



*Nellie's Shelter for Women & Children*

# *Annual Report*

*2015-2016*

*Shelter*

*Education*

*Advocacy*



# 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.

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*Your support means so much to so many!*



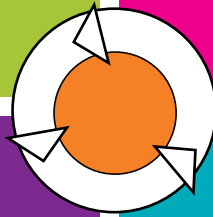


# *Your Support in Action*

## **Unique Individuals served**

Pre-school: 140  
School Age: 255  
Youth (12-24): 310  
Adults (25-64): 408  
Seniors: 266  
Volunteers: 164  
Volunteer hours: 9277

Education sessions provided: 111  
Mentoring sessions provided: 2,358  
Referrals provided: 2,777  
Recreational sessions provided: 47  
Transportation supports provided: 6,615



## **Reasons for seeking Shelter:**

Financial abuse: 38%  
Threats: 36%  
Harassment: 27%  
Sexual abuse: 21%  
Other Abuse: 12%

Meals served: 13,159  
Snacks served: 1,808  
Shelter spaces provided: 116  
One on one counselling sessions provided: 4,020  
Group counselling sessions provided: 78

*The shelter being full was cited as the most common reason for more than half (56%) of all turn-aways.*



# *Agency Report 2015-2016*

This past year has been hugely successful and has laid the ground work for moving Nellie's into the future of providing services that are truly inclusive. The end goal of ending violence, eradicating poverty and homelessness would seem less possible without the ongoing pledge and hard work of our Board members, committees, staff, volunteers at large, and support from our funders and donors. Thank you.

Nellie's continues to be at the forefront in responding to diverse community needs which include the provision of emergency shelter; support to women and children transitioning to the community and helping women maintain their housing. As well, Nellie's has had a very busy year in part due to the commitment and focus given by staff and the Board of Directors to implement our Transitional Plan.

As part of the process for Immediate Sustainability actions outlined in our Transitional Plan is the approval of an enhanced Fund Development Team. We hired a strong, experienced Manager of Development who will help the organization successfully complete the work necessary to secure the funding needed for the implementation of recommendations from the Management Structure Review Report, in addition to maintaining and enhancing our programs and services.

The support provided by the City of Toronto Investing In Neighbourhoods Programs has been critical to increasing access and quality of services to programs at both the Shelter and Community Support and Outreach sites.

The Social Justice Committee has continued to work on the completion of a position paper examining issues related to the criminalization of women. The Committee has received support from Dr. Mavis Morton who teaches Violence and Society in the Sociology Department at the University of Guelph. The paper entitled "Criminalized Women: Academic Literature Review" provided the Social Justice Committee with help towards the completion of their work.

As well, the Social Justice Committee continues to play an active role in the implementation of the Transitional Plan in order to best meet the diverse needs of the community.

In keeping with ensuring greater inclusion across the organisation, Nellie's completed an Organizational Accessibility Audit. The report will be presented to the Accessibility Advisory Committee in the fall. Members of the Accessibility Committee will work alongside the Program Manager and staff committee reps to develop the work plan implementation.

Staff, under the leadership of Nellie's Program Manager, has also worked on the review of Shelter Standards. All existing policies and procedures were reviewed and new ones were developed to ensure compliance with the City of Toronto and Ontario Government's Shelter Standards which are aimed to increase quality of services for Women and Children using our services. (For more information please see Pg 6.)

In keeping with our core programming, Nellie's secured funding from the United Way, Women Gaining Ground Fund, for a pre-employment pilot project for women facing multiple barriers to entering the work force. The project was run in partnership with the Ralph Thornton Community Center. (For more information please see page 7.)

Over the past year, the Board has worked hard to ensure Nellie's resources are used efficiently to offer a wide range of services while ensuring that the approach continues to be grounded in our principles of inclusion, advocacy, equity and feminist values. The Board has worked hard to complete various initiatives with the support and advice of several Board committees.

Under the leadership of the Fund Development Committee, the yearly Donor Appreciation event was a huge success and our guest speaker for the night was Enza Anderson a writer, activist and media personality, who is a trans-woman working and living in Toronto.

