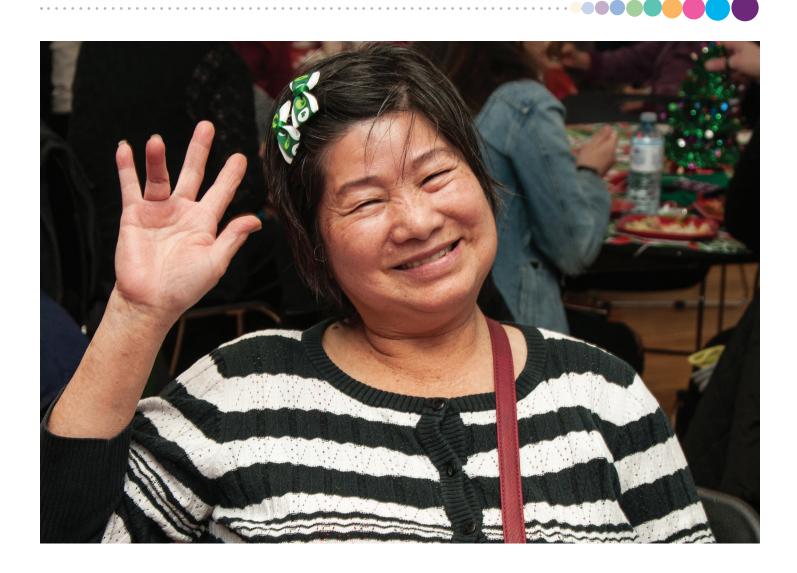
Nellie's

Annual Report 2018 - 2019





Shelter

Education

Advocacy

For All Women & Children

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Nellie's Mission

Our Mission is to operate programs and services for women and children who have and are experiencing oppressions such as violence, poverty and homelessness. Nellie's is a community based feminist organization which operates within an anti-racist, anti-oppression framework. We are committed to social change through education and advocacy, to achieve social justice for all women and children.







Reasons for coming to Nellie's Shelter	:	Programs & Services:	
Abuse	85%	1-on-1 counselling sessions	1470
Homeless	50%	Referrals provided	508
Refugee	6%	Educational group sessions provided	18
Unique Individuals served at the		Transportation supports provided	5091
Shelter:		Childcare program sessions	208
		Meals served	39,618
Pre-school (0-3)	22	Shelter spaces provided	141
School Age (4-11)	16	Crisis calls	1285
Youth (12-24)	14	Unique women & children	141
Adults (25-64)	85	staying in the shelter	
Seniors (64 +)	4	, 0	
Babies born at the Shelter	2		





Donna Kellway Co-Chair



Sherece Taffe Co-Chair

Our job at Nellie's is to make sure the most vulnerable people in our society don't go unnoticed. Even more so, it's to make sure they have access to the best possible services to meet their specific needs, and access to the most valuable thing in their lives —a safe place to live. Nellie's as a shelter is there for each one of them, and as an organization, we strive to serve as a role model for the sector as a whole.

We are meeting that challenge with our new three-year Strategic Plan that commits us all to the vision of moving Nellie's to the next level. The immense need for our services hasn't diminished in over 45 years, it has only grown. Our Strategic Plan creates the framework to organize ourselves in new and different ways in order to move our agenda forward and attract funders, while remaining committed to our principles.

Strategic Direction 1: Improve organizational capacity and resilience.

Women's Shelters Canada's More than a Bed Report highlighted insufficient funding as a major challenge faced by shelters across the country. The trust and support of our donors last year, and every year, means that we can augment our funding to offer the programs and services that build confidence and help women to take the brave steps towards accomplishing the next chapter in their lives.

As a board, we acknowledge the need to expand our capacity for fund development and strengthen our branding and marketing. — This past year was one of our best ever fundraising years, which means we need to raise the bar to enhance what we do and how we do it. To expand our horizon, we are committed to putting the right number of people in place.

Strategic Direction 2: Expand and improve the physical space to better serve Nellie's priority populations.

For almost half a century, Nellie's has sheltered women and children in a beautiful, historic residential building. But for many years now, we have wished to improve the living conditions and offer greater accessibility for those in our shelter. Our space, after all, was designed for 16 beds not 40.

