



HOPE BLOOMS




North York
Women's Shelter

ANNUAL REPORT 2012



CONTENTS:

Foreword.....	1
Programs and Services.....	3
Donations	4
Gifts In-kind.....	5
3 rd Party Events	5
Hope Blooms.....	6
7 th Annual Hope Gala.....	7
Resident's Stories	8
Volunteers.....	10
Community Presence and Engagement	11
Staff.....	12
Financial Statement.....	13



LETTER FROM OUR EXECUTIVE DIRECTOR AND CHAIR OF THE BOARD

At North York Women's Shelter, it is our honour to work with the courageous women and children who come through our doors. We are inspired every day by their strength and determination to create a new life for themselves, free of violence and abuse. There is no joy greater than seeing a child transform from being quiet and scared, to outspoken, confident and happy. We are privileged to be part of a woman's life as she rebuilds her self-esteem and recognizes her self-worth.

Our staff and Board are committed to supporting women and children as they heal from the trauma they've experienced, yet we know that women who enter our doors face many barriers. Primarily, mothers struggle to secure child care as they return to work and school, and women struggle to secure safe, affordable housing. We feel fortunate to not have to face these barriers alone. Our dedicated volunteer team, community partners and generous donors stand by us as we fight to eradicate violence and poverty. We are grateful for this support and know that together we can break down walls of oppression that keep women isolated and vulnerable.

Together we are navigating new avenues to support the families we serve. In consultation with our stakeholders, we launched our capital campaign **HOPE BLOOMS** in July 2012, to raise funds for transitional housing. Entering the second year of our campaign, we have been overwhelmed by the generosity and support of our community. We have fostered new allies; government and corporate leaders, and individuals who understand that safe affordable housing is more than a home. Transitional housing provides women and children with the financial independence and safety they deserve.

Our Campaign to build transitional housing for families fleeing violence has a long way to go, and we are confident that with strong allies and committed partners we will reach our \$4.5 million goal. Since 1984 we have been serving the community and during this time we have heard from so many who value our work and want to be part of the solution. One of the first donors to our campaign is a former resident. When she left her abusive partner, she did not realize there was a shelter in her community. For two months she slept in her car. Today, this generous donor owns her own home and wants to support women struggling to keep a roof over their children's heads. This is the impact of North York Women's Shelter. We thank you for your continued belief in our mission and hope you will continue to support us as we work towards our campaign goal.

Sincerely,



CHARLENE CATCHPOLE
Executive Director



BARBARA ELLIOTT
Chair, Board of Directors

An infographic with a white background. On the left, a vertical purple line has a horizontal purple bar at the top. On the right, a vertical orange line has a horizontal orange bar at the bottom. The statistics are arranged in a descending staircase pattern from top-left to bottom-right.

71

women served

73

children served

9,747

hours of counselling

843

crisis calls answered

334

women not served

PROGRAMS AND SERVICES

North York Women's Shelters' programs are created and delivered with **HOPE!**

Women and children come to North York Women's Shelter for the **HOPE** of self awareness, an opportunity for learning new skills, laughter, joy and healing.

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.

2012 Children's Programming

- Youth Group
- Arts for Children and Youth
- Moms and Tots
- Summer Programming
- March Break Programming
- Friday Fun Nights
- Parenting Group-Once Upon A Parent
- Homework Help with Frontier College
- Children's Caravan

2012 Women's Programming

- METRAC Legal Workshops
- Transitional Workshops
- Journalling
- Yoga
- Self-defense
- Parenting Groups
- SEDI Financial Workshops
- Micro Skills Workshops
- Let's Get Physical
- Healthy Relationship Workshops
- Conflict Resolution
- Women and Culture
- Recipe Swap
- Massage Therapy



DONATIONS

Thank you to our donors for giving **HOPE** to all the women and children at North York Women's Shelter. Partial funding for NYWS is provided by Ministry of Community and Social Services and United Way Toronto. We would not be able to continue our vital work without the monetary and in-kind support from individuals, groups and companies in our community.