The Board Membership and Development Committee Chair focused the Board training efforts on the review and update of Board Governance Policies and setting the Board work plan calendar for the year. We accomplished a lot throughout the 2015-2016 year. Once again, none of the work we did would be possible without the support and dedication of our Board members, community volunteers, staff team, donors and funders. Thank you again for supporting the women and children of Nellie's.

With our sincere appreciation

*Fran Odette, & Margarita Mendez,*  
Board President      Executive Director

*Violence against women happens in all cultures and religions, in all ethnic and racial communities, at every age, and in every income group.*





# Service Delivery

## New Shelter Standards

The 2015-2016 year has seen many exciting changes and adjustments to the delivery of services at Nellie's. Our shelter has the unique configuration of having 26 Violence Against Women (VAW) beds funded by the Ministry of Community and Social Services and 10 homeless beds funded by the City of Toronto. Within months of each other our funders introduced Shelter Standards which will guide our delivery of service. Although not a new concept for us; as we have been working with the City's Shelter Standards for some time, blending both provincial and city standards has proved to be an interesting process. In an effort to be more efficient we have chosen to combine both sets of standards into policies that will govern all the clients at both the Shelter and Community Support and Outreach sites.

In an effort to streamline the process Nellie's is actively networking with other VAW shelters to discuss ideas and share already existing policies. It was during these discussions that we realized that in the areas of Harm Reduction and working with Transgender Women Nellie's was both familiar and confident in both policy and practice.

Collaborating with representatives from each of our teams we began the process of identifying where we meet the criteria of the standards and where we need to adjust our policies or service delivery. Reflecting on our practices is a valuable skill to ensure we meet the ever changing needs of our service users. Recognizing that the depth and scope of rewriting our policies is a huge endeavour we have decided to contract out the final writing of both the policies and procedures to a community consultant. We look forward to 2016-2017 and the completion and roll out of our new Policy and Procedure document.

*26% of women identified wanting to protect their children from witnessing abuse, 18% of women identified wanting to protect their children from psychological abuse, and 10% of women identified wanting to protect their children from physical abuse as among their reasons for seeking shelter.*



# *Caitlin's Story:*

## *WEAV Pre-employment Program*

In fall 2015 Nellie's in partnership with the Ralph Thornton Community Centre launched the Women Experiencing Abuse and/or Violence (WEAV) Pre-employment Program. The 8 month pre-employment program worked with marginalized women, who faced multiple barriers to employment and accessing employment services, to build capacity and work towards gaining independence and next steps to employment and/or education. The program's holistic model – one which included workshops on a wide variety of topics – allowed participants to work through their experiences of violence, build confidence and overcome social isolation.

At 23 years old Caitlin is just one of the young women whose lives have been transformed by WEAV. Caitlin came to WEAV after suffering years of childhood abuse. She had low self-esteem, great difficulty communicating and couldn't advocate for herself. With limited skills, Caitlin wasn't able to graduate from high school. Motivated to succeed, Caitlin overcame her fear and loneliness to attend every WEAV workshop over the course of the program.

Caitlin became increasingly comfortable in the workshops and together with the other women participating in WEAV developed a safe, supportive and non-judgmental space. "The program encouraged me to be very open and to speak about deep-rooted topics. That was key to my recovery," Caitlin says. "For the first time in my life I felt I was being listened to. I was actually understood and accepted for who I was. I can't tell you how amazing that made me feel. That was it – that was the turning point," she says with new found confidence.

Caitlin began sharing her opinions in the workshops and eventually she developed the assertiveness she needed both in the group and then out in the real world. She connected with Literacy East Toronto. Today, she has successfully completed one of the first steps in attaining her long-term goal of self-sufficiency, a dream that is becoming more real every day.

Of the 13 women who completed the program:

- 3 participants moved on to employment (finance, web design and personal support work)
- 5 participants moved on to BizAble, a 12-week self-employment training program
- 1 participant moved on to Seneca College's Bridging program
- 2 participants started literacy programs
- 2 participants started computer upgrading/training programs
- 1 participant started a general education development prep program
- 1 participant started specialized training in wellness
- 1 participant started an employment program, working with an individual career developer

With support from our donors and funders Nellie's hopes to continue the WEAV pre-employment program in 2017."