We have already found a new building in our same east end neighbourhood. It will be accessible to everyone and has the space for all of our residents to have privacy as we continue to provide them with support. And while it meets all of our needs, it still retains the charm, comforts and homey feeling of our current building. In the coming year, we look forward to making this transition to our new building.

Strategic Direction 3: Strengthen expertise and leadership around women and children with complex needs, from a trauma-informed, harm reduction and accessibility framework.

Our role in the community is a demanding one and other VAW organizations frequently look to us for information, guidance and expertise. It is time we positioned ourselves as the leader in the VAW and shelter network. Through actively engaging in robust training and healthy discussions we are strengthening the expertise of everyone working at Nellie's to boost their leadership role from a trauma-informed, harm reduction and accessibility perspective. Ultimately, we want to not only be a leader but to formalize our service delivery model to promote, share and teach others in the sector as well.

Agency Report4



Margarita Mendez
Executive Director

Nellie's is so much more than a bed

When a woman arrives at Nellie's Shelter for the first time, she is arriving at a safe space that provides so much more than a bed. Because we are more than a shelter, we help women and their children take the brave steps towards accomplishing the next chapter in their lives.

We stand alongside them as they navigate the legal system, immigration services, social services, child protection services, health care and more. We offer them counselling, children's programming, safety planning, outreach services, violence against women workshops and many others. We can do all of this because of our generous donors. Government funding ensures a roof over our heads, beds to sleep in and other essentials, and is what is making next year's renovation and move to our new building possible. But the essential programs and services we deliver to meet the changing and complex needs of our community are possible because of the generous grants and bequests, fundraising events and individual donations.

The truth is that Nellie's is not alone in this situation. The More than a Bed Report, released earlier this year by Women's Shelters Canada, found that Violence Against Women shelters need to provide ever-expanding services without comparable funding increases.

The report found that shelters across the country are actively engaging in prevention and awareness-raising work to end violence against women and children, yet one-third do not receive funding from their main funder to do so. The report also found that almost three-quarters of VAW shelters say that insufficient funding was a 'major challenge' facing their shelter, only 29% had received an increase in operational funding from their main government funder in the past two years, and the majority (55%) could not even meet their operating expenses without fundraising.

Because of every single one of our donors, we are able to provide the vital programs and services to meet the immediate, specific and emerging needs of the women who come to Nellie's every day. This is what makes Nellie's Shelter; it is what keeps spirits up, improves self-esteem, gives hope, relieves stress, builds new skills and helps the women living at Nellie's build a brighter future. Our role in the community is a demanding one and our strong Strategic Plan focuses our scarce resources, both in terms of finances and staff time, in order to create the greatest impact on our clients and community.

As we look at the women we serve, we will continue to best meet their current and future needs to result in more successful outcomes. Thank you to our staff for their continued unwavering dedication to our mission, to our volunteers for always devoting their time and energy, to our neighbours for their steady and ongoing support of the women and children in our community, to our Board for continually rising to the challenge, and to the women and their children who put their trust in us.

Finally, thank you to our community funding partners, and most especially our donors. Your vital support provides the foundation for the women and children we serve and is what gives us the strength and determination to continue meeting their needs now and in the future.



Anna Morgan Program Manager

Nellie's programs & services help women create positive experiences

At Nellie's, we are seeing more women arrive with complex needs, such as mental health concerns and substance use issues. These needs are often the result of, or are exacerbated by, the violence, trauma and abuse they've experienced. In 2018-2019, we expanded our programs and services to meet their changing needs and enhance their experience while living in the house.

These programs deal with subjects such as violence against women, safety planning, life skills, financial planning, employment and education and parenting after abuse. But some also focus on self-care and nurturing. And, our ongoing Children's Program helps the children at Nellie's to express the thoughts, difficult experiences and feelings that they are learning to process while giving their mothers a few hours to themselves. We are moving women and their children on to the next stage of their lives and these programs are a big part of how we do so.

