



North York  
Women's Shelter

**30 YEARS**

HOPE LIVES HERE

**ANNUAL REPORT 2013**



## CONTENTS:

- 1. LETTER FROM OUR EXECUTIVE DIRECTOR AND CHAIR OF THE BOARD*
- 2. WOMEN SERVED IN 2013*
- 3. PROGRAMS AND SERVICES*
- 4. DONATIONS*
- 5. GIFTS IN KIND*
- 6-7. HOPE STORIES*
- 8. THIRD PARTY EVENTS*
- 9. COMMUNITY PRESENCE AND ENGAGEMENT*
- 10. VOLUNTEERS*
- 11. STAFF*
- 12. FINANCIAL STATEMENT*





## *LETTER FROM OUR EXECUTIVE DIRECTOR AND CHAIR OF THE BOARD*

Year after year, it is our honour to work with the fearless women and children who come through our doors. For 30 years they have inspired us with their strength and determination to create a new life for themselves and their children, free of abuse and violence. We are privileged to be a part of a woman's life as she rebuilds her self-esteem and recognizes her self-worth. There is nothing more rewarding than the smiling face of a child who once was filled with fear. Since 1984, our staff and Board have been committed to supporting women and children as they rebuild and heal, yet we know that their journey has only begun. Women who enter our doors face many barriers, mothers struggle to secure child care and safe, affordable housing; all the while rebuilding their self-esteem and repairing the bonds with their children.

Our dedicated team of staff, volunteers, community partners and our generous donors stand with us as we fight to end violence and poverty for women. We are forever grateful for their ongoing support and belief that together we can bring **HOPE** to families. Together, we are creating new possibilities in the lives of children, a future that is filled with promise and **HOPE**.

As we enter another year, we are committed to remaining active in our community, fostering new relationships with other likeminded supporters, striving to bring **HOPE** to families through innovative programming and education. We thank you for your continued belief in our mission and hope you will continue to support us as we work towards ending violence in our lifetime.



CHARLENE CATCHPOLE  
Executive Director



BARBARA ELLIOTT  
Chair, Board of Directors

## WOMEN SERVED IN 2013

**84** women served

**46** children served

**843** crisis calls

Unable to serve **224** women due to lack of space

### OUR RESIDENTS' SPOKE:

Russian, Farsi, Tamil, Portuguese, Hungarian, French, Spanish, Urdu, Arabic, Japanese, Mandarin, Cantonese, Amharic and Tagalog.

### POPULATIONS SERVED BY COUNTRY:

Albania, Argentina, Armenia, Brazil, Canada, China, Colombia, Republic of Congo, Hungary, Grenada, India, Iran, Iraq, Japan, Jamaica, Kenya, Mexico, Pakistan, Philippines, Portugal, Rwanda, Sri Lanka, St. Vincent, Nigeria and the United States of America.

### OUR RESIDENTS' FAITH:

Hindu, Muslim, Catholic, Protestant, Anglican and other Christian



### Hope Stories

✂ WHEN I FIRST ✂ TURNED UP AT NYWS, I WAS A MESS EMOTIONALLY, PHYSICALLY, PSYCHOLOGICALLY AND OTHERWISE, BUT I WAS ABLE TO ACCESS COUNTLESS RESOURCES AND ENDLESS SUPPORT. I AM STILL A WORK IN PROGRESS, BUT I HAVE MADE MANY STRIDES. I MUST SAY THAT EMOTIONALLY I AM IN A BETTER PLACE; MY SELF-ESTEEM AND SELF-CONFIDENCE HAVE IMPROVED DRASTICALLY. I AM AWARE THAT IN REALITY RESOURCES ARE LIMITED, BUT I HUMBLY PLEAD TO YOUR CONSCIENCE AND SENSE OF HUMANITY TO CONTINUE TO MAKE VIOLENCE AGAINST WOMEN SHELTERS A PRIORITY AND ALLOT THE NECESSARY FUNDING TO REFLECT SAME. BECAUSE VIOLENCE DOES NOT DISCRIMINATE. IT CAN HAPPEN TO ANYONE, YOUR MOM, YOUR SISTER, YOUR NIECE AND YES IT CAN ALSO HAPPEN TO YOU.

## PROGRAMS AND SERVICES

Each of our programs and services foster the mind, body and spirit of the hundreds of women and children we serve. We provide the opportunity for healing and believe that inspiring hope is the heart of this philosophy.



