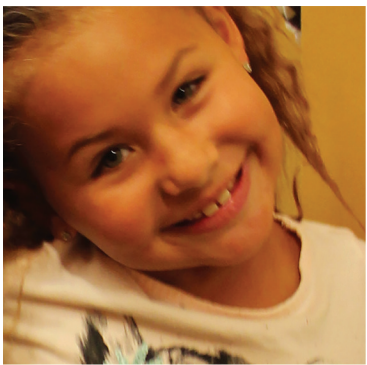




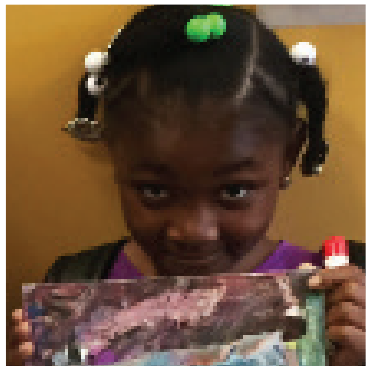
# *Nellie's Annual Report 2017 - 2018*



*Shelter*



*Education*



*Advocacy*



*For All  
Women &  
Children*



# Agency Report 2017 - 2018



*Margarita Mendez*  
*Executive Director*

Forty-five years ago, Nellie's opened its doors as one of the first women's shelters in Toronto. As the city has changed, so has Nellie's. What was a shelter of 16 beds for young homeless women has become a safe space of 40 beds for women and their children fleeing domestic violence, poverty, mental health barriers to accessing housing or other systemic oppressions.

As our shelter's occupancy rate has increased to its present day capacity, so have our challenges — challenges we continue to successfully meet.

Last year saw an unprecedented number of babies, toddlers and older children living in our shelter. Being in a building that was designed to house less than half the number of people, none of them being children, providing for their personal care and wellbeing has posed a unique challenge. We quickly adjusted our budgets and programming to adapt to the needs of our youngest residents and we reached out to the community for help. A call-out on social media filled one of our most pressing needs—diapers. And our community support stretched far and wide as donations flooded in from across the city, across the country and even from around the world.

These considerate in-kind donations became a great support to our general operating budget, allowing us to allocate funds to the vital services and programming specific to the needs of the women and children living in our community. Often, our funding is tied to providing a specific program or service, which although essential, does not give us the flexibility to meet emerging needs. General funding allows us to provide programs and services with the women's specific and immediate needs in mind. This creates the greatest impact.

Last year, generous general donations from organizations such as the Greater Toronto Apartment Association and the Tippet Foundation went towards designing and running such programs. One such program is our food program, which supports community volunteers like Jolene, whom you can read about in this report. And, without the support of all our donors, so much of what we do wouldn't be possible — for which we are profoundly thankful.

Our role in the community is a demanding one. And our board members have risen to the challenge by actively engaging in robust training, healthy discussions and an intensive revision of our policies to ensure that we are fulfilling our mission and vision to the best of our abilities. They are our leaders and we look to them for clarity and guidance as we take the brave steps towards creating a new three-year Strategic Plan from the framework laid out in our Transitional Strategic Plan (outlined in the 2016-2017 Annual Report Agency Report).

Our Strategic Plan will focus our scarce resources, both in terms of finances and staff time, in order to create the greatest impact on our clients and our community. We will look at the women we serve and how we can continue to best meet their current and future needs to result in more successful outcomes.

# Shelter Report



***Anna Morgan,  
Program Manager***

In 2017-2018, Nellie's continued to see an increase in the number of children living in our shelter. Almost half of our current residents are now children. This shift in demographic has led to changes in our programming to ensure that we are meeting the needs of the children just as we are meeting the needs of the women.

A parent and child focus worker joined our staff to help connect the mothers in our shelter to the support services and other resources they need for their children. This can be anything from finding daycare or registering at a new school, to helping them navigate the complexities of the Children's Aid system. This support worker also makes sure that the children's needs are being met in the shelter. Like their mothers, they too are going through crisis. Abuse, including witnessing abuse, can destroy a child's view of the world as a safe and predictable place and they need outlets in order to learn how to process their experiences.