# Board Listings

## Board of Directors: Executive:

Fran Odette, President  
Sienna Leung, Vice-President  
Michelle Bain, Secretary  
Helen Nowak, Treasurer

## Board Members at Large:

Carol Allain  
Joanna Fong  
Lauren Hanna \*\*  
Bethany Johnson  
Donna Kellway  
Lori Loewen  
Sherece Taffe  
Sahar Zaidi

# Staff Listings

## Administration:

Halima Abdela, Finance Administrator  
Marlene Bell, Program Manager  
Holly Boadway, House Coordinator Assistant \*\*  
Janna Cheng-Brown, Admin Coordinator  
Shanine Dyer, Intake Admin. Support Worker  
Jamuna Gurung, House Coordinator  
Nazreth Haile, Kitchen/Housekeeping Assistant  
Amran Jama, Intake Admin. Support Worker \*\*  
Tammy Jones, House Coordinator Assistant  
Margarita Mendez, Executive Director  
Tamara Nickie, Admin/Office Support Worker  
Sarah Pynisky, Intake Admin. Support Worker

## Counsellors & Housing Workers continued:

Hawa Bogor  
Maureen Caines-Comrie  
Lourdes Dijanich  
Bernadette Dondo  
Angeles Fernandez \*  
Diana Galeano  
Sandy Greer-Wootten \*  
Emily McDonald \*\*  
Anna Morgan  
Cecelia Paul  
Adriana Pelayo  
Alisha Riley  
Abida Sherazee  
Joanna Shawana  
Angela Stephens  
Kira Steiner

## Relief Workers:

Khadija Abdi  
Margaret Alexander  
Victoria Bay  
Priscilla Boateng  
Valeska Gomez-Castillo  
Meghan Hogg \*\*  
Hamdi Hussein  
Thi-Phuong Huynh  
Joanne Janczak \*  
Lillian Manger  
Bonz Merlin \*\*  
Patience McCabe  
Aelly Momend  
Maria Moutsatsos  
Lillian Namukasa  
Julia Nieri  
Ann-Marie Peart  
Tasleem Rasool  
Jacqueline Smith \*\*  
Faye Stanbury  
Julia Steinecke  
Karen Sterling  
Melisse Watson  
Cordelia Whalley-Fox  
Kathleen Williams-Peddie  
Suad Yusuf