After completing a session of our Working Together to End Abuse and Violence program, one woman told us that she now understood "the importance of why we have to be part of the violence-against-women movement" and that she learned skills on "how to cope as a survivor". Another woman wrote that "the program helped me to focus... and start to get my life in order. It gave me the confidence to continue on my journey". Another woman simply, and definitively told the group that had it not been for this particular program, she would have returned to her abuser.

During the course of one Working Together session, one participant transitioned from the shelter to her own apartment. She told us that she felt more empowered as a result of her involvement with the program as well as living at the shelter, and that her self-advocacy and leaderships skills had increased.

At our once-monthly self-care group, women talked about how the program helped them forget their problems for a few hours. One woman realized that "taking care of myself is as important as working on my case management".

Our many other community-building programs both in the shelter and in our community outreach office — all receive similar feedback for helping women create positive experiences. This is what makes Nellie's Shelter a special place. 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 continued to undergo intensive training in order to develop our knowledge in creating a framework and to effectively provide the resources and tools women need to take the brave steps towards accomplishing the next chapter in their lives. 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 working to further our training, develop our knowledge on accessibility and being trauma-informed and building greater partnerships with external sources in order to further support the women and children who need

Krystal's Story.....



Because of you Nellie's gives hope

"I'm never ashamed to say I lived in a shelter. Nellie's wasn't a shelter for me, it was so much more than that — it was my home and the people there were my family."

When Krystal Joseph first arrived in Toronto, she was five months pregnant and had her two-year-old daughter, Joshae, in tow. She stepped off a plane at Pearson airport from her home in Antigua with just \$700 to her name and dreams of a better life for her and her kids. It was a friend who had convinced her to come to Canada by also promising her a place to

That promise of a home didn't last.

Kicked out on the street after just one month and with nowhere to go, Krystal quickly found her way to Nellie's where staff immediately took her and her daughter in.

"I was so scared that first night. I had no one else here in Canada but the staff at Nellie's took us in like we were family," says Krystal. "When we arrived at Nellie's, we had nothing but they took care of us asked me what we needed. It really gave me hope."

Krystal and her daughter immediately settled into a routine. "I think she was happy that we were in a place with other people and children. They had toys and she saw that there was a community. It was her home. In my mind I knew what Nellie's is and where we were, but in her mind, it was like Disneyland. As her mother, it made me feel better to see that she felt safe."

"The staff did a wonderful job in terms of getting us on our feet while also having fun at the same time. The staff at Nellie's made me feel special and safe. They gave me hope."



Christmas-themed bar raises \$30,000 for Nellie's. \$1 of every drink sold was donated to Nellie's Shelter

As 2018 drew to a close, a pop-up bar on Queen Street West drew a lot of attention from both the media and Torontonians alike. This bar, called Miracle on Queen Street, was only open from Black Friday until Boxing Day and was a fun project by Nick Kennedy, owner of the bar Civil Liberties, and Lauren McKenna.

It was decked out from top to bottom with everything Christmas, served up only speciality Christmas-themed cocktails, and many days, had lineups around the block.

After they closed the doors for the season, Nick and Lauren presented Nellie's with a cheque for \$30,000!

"We are really impressed with the work Nellie's does so it was an easy choice when we were picking which organization to donate to," says Nick.

Adds Lauren, "When I learned about Nellie's and what they do, I was really impressed. Because they don't just give women a place to land, their programs and services help women get back on their feet."

Miracle on Queen Street was the Toronto franchise of the worldwide Miracle pop-up concept, which started in 2014 in New York City. The bar proudly celebrated Christmas, with tinsel, twinkly lights and other holiday kitsch at every turn. Unique festive cocktails were served by bartenders wearing ugly Christmas sweaters.

"Because of Miracle's success in other places around the world, we knew it would be popular. But it was even more successful than we expected." says Lauren, adding that Miracle on Queen Street was featured in all of the major media outlets in Toronto. "It blew up way more than we thought it would. Some days there were four-hour waits just to get in!"

Adds Nick: "We definitely want to continue supporting Nellie's going forward. We want to support the expansion of their programming and services for women and their children."



Donating the 'little things' that many take for granted!



For the third year in a row, two friends joined together to put on Karaoke for a Cause in support of Nellie's Shelter.