Major Gifts (over \$1,000)

Anonymous
Joe & Jeanine Essaye
Virginia Holmes
Herman & Josee Jansen
Hon. Margaret McCain
Sandra Pyke
Christine Sproule
Henry Solow
Nancy Young

Corporations

Canada Iron & Metal Co. Ltd.
David Merkur Holdings Inc.
Dillon Consulting Limited
Directions East Retail Ltd.
IBM Canada Limited
J.S. Cheng & Partners Inc.
Manulife Financial
PwC Canada
R.V. Anderson Associates Limited
Reitmans Canada Limited
Research Now Canada
Royal Bank of Canada
Scale Models Plus Inc.
The Body Shop
Tiffany Park Homes (Maple) Ltd.
Torbel
Tymar Consulting Group Inc.
VITA
Wiklém Design Inc.

Bequests

Estate of Jeannie Therese
Estate of Dorothy Jane McKay

Foundations

A & A King Family Foundation
ATID Charitable Foundation
Canadian Women's Foundation
Derick Brenninkmeyer
Charitable Foundation
Isberg Charitable Trust
Ontario Power Generation
Employees & Pensioners
Charity Trust
Paloma Foundation
PwC Canada Foundation
REALTORS Care Foundation
Strategic Charitable
Giving Foundation
The Edwin & Miriam Merkur
Charitable Foundation
The Rainbow Foundation
The Three T Foundation
TPH Charitable Offices

Community & Faith Groups

408/437 Toronto-York Wing RCAF/
AFAC Association
Centennial Japanese United Church
Church of the Apostles
Covenant Chapel
Fairlawn Avenue United Church
Women
Fairview Church of God
Holy Blossom Temple
House of Praise
Lansing United Church
MDI Eastern Canada Region
Northminster United Church UCW
Oriole York Mills United Church
St. Ansgar Lutheran Church
St. Matthew The Apostle-Oriole
Anglican Church
The Sisterhood of St. John The
Divine
Toronto Shrine No. 4 (W.S.O.J.)
University Women's Club North York

Monthly Donors

*On-going support is essential to sustaining the vitality and reach of our programs and resources. We are heartened by the individuals that continue to support our work month after month, year after year. The gift of **HOPE** would not be possible without donations from compassionate and giving women and men.
Thank you to every one of our monthly supporters.*

GIFTS IN-KIND

The generosity of our community is evident through the numerous in-kind donations that arrive at our door. We received thousands of essential items, including toiletries, clothing, household items and gift cards. Utilizing in-kind resources enables us to direct more funds toward programs and services that focus on building skills and healing the trauma of abuse. We are grateful for the thoughtfulness and compassion that our community continuously demonstrates.

Major In-Kind Supporters

Annual Gift Basket Drive
Royal LePage Shelter Foundation
St. Paul's Bloor Street
SAP Canada Inc.
Santa Comes to Bay Street
Summer Infant Canada
WomenAide

*Thank you to the over
250 individual,
community and corporate
supporters for providing
needed items to our
women and children!*

3RD PARTY EVENTS

Individuals and groups shared their skills and passion to raise funds in support of our essential programs and services. The power of community is apparent in the more than a dozen events held throughout the city that not only raised funds, but awareness of the issue of violence against women.

Ashter Fashion
Nicole Beinhert
Carol Fillion
Fang Shen Do
Grace Foster
Georgina Lodge No. 343 G.R.C.
North York Visual Artists
Royal Bank of Canada
Sir John A. McDonald C. I.
St. Mark's Presbyterian Church
Victoria Park Collegiate Institute
William Lyon Mackenzie Collegiate Institute
Willowdale Lawn Bowling Club
York University Graduate Students Association



HOPE BLOOMS

HOPE BLOOMS! At North York Women's Shelter!