### ***WOMEN'S PROGRAMMING:***

- Beading Workshop
- Transitioning Into Your Own Home - housing workshop
- Empowerment Workshop
- Women's Self-defense
- Card Making
- Anti-Racism and Anti-Oppression (AR/AO)
- Women Who Inspire You
- Mobile Health Unit
- Trauma Awareness and Healing
- Employment Readiness
- Yoga

### ***CHILDREN'S PROGRAMMING:***

- Chance through Dance
- Family Arts and Crafts
- Mom and Me
- Children's Garden
- Homework Help
- Kids Meeting
- "Say What?!" discussing current issues with youth

# DONATIONS

Every year, North York Women's Shelter is blessed to have generous donors that continue to give **HOPE** to the residence of our home. With partial funding coming from the Ministry of Community and Social Services and United Way Toronto, the rest is made up from our donors. Both monetary and in-kind donations allow us to continue serving North York. We endlessly thank the individuals, groups and companies in our community that have donated to us.

## MAJOR GIFTS (OVER \$1,000)

Anonymous  
Anonymous  
Dale and Sandra Pyke  
Esther Choi  
Henry Solow  
Joe and Jeanine Essaye  
Margaret McCain  
Rand Kildare  
Tracy F Heffernan  
Virginia Holmes

## CORPORATIONS

Desjardins Securities Inc  
Dundee Corporation  
Green Shield Canada  
IBM Canada Limited  
J.S. Cheng & Partners Inc  
Jansen  
Seneca College of Applied Arts and Technology  
Torbel  
York University Graduate Students

## BEQUESTS

Estate of Dorothy Jane McKay

## FOUNDATIONS

Canadian Women's Foundation

Elementary Teachers Federation of Ontario  
Employee Charitable Contributory  
Paloma Foundation  
PwC Canada Foundation  
REALTORS Care Foundation  
Strategic Charitable Giving Foundation  
The Rainbow Foundation  
Volunteer Toronto

## COMMUNITY AND FAITH GROUPS

CAW Local 112  
Covenant Chapel  
Georgina Lodge No 343 GRC  
John Howard Society of Toronto  
St. Matthew the Apostle Oriole Anglican Church  
United Way of Toronto

## MONTHLY DONORS

Through-out the year, individuals choose to support on a consistent, monthly basis. These donations assist us in ensuring the depth of our programs and resources. It is because of our monthly supporters that we are able to give the gift of **HOPE**.

## GIFTS IN-KIND

Without the ongoing generous support from our friends and donors, we would not be able to sustain our shelter. The thousands of in-kind gifts received each year; ranging from baby products and clothing to household items. These gifts are invaluable to our women and children. Without these donations, NYWS would not be able to afford all of the necessary items needed to maintain a house of 30. This allows us to continue to provide the vital services and programs to our women and children.

### MAJOR IN-KIND SUPPORTERS

David Fond

Lisa Rosenberg

Summer Infant Canada

Wendy Sokolowski

Thank you to more than 120 individuals, community and corporate supporters for providing needed items to our women and children!

### *Hope Stories: ANGELICA'S STORY*



WHILE LIVING WITH HER ABUSER SHE KNEW THAT SOMETHING WAS NOT RIGHT, BUT COULDN'T RECOGNIZE THAT WHAT WAS HAPPENING TO HER WAS ABUSE. "AT THAT TIME, I THOUGHT THAT ABUSE WAS ONLY PHYSICAL. I WAS ASHAMED TO TALK ABOUT WHAT WAS HAPPENING TO ME BECAUSE I WAS WITHOUT FAMILY OR RELATIVES. I WAS NEW IN CANADA AND I DIDN'T KNOW MUCH ABOUT MY RIGHTS".

WHEN ANGELICA FIRST ENTERED NORTH YORK WOMEN'S SHELTER, SHE WAS IN DENIAL. SHE THOUGHT, "I CAN'T BELIEVE THIS IS HAPPENING TO ME. SOME DAYS I FELT THAT I SHOULD JUST GIVE UP BECAUSE I COULDN'T BEAR IT ANY LONGER. THERE WAS ANOTHER PART OF ME THAT ENCOURAGED ME TO BE BRAVE, AND THIS ENABLED ME TO SUCCEED DURING THAT DIFFICULT TIME." NOW ANGELICA SEES HERSELF AS A PERSON REBORN. SHE NOW VOLUNTEERS AS A CULTURAL INTERPRETER FOR THE BARBRA SCHLIFER COMMEMORATIVE CLINIC AND IS OFTEN AT THE SHELTER INTERPRETING FOR SPANISH-SPEAKING CLIENTS.