\*On Leave \*\* Left During The Year





# *The Year in Pictures*



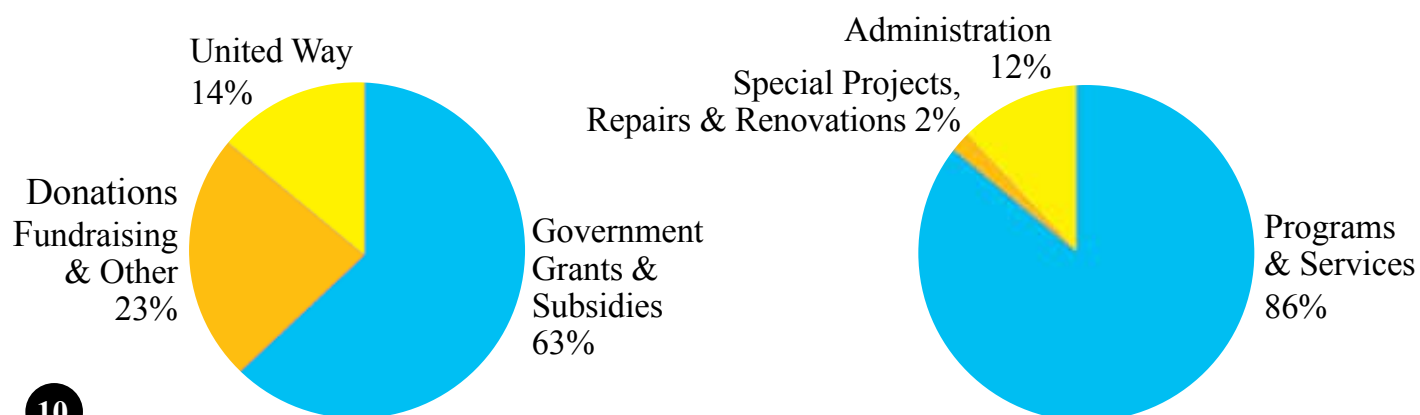
# Financial Statement

## Women's Hostels Incorporated

### Statement of Operations

Year End March 31

REVENUE	2016	2015
Government grants	1,184,995	1,474,084
City of Toronto- per diem	230,086	229,645
City of Toronto- personal needs allowance	19,273	21,090
City of Toronto - Investing in Neighbourhoods	84,325	21,047
Rent Supplement- OHCAP	-	65,509
Federal government mortgage subsidy	-	14,634
United Way Funding	324,298	231,787
Donations and Fundraising	337,859	382,840
Bequests	203,358	12,500
Interest and other	2,184	2,909
	2,386,378	2,445,045
EXPENSES (Schedule A)		
Programs & Services	1,974,436	1,889,070
Administration	265,268	163,809
Special Projects, Repairs & Renovations	46,528	345,738
	2,286,232	2,398,617
Excess of revenue over expenses from operations	100,146	57,428
Amortization of capital assets	(51,303)	(52,338)
Deficiency of revenue over expenses from capital assets	(51,303)	(52,338)
Funds received for Mary Prichard Fund	-	-
Outlays for Mary Prichard Fund	(1,079)	(1,423)
Deficiency of revenue over expenses for Mary Prichard Fund	(1,079)	(1,423)
Excess of revenue over expenses for the year	47,764	3,667





# *Thank You to our Donors*

## *We don't say it enough - Thank You!*

The successes we have experienced over the past year was possible only through the dedication and ongoing support of our 'Nellie's Community'. Without their ongoing commitment of time and financial support we simply wouldn't be able to provide the programs and services we do for the women and children who look to us for shelter, protection and counselling. Whether fleeing violence, poverty or homelessness, they count on us to be there for them.

A vital segment of our supportive Community is made up of volunteers. These individuals devote countless hours and unflagging energy to help run the food program, stuff envelopes, and offer insight and counsel as members of our Board of Directors or serving on a working committee.

Where would we be without our generous donors who support us on so many levels? During the 2015-2016 year, corporations, foundations and thousands of individuals provided the financial and in-kind support that allowed us to thrive.

Just a few examples include the Ontario REALTORS Care® Foundation who provided \$7,000 to help repair and renovate the shelter's garbage storage area; and Staples who provided backpacks and school supplies to children participating in our summer camp program.

Individuals like Christina Veira who organized two fundraising "Baby Shower" events, raising thousands of dollars and collecting much-needed diapers and baby items for kids, and makeup and toiletries for moms; and Tony Roost, singer/songwriter with One Fire Movement who consistently serenade our ladies at Nellie's Events and over the holidays not only organized a toy drive for the shelter kids but also supplied gifts for teenage boys in our community.

Of course, a key facet of our supporting community consists of those all-important monthly donors whose ongoing support provides the basis of our operating budget.

Finally, we would also like to recognize those who made a donation through their will, choosing Nellie's as a meaningful way to leave a lasting legacy.

The combined strength of each of these components of giving creates the generous, forceful and responsive Community that continues to support Nellies.

On behalf of the Board of Directors and the staff of Nellies, we offer our heartfelt gratitude to each and every donor, large and small, for their gifts. Your generosity makes it possible for us to do the work we do.

THANK YOU!

### *Did You Know*

- 30% of women identified being unable to find affordable housing as among their reasons for seeking shelter
- 17% of women cited short-term housing problems
- 10% reported housing emergencies as reasons for their admission
- Of the women who sought shelter primarily because of abuse, (51%) were admitted with their children.





