poverty, and systemic barriers.

Thank you to our board members, staff, students, and volunteers for showing up with heart, integrity, and a passion for this work. Thank you to our funders and donors for your continued support of the people we serve. And to clients: thank you for trusting us. Your strength, honesty, and determination inspire everything we do.

We look forward to continuing this work together.

Our Team

Alma Galicia
Alyson Auclair
Alyssa Culliton
Amber Brar
Ana Vlajkov
Ashley Eberley
Atalee Renforth
Betsy Chaly
Cailyn Froats
Cait Albert
Caleigh Landale-Fletcher
Camille Langlois-Fortier
Cass McIsaac

Cassandra Sloan
Charlotte Babillion
Christian Wright
Deanna Taylor
Destiny Aubin
Emma Peirce
Heather Nadon
Isabel Faria
Jaida Dunne
Jaimie Strickland
Jenny Lee Brunet
Kai Seymour
Kailee Sturgess
Kyla Hagerty

Kylie Lavoie
Madhu Nagpal
Marissa McCutcheon
Mary Kariuki
Radiance Watson
Rose Felix
Saoud Dirie
Sarah Aultman
Sarah Aultman
Sarah Jennings
Tamara Apoyan
Tania Hasbani
Tanweer Bokhari

*Our amazing team, active as of March 31, 2025





Board of Directors

Our 2024-25 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

Jennifer Batley | Director

Jennifer Wang | Treasurer, Chair, Finance Committee

Kathy Durand | Director

Maureen Castella | Chair, Human Resources Committee



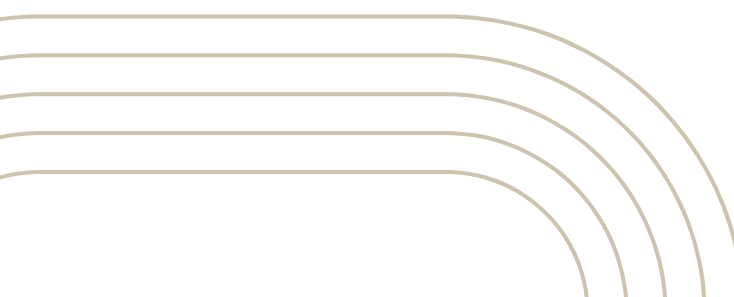
Volunteers and Students

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 2024-2025!**

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
Canadian Federation of University Women
(Ottawa Club)
City of Ottawa
Correctional Service Canada
Fabrick Collective
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
Roberts/Smart Centre
SS De L'Institut Jeanne D'arc
The Benevity Community Impact Fund
The Burton Charitable Foundation
The Properties Group Management Ltd.
Tim Davis Design Inc.
United Way East Ottawa
University of Ottawa Association of
Women in Law
Women and Gender Equality Canada

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 2024-2025.

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



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.

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.

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 2024-25, 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.

Client Support

Each year, the Elizabeth Fry Society of Ottawa provides support to justice-impacted women and gender-diverse people through a range of programs and services. This includes support in our residential programs, community-based initiatives, and diversion opportunities offered through the Direct Accountability Program. Guided by a trauma-informed, client-focused approach, we aim to provide consistent and responsive support across a variety of settings and stages of involvement with the justice system.

Community Clients

Justice-impacted women and gender-diverse people accessing support through individual counselling, group programming, court support, reintegration support, OCDC In-Reach, and more

629 clients

Residential Clients

Justice-impacted women and gender-diverse people supported at our residences

JF Norwood House: 31 clients

Lotus House: 18 clients

DAP Clients

Justice-impacted women and gender-diverse people participating in the Direct Accountability Program (DAP), a diversion initiative offered by E Fry Ottawa

Ottawa: 305 clients

L'Original: 48 clients

Youth Clients

Through referrals, we provide holistic, gender-specific and client-centred programming, designed to increase pro-social behaviour among justice-impacted youth

52 clients



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