Held on March 23, 2019, over 100 people partied, laughed, danced, and sang alongside By Request Live Band Karaoke to raise over \$3,500 in one night. Add that to the totals from the two previous years, and their "little fundraising party" has raised over \$7,500!

"I like the idea that we're women helping women," says co-organizer MJ Cyr. "Everything that Nellie's does and stands for is in line with what we believe in and what we stand for."

Adds co-organizer Carrie Adelstein: "The more (women's shelters) are still needed, the more we want to help Nellie's and give back."



GlobalMedic a Canadian charity whose mission is to provide short-term, rapid response in the wake of disasters and crises both at home and abroad, helped ensure that the women and children at Nellie's, and in our community, have the basic toiletries they need.

Kits contained a bar of soap, deodorant, shampoo, conditioner, toothpaste, toothbrush and a package of sanitary pads. The agency donated several hundred toiletry kits to Nellie's in 2018 and again 2019.

"At GlobalMedic our mission is to help abroad and here at home. It's important to us to help people right here in our community. We truly want to help as many people as we can."



Brighter Together solves Nellie's storage problem

In recent years, more women are arriving with their children to live in the shelter than ever before. This creates new challenges for Nellie's, one being logistical—more children, means the need for more strollers at Nellie's but nowhere to put them. Brighter Together, a non-profit arm of Bright Immigration, raised over \$3,000 to custom design and build a storage shed in November 2018. It holds six to nine strollers at a time.

"Our approach is solutions-based problem solving and we quickly realized that there was no point in

giving Nellie's strollers if they're not going to be secured in a space.

We had to build an outdoor shed," says Blayne Kumar, co-founder.

Adds co-founder Dunya Knezic: "The point behind Brighter Together is not just about donating to a charity. We are creating an outlet for Canadian immigrants to give back in a meaningful way. And we are so happy that supporting Nellie's was our first

Every year, Owemanco, a private mortgage lender, donates a percentage of its' management fee to the Owemanco Charitable Foundation. At year end, the interest earned on the growing capital is donated to a charity of the board's choice. Last year, Owemanco chose to make their generous donation of \$16,200

"What they do in terms of their outreach level is so important. They're helping people who are very vulnerable and who otherwise would have nowhere to go or would have to stay in an unsafe environment. For us, we see it as a way to donate to a cause that is often overlooked," says partner Shibayle Tobe, Esq.

to Nellie's.



Donor support means Nellie's can meet needs now and in the future

It's because of the dedication and ongoing support of those in our Nellie's community that we are able to provide the vital programs and services for the women and their children who look to us for shelter, protection and counselling.

We thank every corporation, community organization and individual that joined with us this year. Here are just a few who supported us in 2018/2019.





Owemanco Charitable Foundation steps up

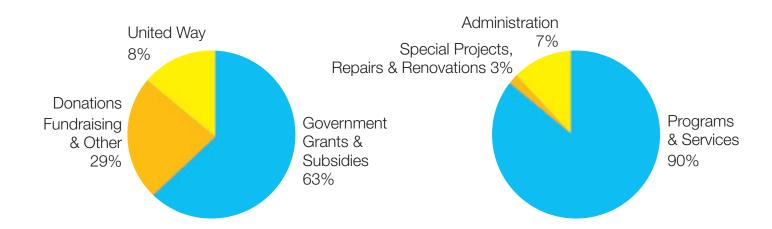




Financial Statement

Statement of Operations Year End March 31, 2019

REVENUE	2019	2018
Government grants	1,488,366	1,271,912
City of Toronto- per diem	229,582	229,456
City of Toronto- personal needs allowance	24,402	37,069
City of Toronto - Investing in Neighbourhoods	58,085	65,071
United Way Funding	231,787	231,787
Donations and Fundraising	574,990	462,863
Bequests	181,599	25,061
Interest and other	69,976	3,150
	2,858,787	2,326,369
EXPENSES (Schedule A)		
Programs & Services	2,248,237	2,064,502
Administration	164,046	173,401
Special Projects, Repairs & Renovations	78,708	36,914
	2,490,991	2,274,817
Excess of revenue over expenses from operations	367,796	51,552
Amortization of capital assets	(49,033)	(49,677)
Deficiency of revenue over expenses from capital assets	(49,033)	(49,677)
Funds received for Mary Prichard Fund	1,040	1,250
Outlays for Mary Prichard Fund	(1,930)	(1,705)
Deficiency of revenue over expenses for Mary Prichard Fund	(890)	(455)
Excess of revenue over expenses for the year	317,873	1,420