# Thank You Nellie's Team, Staff & Volunteers

## Scotiabank Toronto Waterfront Marathon Team

Michelle Bain  
Kate Allen  
Mary Byberg  
Margie Galita  
Michael Galita  
Jamuna Gurung  
Amran Jama  
Bethany Johnson  
Donna Kellway  
Lori Loewen  
Tamara Nickie  
Helen Nowak  
Fran Odette  
Andrew Palmer  
Jerusa Rodrigues  
JJ Sandler  
Keeley Simpson  
Diane Smardenkas  
Donnalea Sparling  
Dale Yurka  
Sahar Zaidi

## Staff contributing over 10 years of service

Khadija Abdi  
Victoria Bay  
Hawa Bogor  
Maureen Caines-Comrie  
Bernadette Dondo  
Angeles Fernandez  
Janna Cheng-Brown  
Diana Galeano  
Valeska Gomez-Castillo  
Sandy Green-Wootten  
Thi-Phuong Huynh  
Patience McCabe  
Margarita Mendez  
Aelly Momend  
Julia Nieri  
Cecelia Paul  
Adriana Pelayo  
Joanna Shawana  
Abida Sherazee  
Julia Steinecke  
Angela Stephens  
Kathleen Williams-Peddie

## Volunteers contributing over 5 years of service

Julie Allin  
Mary Byberg  
Sienna Leung  
Fran Odette

*Thank you to ALL of the extraordinary people who support the women & kids of Nellie's - your work is greatly appreciated!*



# *Recognizing an Outstanding Volunteer*

*Thanks Christina, your support means so much to so many*

I became interested in volunteering my time for a shelter or women's advocacy group. Nellie's fit the bill for both. My impressions have been great.

I'm a bit of a workaholic but I wanted to commit more of my time to helping others, not just myself. I'm passionate about women's and children's wellbeing. I also wanted to help in a more tangible, practical way than just awareness.

I grew up in an abusive household though my father dealt with mental illness. It wasn't a horror story but it wasn't great. I've always been aware that my network and support system growing up wasn't typical and that had circumstances been different life for my family would have been quite different.

Beyond that, I grew up in a church with a great commitment to volunteering and missionary work. It's something I've missed in my life since leaving the church and wanted to get back to, without the religious bent.

It is critical to not just work on preservation/necessities but also quality of life. Self-care is often discounted as being millennial or self-indulgent but it is important. The ability to look after oneself and provide for one self in the way of your choosing is one of the first things abusers take away. To enable women to create and foster their own 'normal' is important.





# Women and Access

## Equitable access to all Women

*“When one has a disability as I do, it is very easy to feel invisible to the people around you. Feeling invisible is a hard feeling to go through.” – Anu, Women and Access Program Participant*

At Nellie’s we believe that ensuring programs and services are accessible to everyone is critical to addressing the barriers faced by women with disAbilities, including Deaf women. In addressing violence against women, it is critical that all women with disAbilities and Deaf women have equitable access to programs and services that respect their dignity and independence and reduce their social isolation. That is why in 2015-2016, Nellie’s began development of an annual accessibility plan that proactively identifies and removes barriers across all areas of the organization. One result of the accessibility plan was the creation of the Women and Access Program.

The Women and Access Program was initiated to ensure that all women have equitable access to the programs and services we offer, including those who might otherwise never receive these essential and specialized services and programs. It is the only program in Toronto that serves women experiencing both a disAbility and violence.

DisAbled women are up to ten times more likely to experience violence and abuse than able-bodied women, and they endure abuse for longer periods. This can be attributed to not only stigma and discrimination, but the significant lack of accessible services available to disAbled women and their children experiencing violence.

With few fully accessible program facilities in Toronto providing American Sign Language (ASL) and attendant care, Women and Access gives women and their children, confronted with a disAbility, the resources — shelter, food, clothing, counselling, job support and legal help — they need to escape violence and rebuild their lives.

The Women and Access Program works to reduce social isolation, support women experiencing violence or being at risk of violence, and gives them the tools to regain control of their lives. The program has shown tremendous impact so far:

- 83% participants indicated that they have increased knowledge on the impacts of violence.
- 100% participants developed an individualized safety plan.
- 83% participants reported increased knowledge on community resources.
- 60% participants accessed new community supports.
- 83% participants indicated that they have new coping strategies to deal with stress, trauma etc.