As a result, we started a Children's program, which uses art and creative interventions to provide a space for children to express their thoughts, difficult experiences and feelings that they are learning to process. This program gives the children living at Nellie's space and time to be kids again, while giving their mothers a few hours to themselves.

Nellie's brings together women from all walks of life; women who may never have had the opportunity to meet but who are now connecting with each other as they learn to support each other. A lack of affordable housing in Toronto has meant that more women are staying longer at Nellie's than ever before. And while we continue to connect every woman with a housing worker who provides support in finding and maintaining safe and affordable housing, we have increased access to our resources by creating additional programming that enhances their experience while living in the house. These programs are around issues such as violence against women, life skills, financial planning, employment and education. Every woman also works with a front-line counsellor to create safety plans, receive supportive counselling and one-on-one support. We created a legal support worker position at the shelter to assist women in navigating the immigration, family and criminal legal systems.

Creating the structures and programs that women fleeing violence need is key to helping them develop boundaries, self-care routines and coping strategies. Throughout the year, Nellie's shelter staff underwent intensive training in order to learn how to create that framework and to effectively provide the resources and tools women need around the intersecting issues of trauma, harm reduction and mental health. And, our community outreach work continues to align with our social justice priorities to reduce the systemic issues that relate to women's poverty.

As we look towards the coming year, we are inspired to take our years of knowledge on accessibility and being trauma-informed and putting it into practice in the new Nellie's shelter. Our new space will be accessible to all women and children as we support them through the trauma they experienced and the challenges they continue to face.



## *Tippet Foundation - Helping Volunteers Build Confidence*

When Jolene first came to Nellie's Shelter over 15 years ago, she was quiet and reserved.

At first she just watched and enjoyed the company but it wasn't long before she began rolling up her sleeves to get involved. She started small by helping with program or meal setup and clean up. Challenges in her life and with her health had always made it difficult to hold a job, but by volunteering at Nellie's she felt good about putting her abilities to use while also helping others.

Helping out turned into a more official role and Jolene began volunteering regularly in the running and logistics of Nellie's food program. Every Tuesday morning, she, along with 5 other volunteers, sorts and packs fresh and non-perishable food into bags for the Supper Surprise program. Then, she and the other volunteers give those bags to the approximately 80 families who visit the food program.

Volunteering at the food program has helped build Jolene's confidence in herself and in her abilities. So much so that about two years ago, she got a job at St. John's Compassionate Mission as a host and hospitality member where she greets their community members as they arrive for a warm meal or other programs.

"The skills I learned helping the women here at Nellie's gave me the confidence to help the community members at St. John's," says Jolene, adding that even though she's working now, she still continues to volunteer for Nellie's food program every Tuesday. "The people at Nellie's have always been my cheering section; they have encouraged me forward and are excited to see me succeed. Nellie's is like my family and it's the place where I know I can always be myself."

Thank you to the directors of the Tippet Foundation for supporting Nellie's with a grant of \$10,000 towards Nellie's general operating fund. Thanks to the Tippet Foundation for supporting operational costs, allowing Nellie's the flexibility to support our volunteers to develop and enhance their employable skills through our weekly food program.



Jolene  
*Longtime volunteer*



# Thanks to Our Corporate Donors

*Without the dedication and ongoing support of those in our Nellie's Community, we would not be able to provide the vital programs and services for the women and children who look to us for shelter, protection and counselling. They count on us to be there for them when they need us and we thank the corporations and community organizations that help us do just that. Here are few who supported us in 2017-2018.*

## *Women@ThomsonReuters steps up*

The Women@ThomsonReuters Canadian Chapter first supported Nellie's back in August 2016 with a back-to-school drive. Across the local Toronto Thomson Reuters offices, they collected three large boxes of school supplies, as well as cash donations that were delivered to Nellie's.

The Women@TR Canadian Chapter, which is part of a global network designed to develop the talents of and champion the contributions of female employees, then stepped up again last year when we saw a sudden influx of young children and babies in our shelter.

The Chapter held an "emergency blitz" to collect baby formula and other urgently needed supplies for our shelter in addition to continuing to collect back-to-school supplies for the children living in our shelter and in the community, and holding its first Christmas drive.