Our Capital Campaign **HOPE BLOOMS** is in full swing! Launched in July 2012, our campaign to build transitional housing came from our consultation with current and former clients, staff, volunteers and community partners. Overwhelming responses confirmed what we had been experiencing at the shelter over the past several years; Toronto has a housing crisis. As our city grows, the availability of rental units has not grown with it. Condominiums are popping up all over Toronto, particularly in North York, however this housing is out of reach for women and children living in poverty. In the shelter, women are waiting longer than ever for a community housing unit to become available. In the past, families would typically stay with us for 3 to 4 months before being able to secure housing. Today, families are staying with us anywhere from 9 months to over a year. Because of this increase in length of stay, the number of families we could not serve grew to over 350 in 2012; the highest since our inception.

Desperate to provide hope to families struggling to secure their future, our Board of Directors has been in the community spreading the word of our campaign and sharing a new vision of what it means to provide service to families fleeing violence. The generosity of our donors will allow us to create an all-in-one service delivery facility that incorporates emergency shelter, transitional support services to the community and transitional housing. This new facility will house 30 emergency shelter beds, a community space and ten transitional apartment units of varying sizes. Each apartment would be based on rent geared to income and available to a family for up to a year stay, affording mothers the opportunity to save money, return to school, upgrade their employment skills and have access to the shelter's support and referral services.

When women are offered transitional housing and support services, they are less likely to return to their abuser or enter another abusive relationship. This is not a band aid solution to domestic violence. It is an opportunity to educate, support and stop the cycle of violence for future generations. We are confident that with the support of our community, we can provide assistance to every woman and child in need of **HOPE**.



7TH ANNUAL HOPE GALA

Hope Gala is a Mother's Day celebration of extraordinary women. It's an opportunity to honour those who demonstrate perseverance, strength and action. Each award recipient has created and lived a life of hope - as a survivor, volunteer or community advocate. Their efforts are indicative of the commitment, courage and passion needed to eradicate violence against women. The funds raised support the vital programs and services that change lives and reaffirm hope in the hearts and minds of women and children.

AWARD RECIPIENTS

Hope Award
SHANAN SPENCER-BROWN

Courage Award
ELIZABETH TAPIA-CANTO

Fran Chaplin Award
CHRISTINE KYEREH-ADDO



Thank you to our sponsors, donors and attendees

Dundee Corporation
Desjardins Capital Markets
PwC Canada Foundation
CAW Local 112
Seneca College of Applied Arts and
Technology

Coalition for Better Child Care
Samantha Farjo Designs
James Archer-Shee
Seth Mandell
Sandra Pyke
Shanan Spencer-Brown



“

Coming to North York Women's Shelter was my only hope. I had nowhere else to go. Without this shelter, my son and I would have been homeless. I had been isolated from my family and friends for so long that I didn't feel I could turn to them. The shelter became my family. They treated my son as if he was their own child. They helped my son in school with their homework help program, they helped me find a new home, but most of all they helped me find me again. The me I was all those years ago. Today, my son and I are happy again. I learned at the shelter that I am not alone. What happened to me was not my fault and I didn't deserve it. The staff at the shelter helped me see that I have a voice, I have the right to be treated with respect and I have the right to be supported and safe. I will be forever grateful to the staff at NYWS Thank you for helping me find me again.”





I have been abused my entire life, as far back as I can remember. Growing up I felt like my body wasn't my own, it was something dirty that didn't belong to me; it was there for others to use and abuse. I had no say, no choice. As a teen I would escape one abusive relationship, only to end up in another. I think I really thought pain was love. I thought when my boyfriend was angry with me it was because he cared. It was so twisted. One night I ended up in the hospital. The doctor told me I had been drugged and I started sobbing, I didn't hear the rest of what he said. He asked if I had a safe place I could stay. I realized I had no one. There was no one in my life I could trust, I didn't feel safe anywhere, I had never felt safe, so much so that I think I just thought fear was normal. That night I was dropped off at North York Women's Shelter. It was this strange, noisy, big house, full of kids running around, but right away I felt safe, I felt joy, I could feel this positive energy. I can say today that night and this shelter changed my life. The staff cared about me, they helped me claim my body back, and they helped me enroll in school. They saved my life. I am almost finished my diploma to be a children and youth advocate. I want to help children before they follow the same path I did. I want to give back to the community who gave me so much."