Staff & Volunteer 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. - Margarita Mendez, Executive Director, Nellie's

Board 2018-2019



Board of Directors

Executive:

Donna Kellway, Co-Chair Sherece Taffe, Co-Chair Bethany Johnson, Secretary Donnalea Sparling, Treasurer

Board Members at Large: Joanna Fong Dana Granofsky Suzanne Johnson Erin Pollon Dale Yurka

Counsellors, Shelter Support Worker, Legal Support Worker & Housing Workers

Hawa Bogor

Maureen Caines-Comrie

Lourdes Dijanich

Bernadette Dondo

Angeles Fernandez

Diana Galeano

Sandy Greer-Wootten *

Hamdi Hussein

Cecelia Paul

Sarah Pynisky

Abida Sherazee

Joanna Shawana

Angela Stephens

Kathleen Williams-Peddie

* On Leave

Staff Administration:

Halima Abdela, Finance Administrator Oluwagbeminiyi Adeyemi, IIN Intake

Admin. Support Worker

Janna Cheng-Brown, Admin

Coordinator

Jamuna Gurung, House Coordinator

Ingrid Graham, Director of

Development

Jessica McEwen, Admin. Assistant

Margarita Mendez, Executive Director

Anna Morgan, Program Manager

Tamara Nickie, Admin/Office

Support Worker

Folashade Oderinde, IIN Kitchen/

Housekeeping Assistant

Helen Stalker, Development Admin.

Support Worker

Serkalem Tilahun, IIN Shelter Intake

Worker Assistant



Relief Workers:

Khadija Abdi

Kirsten Bartholomew

Victoria Bay

Priscilla Boateng

Jasmine Bonana

Valeska Gomez-Castillo

Thi-Phuong Huynh

Karia Jones

Sharmone Jones

Lilliane Manger

Patience McCabe

Maria Moutsatsos

Lillian Namukasa

Tamara Nickie

Julia Nieri

Ann-Marie Peart

Amanda Mokgwathi

Alisha Rilev

Fave Stanbury

Julia Steinecke *

Karen Sterling

Lemlem Tesfamichael

Amanda Warner

Melisse Watson

Cordelia Whalley-Fox

Suad Yusuf

*On Leave

Lilian Manger Patience McCabe Margarita Mendez Maria Moustatsos Tamara Nickie Julia Nieri Cecelia Paul Adriana Pelavo Joanna Shawana Abida Sherazee Julia Steinecke Angela Stephens Karen Sterling Kathleen Williams-Peddie

Volunteers who contributed over 5 years of service: Patricia Chow Jolene Hoffie Bethany Johnson Sherece Taffe Nu Tang

Staff, Students & Volunteers



vears of service Khadiia Abdi Victoria Bay Priscilla Boatena Hawa Bogor Maureen Caines-Comrie Bernadette Dondo Angeles Fernandez Janna Cheng-Brown Diana Galeano Valeska Gomez-Castillo Sandy Green-Wootten Hamdi Hussein Thi-Phuong Huynh Lillian Namukasa Jean Niravong

Staff who contributed over 10

With your support vulnerable women & children have access to shelter and food, recieve trauma informed programming and the tools they need to make positive changes in their lives. We are forever grateful for your support. Due to space limitations only gifts of \$100 and more received between April 1, 2018 and March 31, 2019 are listed.

\$10,000 and above

Civil Liberties

Sharon Courrier

Entertainment One Television

Productions Ltd.

Estate of Kenneth Angus

Mackenzie

Estate of Marion Aileen Pinkerton Fidelity Investments Canada Ltd.

Frederick & Douglas Dickson

Memorial Foundation Greater Toronto Apartment

Association

La Fondation Emmanuelle

Gattuso

Ontario Realtors Care

Foundation

Owemanco Charitable

Foundation

Private Giving Foundation

Rothmans, Benson & Hedges Inc.