Thanks to donor support the Women and Access Program will continue its work, in 2016-2017, to reduce social isolation and provide equitable support to women experiencing violence or at risk of violence.





# Our Community Partners

211  
416 Community Support for Women  
6 St. Joseph House  
Access Alliance  
Across Boundaries  
ACTO: Advocacy Centre for Tenants of Ontario Alternative Housing  
Assaulted Women's Helpline  
Bad Date Coalition  
Bank of Montreal Volunteers  
Barbra Schlifer  
Broadview Bakery  
CAPA: Coalition Against Psychiatric Assault/OISE  
Centre for Equality Rights in Accommodation  
City of Toronto Department of Public Health  
Commemorative Clinic Canadian Mental Health Association  
Committee Anishnawbe  
Credit Canada  
YMCA - Toronto December 6th Fund  
Dixon Hall  
East Toronto Legal Clinic  
Elizabeth Fry  
ERDCO: Ethno-Racial People with Disabilities  
Ernestine's Women's Shelter Family Service  
Federation of Metro Tenants' Association  
Food Forward  
Food Share  
Foundation Pride Toronto: Dyke March  
Fred Victor  
Hassle Free Clinic  
Health Anne Johnston Station  
Immigrant Women Health Centre  
International Women's Day March and Community Fair  
Kids Up Front  
LEAF: Women's Legal Education and Action Fund  
METRAC: The Metropolitan Action Committee on Violence Against Women and Children  
Mustard Seed  
Neighbourhood Legal Services Inc  
Newcomer Women's services Toronto  
North York Women's Shelter  
OAITH: Ontario Association of Interval and Transitional Houses  
OCASI  
One Fire Movement  
ORAD: Ontario Rainbow Alliance for the Deaf  
Parkdale Community Health Center  
RBC Volunteers/Peggy's Crew  
Ralph Thornton Community Centre  
Red Door Women's Shelter  
Redwood Women's Shelter  
Scarborough Women's Centre  
Fred Victor  
Refugee Rights Organizing Committees  
Regent Park Community Health Centre  
Riverdale Immigrant Women Centre  
Scarborough Women's Centre  
Second Harvest  
Sistering  
South Riverdale Community Health Centre  
Springtide Resource Centre  
St. John the Compassionate Mission  
St. Stephen's House  
Stolen Sisters Rally for Missing and Murdered Indigenous Women  
Street Health  
Take Back the Night Toronto  
The 519 Community Centre  
Toronto Habitat for Humanity  
Toronto People With AIDS  
Toronto Rape Crisis Centre  
Toronto Region Managers Housing Advisory Group  
Transition Worker's Housing Committee  
Transitioning to Trades Program/George Brown College  
University of Toronto: December 6th Vigil  
WomanACT: The Woman Abuse Council of Toronto  
Women's Health in Women's Hands  
WoodGreen Community Services  
Kids Up Front



MAILING ADDRESS:  
P.O. Box 98118,  
970 Queen St. E.  
Toronto, ON M4M 1J8

HOUSING SUPPORT:  
Tel: 416-461-0980  
E-mail: [tsw@nellies.org](mailto:tsw@nellies.org)  
Fax: 416-461-0970

SHELTER PROGRAMS  
& SERVICES:  
Tel: 416-461-1084  
E-mail: [programs@nellies.org](mailto:programs@nellies.org)  
Fax: 416-461-0976

GENERAL:  
Tel: 416-461-8903  
E-mail: [community@nellies.org](mailto:community@nellies.org)  
Fax: 416-461-0970

COMMUNITY &  
OUTREACH SUPPORT  
Tel: 416-461-3404  
Tel: 416-461-2052  
E-mail: [outreach@nellies.org](mailto:outreach@nellies.org)

FUNDRAISING  
& DONATIONS:  
Tel: 416-645-1419  
E-mail: [fundraising@nellies.org](mailto:fundraising@nellies.org)  
Tel: 416-461-0769  
E-mail: [helen@nellies.org](mailto:helen@nellies.org)



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