"I THINK THAT PEOPLE SHOULD STRUGGLE WITH THEIR PROBLEMS EVEN THOUGH THEY FEEL OVERWHELMED BY THEM. AFTER THE RAIN THERE IS ALWAYS A RAINBOW FULL OF HOPE AND DREAMS TO FOLLOW."

## **SARA'S STORY**

*I MET MY HUSBAND SHORTLY AFTER I CAME TO CANADA. I FELL IN LOVE WITH HIM AND SOON WE WERE MARRIED. TWO MONTHS AFTER WE GOT MARRIED, HIS WONDERFUL PERSONALITY DISAPPEARED. I WAS ABLE TO SEE HIM UNMASKED; HIS REAL SELF HAD BEEN HIDDEN SKILLFULLY FROM ALL OF US.*

*ONE NEW YEAR'S EVE MY HUSBAND WAS DRUNK AND BEGAN ATTACKING ME. HE GRABBED ME BY MY HAIR AND THREW ME TO THE GROUND, KICKED ME AND THEN HE STARTED CHOKING ME. I RAN OUTSIDE ONTO THE DRIVEWAY AND FORTUNATELY A CAR PASSED BY, THE DRIVER SAW HIM CHOKING ME, HE WAS MY RESCUING ANGEL. HE CALLED THE POLICE. I WAS SENT TO HOSPITAL AND MY HUSBAND WAS CHARGED FOR DOMESTIC VIOLENCE AND WAS SENT TO JAIL.*

*AFTER I WAS RELEASED FROM HOSPITAL I FOUND MYSELF AT THE NORTH YORK WOMEN'S SHELTER. SOON AFTER MY ARRIVAL, STAFF BEGAN TALKING TO ME; THEY TOLD ME THAT THE ABUSE WAS NOT MY FAULT, THAT MY ABUSIVE HUSBAND WAS CHOOSING THIS BEHAVIOUR IN ORDER TO HAVE POWER AND CONTROL OVER ME. THEY GAVE ME HOPE. I LEARNED THAT ABUSE DOESN'T ONLY HAPPEN IN CERTAIN CULTURES; THAT ABUSE HAPPENS TO ALL WOMEN REGARDLESS OF RACE, CULTURE, INCOME, EDUCATION LEVEL, AGE, RELIGION, AND SOCIAL CLASS.*

*THE COUNSELLORS AT THE SHELTER HELPED ME TO LOOK AHEAD INSTEAD OF FOCUSING ON MY PAST, THEY DEDICATED THEIR EFFORTS AND TIME TO GIVE ME AND OTHER WOMEN ANOTHER LIFE, A LIFE THAT WE DESERVE TO HAVE. I MOVED INTO MY NEW APARTMENT THIS MONTH. LIFE IS SMILING AT ME AGAIN; I FEEL LIKE A BUTTERFLY FLYING IN THE BLUE SKY OF FREEDOM. I AM SURE THAT I COULD HAVE NOT MADE IT IF I WAS NOT IN THIS SHELTER. NO WORDS CAN EXPRESS MY APPRECIATION FOR THE NORTH YORK WOMEN'S SHELTER.*



### *Hope Stories*

*✂ SINCE LIVING AT NYWS MY SON AND I FELT SAFER AND WELCOME, I AM ALSO VERY GRATEFUL FOR ALL THE HELP THAT I HAVE RECEIVED AT THE SHELTER. I THANK THEM FOR THE HELP THEY HAVE GIVEN TO MY SON AND MYSELF EVEN JUST SAYING “HAVE A NICE DAY” OR “HOW ARE YOU DOING TODAY?” WE ARE GRATEFUL FOR THIS OPPORTUNITY TO LIVE IN THIS WONDERFUL PLACE OF SAFETY FOR MYSELF AND MY CHILD. WE WOULD LIKE TO THANK EACH AND EVERY ONE OF THE STAFF THAT WORK THERE AND ALSO THE VOLUNTEERS THAT CAME IN TO HELP OUT ALWAYS. A BIG THANK YOU TO ALL THE WONDERFUL STAFF AT NYWS FOR YOUR TIME AND FOR ALL YOUR KIND WORDS, MAY GOD BLESS YOU ALWAYS. XXOO*