"Nellie's commitment to achieving social justice for women and children who are experiencing oppression through violence, poverty and homelessness resonated with the Women@TR Chapter and we wanted to find out more about how we could help."



*Adela Rodriguez and Carrie Villeneuve from Thomson Reuters with Ingrid Graham of Nellie's*



# Thank You

## *Mondelez Canada knows how to make kids smile*

Mondelez Canada, makers of Cadbury chocolates, Christie cookies, gums and other treats, made our families smile last year by providing an amazing assortment of their delicious confectionary treats for our shelter and community clients over the holidays. And, staff also volunteered their time to host Nellie's youngest summer campers. Mondelez staff spent a wonderful summer afternoon teaching our campers how to fly kites, followed by an amazing BBQ.



## *Sun Life shows appreciation*

On a sunny afternoon in late August 2017, Sun Life Financial held its annual employee appreciation BBQ for its Enterprise Services Employees, the IT/Shared Business Services division of Sun Life. Nellie's was the grateful recipient of proceeds from employees participating in fun activities to raise money for our shelter. Employee contributions and matching funds from Enterprise Services resulted in a generous donation of \$1,700. "The Sun Life Enterprise Services BBQ was a great opportunity to celebrate our achievements as a team and raise money for Nellie's Shelter to help build sustainable, healthier communities where we live and work."

The Sun Life Financial logo is displayed on a yellow banner. The logo consists of the word "Sun" in a blue serif font, followed by a blue circular icon with a sunburst design, and the words "Life Financial" in a larger blue serif font. Below the logo, the tagline "Life's brighter under the sun" is written in a blue sans-serif font. To the right of the banner, a man and a woman are smiling at the camera. The man is wearing a white button-down shirt and a white baseball cap with the Sun Life logo. The woman is wearing a black top and glasses.

Sun  
Life Financial  
Life's brighter under the sun

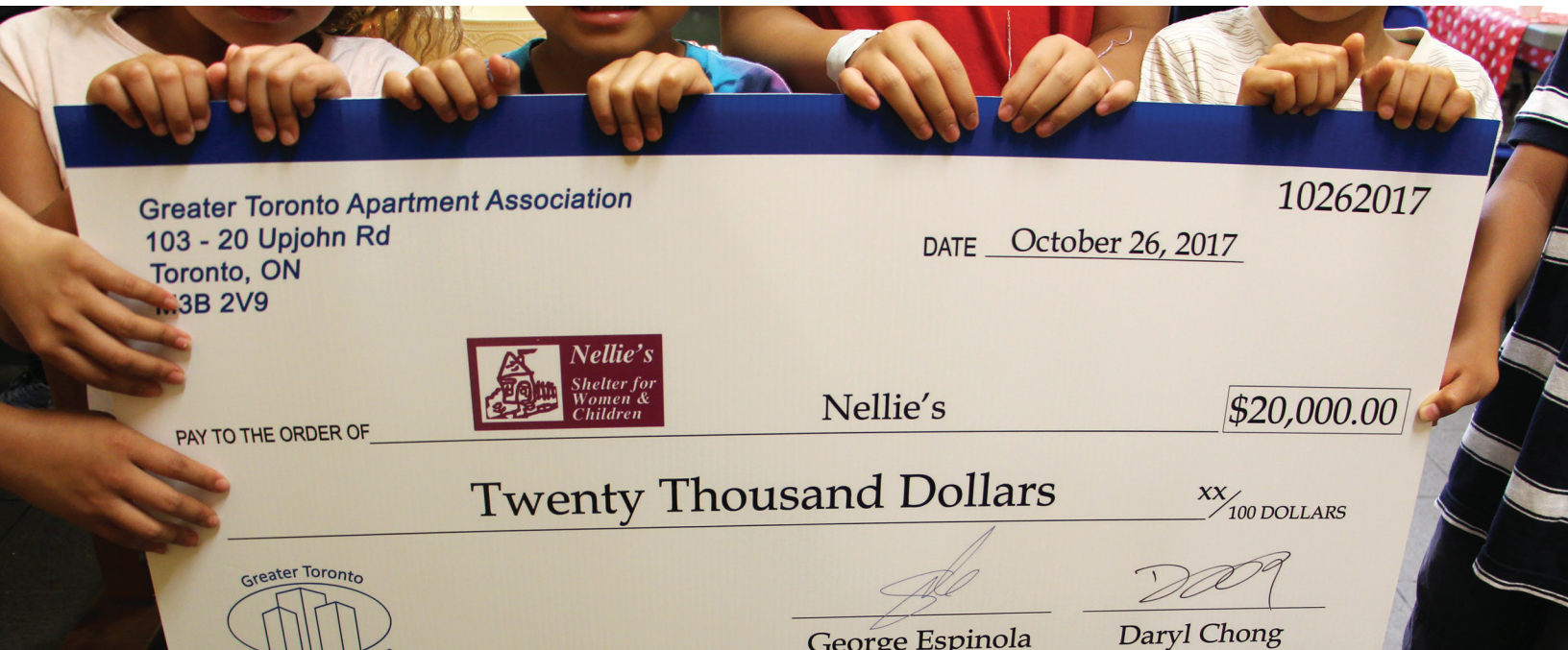
Mark Saunders, Executive Vice-President and Chief Information Officer of Sun Life Financial with Ingrid Graham from Nellie's Shelter