Tippet Foundation

\$5.000 - \$9.999

Ron Miller

Yahya Mirza

Rochelle Reichert & Henry

Wolfond

Edward J. Richardson Shoppers Drug Mart Life

Foundation

Sisters of St Joseph of Toronto Shane Strachan

Estate of David Yasuzawa

\$1,000 - \$4,999

AGF Group Foundation Agricola Lutheran Church Lorna & William Anderson

Luigi Barbati

Benevity Community Impact

Fund Blackbaud

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Katherine Gurnev

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Thomas von Hahn

David Wolff Dale Yurka

\$500 - \$999

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Joe Benedict

Canadian Women's Foundation

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City Park Co-Op Robert Cassidy

Coffey Family Foundation

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Grape Witches Larysa Harapyn Christine Harper

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OMA Chiropractic Pier 21 Films Ltd

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Douglas James Alton **Dhol Mohammed Anshur**

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Susan E. Belo Wilma Bender Gary E. I. Benwell Bernice Bernard Ralph Birtch

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Maureen Caines Comrie

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Saroja Narasimhan
Peter Nickerson
Ron Norquay
Northbridge Cares
Sandra David Nutal
David Oakleaf
Jackie O'Keefe

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Jacquelin Shawn Pegg Pauline Pelletier

Nena Pendeevska Ross Pennie

Caryl J. Peterson Hugh Phelps Gunz

Anna Porter
Pat Posno
Joshua Price
Maureen Procter
Russell Prowse
MaryLou Purtell
George Pyron
Alana Quinn

Chantal Ragoonanan Andrew Michael Rauth

Andrew Michael Rautr Danyaal Raza Matthew Repetski Bernardita Reyes Elizabeth Rickerby Beverly Riesman Ashley Ritchie Maddee Ritter

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Jeffrey Rose
Yvonne Rosenberg
Alan Rosenthal
Dana Rotenberg
Melissa Rush
Elaine Russell
Marie Sabin
Katrina Saide
Eric Salsberg
Layli Sanaee

Susan Schafheitlin

Stacie Scherer Alen Carolynn Schiller Doreen Scolnick

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Every effort has been made to ensure the accuracy of these listings. Please contact fundraising@nellies.org to report any omissions or corrections

21% of single mothers in Canada raise their children while living in poverty. Women parenting on their own enter shelters at twice the rate of two-parent families.

In Canada, 1.3 million children live in conditions of poverty (that's 1 in 5). About 1 in 7 of those using shelters in Canada are children.

- Canada Without Poverty



Thank you to our Monthly Donors

Monthly donors help change women's lives

Every woman who arrives at Nellie's Shelter is welcomed and cared for. Her immediate needs are met as quickly as possible — this could mean finding her a warm meal, clean clothes or toiletries for the night. From there, her longer-term needs are addressed through outreach programs and services designed to foster learning and support.

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Nearly 2 million seniors receive the Guaranteed Income Supplement, and live on about \$17,000 per year. The most basic standard of living in Canada is calculated at \$18,000 per year

- Canada Without Poverty



Thank you to our Gift In-Kind Donors 19

Thank you to every one of our In-Kind donors — from primary school students, to knitting clubs, women's groups and scavenger hunters — who made in-kind donations, sponsored families during the holiday season or donated to our Holiday Auction. We also want to thank the many people who dropped off diapers, formula, baby wipes, toiletries, new clothing, non-perishable food items, school supplies and seasonal gifts, many of whom did so without leaving their names. Thank you.

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311

416 Community Support for Women

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Birkdale Residence

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COMMUNITY & OUTREACH SUPPORT

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FUNDRAISING & DONATIONS

Tel: 416-645-1419 Email:fundraising@nellies.org Tel: 416-461-0769 Email: helen@nellies.org

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P.O.BOX 98118 970 Queen St E Toronto, ON M4M 1J8

HOUSING SUPPORT:

Tel: 416-461-0980 Email: tsw@nellies.org Fax: 416-461-0970

SHELTER PROGRAMS & SERVICES:





For All Women & Children

Dignity

Hope

Respect