## THIRD PARTY EVENTS

By bringing the name and face of NYWS into the community, individuals and groups are able to donate their skills and time to raising money and educating the public about the work that happens in our shelter. This is the power of community in action. Here are some of our partners in 2013:

BMO	Ryerson Uni. Students
CIBC	SAP
Canadian Women's Foudation	Six Degress Medical Consulting
Earl Haig Secondary School	Spanish Bel-al SDA Church
Foresters Insurance	St. Clements Secondary School
Immanuel SDA Church	Target
James Cardinal McGuigan SS	The Body Shop (Fairview Mall)
PwC	The Gap (Eaton Centre)
MDI Mens Group	Tommy Miang + Church
Old Navy (Eaton Centre)	Toronto French School
ReMax, Crossroads Realty Inc.	William Lyon Mackenzie C.I.
Research Now	
Rosenberg Centre for Defensive Science	
Royal LePage Partners Realty	

### *Hope Stories: **RITA'S STORY***

 RITA LEFT HER ABUSER AND HAD BEEN LIVING OUT OF HER CAR. SHE STAYED WITH THE SHELTER FOR FOUR MONTHS, WAS ABLE TO GET THE SUPPORT SHE NEEDED AT THAT TIME. CONFIDENCE WAS SHATTERED. SHE DID NOT KNOW HOW LONG SHE WAS GOING TO ABLE TO STAY AT THE SHELTER AND WAS NERVOUS FOR HER FUTURE. HAD TO LEAVE HER JOB AS HER ABUSER STALKED HER. AT FIRST THE POLICE WOULD NOT BRING HER TO THE SHELTER AND ALWAYS BROUGHT HER BACK HOME. SHE LIVED IN HER CAR UNTIL SHE HAD TO GO BACK. FINALLY A NEIGHBOUR TOLD HER ABOUT THE SHELTER. THAT NIGHT SHE LEFT. NINE YEARS LATER SHE HAD HER JOB BACK, AND BOUGHT HER OWN HOUSE.

## COMMUNITY PRESENCE & ENGAGEMENT

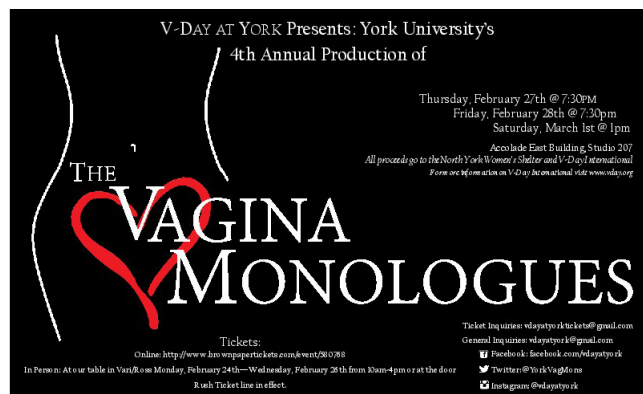
North York Women's Shelter values opportunities that allow us to go into the community and speak on the work we do. Without educating our communities, NYWS would not have the support to stand on its own.

These events bring people together, allow us to advocate for women and speak on issues that matter to us all.

### ***PARTNERS AND CONTRIBUTORS***

BMO  
Body Shop  
Earl Haig Secondary School  
Immanuel SDA Church  
Imraan Family  
James Cardinal McGuigan CHS  
MDI Eastern Canada Region  
Milal Presbyterian Church  
PwC  
Research Now Canada  
St. Clements School  
St Louis Wings Franchise  
SAP Canada  
Six Degrees Medical Consulting  
Scotiabank Shared Services  
Spanish Et Seventh Day Adventist Church  
Target  
Toronto French School- Canada's International School

*York University students produce  
The Vagina Monologues  
every year to raise awareness on  
women's issues. We are fortunate  
enough to be the recipient of their  
proceeds each year.*



# VOLUNTEERS

**3,084** hours of individual volunteering  
 + **774** hours of corporate volunteering  
 = **3,858** total volunteered hours

**231** corporate employees  
 + **76** volunteers  
 = **307** people helping!



## **EVADNE SHIRLEY** **ONTARIO VOLUNTEER SERVICE AWARD**

Evadne has been a Women's Services volunteer for the past 5 years. She is always ready to help anybody that needs it and is an ideal volunteer. She looks for ways to help and ensures the job gets done right. Through-out her five years of service with North York Women's Shelter, Evadne has embodied the mission and purpose of the Ontario Volunteer Service Award.