# Thank You

## *GTAA supports housing for women and children*

On October 26, 2017, Nellie's received one of its biggest grants of the year—a cheque for \$20,000 from the Greater Toronto Apartment Association to continue providing housing and support to women and children in the GTA. The association of apartment owners and property managers own and manage over 150,000 units in purpose-built rental buildings across the GTA and Nellie's was one of several agencies providing housing to marginalized people in the GTA who were honoured at a dinner hosted by the association.



## *Punk Sucks raises funds for Nellie's*

Our one year anniversary party raised a solid \$607.80 for Nellie's Shelter and we couldn't be more grateful. The PS team wants to send an extra big thank you to everyone who made it all happen.

With the amount of love we've gotten from friends, strangers & strangers who become friends, you've shown us you feel it too. We wouldn't be anything without y'all thank you!





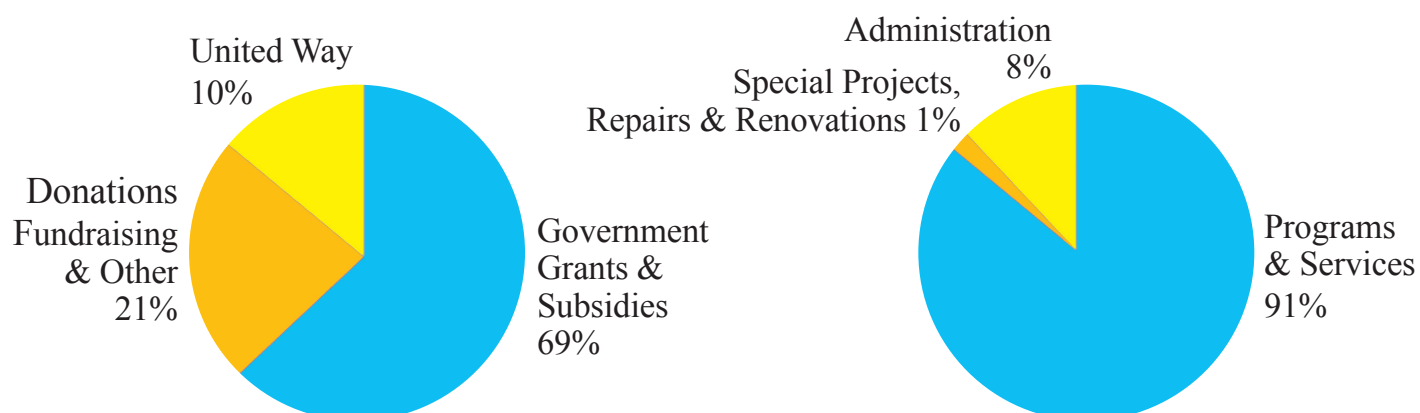
# Financial Statement

Women's Hostels Incorporated  
(Nellie's)

## Statement of Operations

Year End March 31

REVENUE	2018	2017
Government grants	1,271,912	1,256,172
City of Toronto- per diem	229,456	229,582
City of Toronto- personal needs allowance	37,069	24,143
City of Toronto - Investing in Neighbourhoods	65,071	62,336
United Way Funding	231,787	249,276
Donations and Fundraising	462,863	379,790
Bequests	25,061	34,464
Interest and other	3,150	3,475
	2,326,369	2,239,238
EXPENSES (Schedule A)		
Programs & Services	2,064,502	2,071,709
Administration	173,401	142,938
Special Projects, Repairs & Renovations	36,914	82,646
	2,274,817	2,297,293
Excess of revenue over expenses from operations	51,552	(58,055)
Amortization of capital assets	(49,677)	(50,425)
Deficiency of revenue over expenses from capital assets	(49,677)	(50,425)
Funds received for Mary Prichard Fund	1,250	950
Outlays for Mary Prichard Fund	(1,705)	(2,020)
Deficiency of revenue over expenses for Mary Prichard Fund	(455)	(1,070)
Excess of revenue over expenses for the year	1,420	(109,550)





*Thank You For Your Support!*





# Staff & Board List

*My heartfelt thanks to all the dedicated volunteers and staff that are the core of Nellie's. The work you do helps marginalized women regain control of their lives. Thank you for all you do.*

*- Margarita Mendez, Executive Director, Nellie's*

## **Board of Directors**

Carol Allain, Co-Chair  
Bethany Johnson, Secretary  
Donna Kellway, Co-Chair/Treasurer  
Kate Cowan  
Joanna Fong  
Dana Granofsky  
Erin Pollon  
Donnalea Sparling  
Sherece Taffe  
Angela Wong  
Dale Yurka

## **Staff Counsellors & Housing Workers**

Hawa Bogor  
Maureen Caines-Comrie  
Lourdes Dijanich  
Bernadette Dondo  
Diana Galeano  
Hamdi Hussein  
Maria Nazarova  
Cecelia Paul  
Adriana Pelayo  
Abida Sherazee  
Joanna Shawana  
Angela Stephens

## **Staff Administration:**

Halima Abdela, Finance Administrator  
Kirsten Bartholomew, Shelter Intake Admin Support Worker  
Janna Cheng-Brown, Admin Coordinator  
Jamuna Gurung, House Coordinator  
Ingrid Graham, Manager of Development  
Jessica McEwen, Intake Worker Assistant  
Margarita Mendez, Executive Director  
Anna Morgan, Program Manager  
Sarah Pynisky, Shelter Admin. Support Worker  
Helen Stalker, Fund Development Admin Support Worker



*Nellie's Board and Staff*



# Staff, Students & Volunteers

## *Staff Relief Workers:*

Khadija Abdi  
Victoria Bay  
Priscilla Boateng  
Valeska Gomez-Castillo  
Thi-Phuong Huynh  
Karia Jones  
Sharmone Jones  
Lilliane Manger  
Patience McCabe  
Maria Moutsatsos  
Lillian Namukasa  
Jean Niravong  
Tamara Nickie

## *Staff who contributed over 10 years of service*

Khadija Abdi  
Victoria Bay  
Priscilla Boateng  
Hawa Bogor  
Maureen Caines-Comrie  
Bernadette Dondo  
Angeles Fernandez  
Janna Cheng-Brown  
Diana Galeano  
Valeska Gomez-Castillo  
Sandy Green-Wootten  
Hamdi Hussein

Julia Nieri  
Ann-Marie Peart  
Tasleem Rasool  
Alisha Riley  
Faye Stanbury  
Julia Steinecke  
Karen Sterling  
Lemlem Tesfamichael  
Amanda Warner  
Melisse Watson  
Cordelia Whalley-Fox  
Kathleen Williams-Peddie  
Suad Yusuf

## *Volunteers who contributed over 5 years of service:*

Carol Allain  
Sherece Taffe  
Patricia Chow  
Jolene Hoffie  
Nu Tang

Thi-Phuong Huynh  
Lilian Manger  
Patience McCabe  
Margarita Mendez  
Maria Moustatsos  
Tamara Nickie  
Julia Nieri  
Cecelia Paul  
Adriana Pelayo  
Joanna Shawana  
Abida Sherazee  
Julia Steinecke  
Angela Stephens  
Kathleen Williams-Peddie



*Holiday Volunteers*