## **BRADLEY MAN**

Brad is the first male volunteer to be working in Children's Services, assisting in the front office. His commitment, passion and great energy brings smiles all around. Brad has volunteered a whopping 53.5 hours in 2013 alone.

## **BOARD OF DIRECTORS**

Barbara Elliott – Chair  
 Fabienne Evans – Vice Chair  
 Maggie Yang - Secretary  
 Sangita Patel - Treasurer  
 Dr. Sandra Pyke (former)  
 Patricia Sam (former)  
 Shalini Bhardwaj (former)  
 Dr. Lisa Rosenberg (former)  
 Dr. Josephine Fong (former)  
 Lena Zecchino  
 Stephanie Lennox  
 Michele Robitaille  
 Elana Caplan  
 Chyanne Fickes



# STAFF

## ***WOMEN'S SERVICES***

Amy Clements  
Sophy Osoro  
Angelica Lorca  
Kim D'eath  
Marcia Francis  
Shyamali Pal  
Evelyn Skeete  
Mary Ferrazzo  
Sandra Seepal  
Lucy Mulji  
Farhia Said  
Monis Ahmed  
Myra Santone  
Jaha Ayinde  
Tamia Knight  
Karen Brown  
Tania Zupanic  
Rosa Arredondo  
Jeryl George  
Paz Humana

## ***CHILDREN'S SERVICES***

Yvonne Annobil  
Zainab Baiyewu  
Leanna Tuba  
Kaelah Mizzi  
Taylah Harris-Mungo

## ***ADMINISTRATIVE AND FUNDRAISING***

Charlene Catchpole  
**EXECUTIVE DIRECTOR**

Shelina Akter  
**FINANCE MANAGER**

Lorraine Johnson  
**RESOURCE DEVELOPMENT MANAGER (FORMER)**

Deborah Hurley-Laing  
**PROGRAM MANAGER (FORMER)**

Laura Allen  
**PROGRAM MANAGER**

Sojie Tate  
**EXECUTIVE ASSISTANT/  
CAPITAL CAMPAIGN CO-ORDINATOR**

Abby Wong  
**VOLUNTEER AND FUNDRAISING CO-ORDINATOR**

Volta Eliabachus  
**HOUSE CO-ORDINATOR**

Maria Ceron  
**FOOD SERVICES WORKER**

Gunveen Thind  
**FOOD SERVICES WORKER**

Idalmis Martinez  
**HOUSE MAINTENANCE WORKER**



# FINANCIAL STATEMENT

Statement of operations; Year ended December 31, 2013,  
with comparative information for 2012

	2013	2012 Restated
<b>REVENUES</b>		
Operations grants (government)	1,182,659	1,777,909
Donations and corporate grants	346,505	397,558
Special Events – Hope Gala	36,698	37,175
Investment income	34,730	37,418
Foundation grants	32,808	23,518
Capital grant	10,202	25,670
Fees for service	7,000	8,600
Special events – Raffle	-	1,675
	1,650,602	1,709,523
<b>EXPENSES</b>		
Staffing	1,195,877	1,225,671
Property	239,603	202,191
Administration	106,377	116,116
Supplies	66,203	76,585
Residents	35,666	55,049
Special events – Hope Gala	12,800	14,160
Capital campaign	5,539	5,189
Special events – Raffle	-	-
	1,662,065	1,694,961
Excess of revenue over expenses	(11,463)	14,562
Net assets - opening	1,543,777	1,529,215
Net assets - closing	1,532,314	1,543,777



STOP  
THE  
VIOLENCE  
NORTH  
YORK  
WOMENS  
SHELTER





North York  
Women's Shelter

# 30 YEARS

## HOPE LIVES HERE

### OUR MISSION

*A place of safety, support and hope for women and their children  
who are survivors of violence and abuse.*

### OUR VISION

*A community characterized by gender equality  
where women and their children are empowered and safe.*

1140 Sheppard Avenue West, Unit 2  
Toronto, ON M3K 2A2

[www.NYWS.ca](http://www.NYWS.ca)  
[shelter@NYWS.ca](mailto:shelter@NYWS.ca)

Administration: [416-638-7335](tel:416-638-7335)  
Crisis Line & TTY: [416-635-9630](tel:416-635-9630)

[facebook.com/NYWS.ca](https://facebook.com/NYWS.ca)  
[twitter.com/@NYWS](https://twitter.com/NYWS)

A United Way Member Agency | Charitable Registration No. 12981 9512 RR0001