VOLUNTEERS

We are incredibly blessed to have committed individuals donate their time and skills to us every day. We are proud to engage volunteers in every aspect of our work; from the board level to support for our various departments, counsellors and staff. Through their enthusiasm and compassion, volunteers enable NYWS to offer the highest level of service to our clients. Thank you to each volunteer for working with us toward our mission!

CHRISTINE KYEREH-ADDO

FRAN CHAPLIN AWARD RECIPIENT

Christine carries on the tradition of Fran Chaplin through her devotion to NYWS. We are thankful for her inviting smile and positive demeanour every Tuesday. Her unwavering dedication as a Women's Services Volunteer since 2009 reflects her commitment to supporting survivors and our community.

FRANCINE HYLTON

Francine shares her knowledge of cooking with our shelter on a weekly basis; preparing delicious and healthy meals for our residents. She is a compassionate, dedicated and reliable member of our volunteer team, donating the most hours (143!) in 2012.



4,000 hours of volunteering

156 evenings of children's programming

1,000 meals prepared

Board of Directors

BARBARA ELLIOTT (Chair)
AUDRA MAHARAJ (Vice Chair)
MAGGIE YANG (Secretary)
SANGITA PATEL (Treasurer)
DR. SANDRA PYKE
DR. LISA ROSENBERG
SHALINI BHARDWAJ
NAJIA ALAVI
PATRICIA SAM



COMMUNITY PRESENCE AND ENGAGEMENT

Our presence in the North York community continues to expand as we build partnerships and welcome schools, community groups and businesses to join us in our mission.

North York Women's Shelter was able to reach many youth in 2012 through speaking engagements and workshops centered around violence against women, healthy relationships and safety planning.

Partners and Contributors

BMO

Earl Haig Secondary School

James Cardinal McGuigan CHS

MDI Eastern Canada Region

PwC

Research Now Canada

St. Clements School

St. Louis Wings Franchise

SAP Canada

Scotiabank Shared Services

Sterling Institute Community Group

Toronto French School-

Canada's International School



As advocates raising awareness of the issue of violence against women, NYWS staff and volunteers participated in many community initiatives. We are proud to rally and march alongside our allies taking a stand against social injustice.



STAFF

The staff of North York Women's Shelter are the backbone of our organization. Their tireless efforts to advocate for our clients, raise awareness among communities and fight to breakdown barriers and social inequalities are a reflection of their passion. We are endlessly thankful for our team.

Women's Services

Monis Ahmed
Laura Allen
Rosa Arredondo
Jaha Ayinde
Karen Brown
Erin Callaghan
Amy Clements
Kim D'Eath
Tamia Knight
Marcia Francis
Jeryl George
Paz Humana
Angelica Lorca
Anab Osman
Sophy Osoro
Shyamali Pal
Myra Santone
Evelyn Skeete
Tania Zupanic

Children's Services

Yvonne Annobil
Zainab Baiyewu
Nadia Juma
Leanna Tuba

Administrative and Fundraising

Charlene Catchpole – Executive Director
Sojie Tate – Executive Assistant/Capital Campaign Coordinator
Shelina Akter – Finance Manager
Deborah Hurley-Laing – Program Manager
Lorraine Johnson – Resource Development Manager
Abby Wong – Volunteer and Fundraising Coordinator
Aniska Ali – Volunteer and Fundraising Coordinator (former)
Volta Eliabachus – House Coordinator
Gunveen Thind – Food Services Worker
Idalmis Martinez – House Maintenance Worker

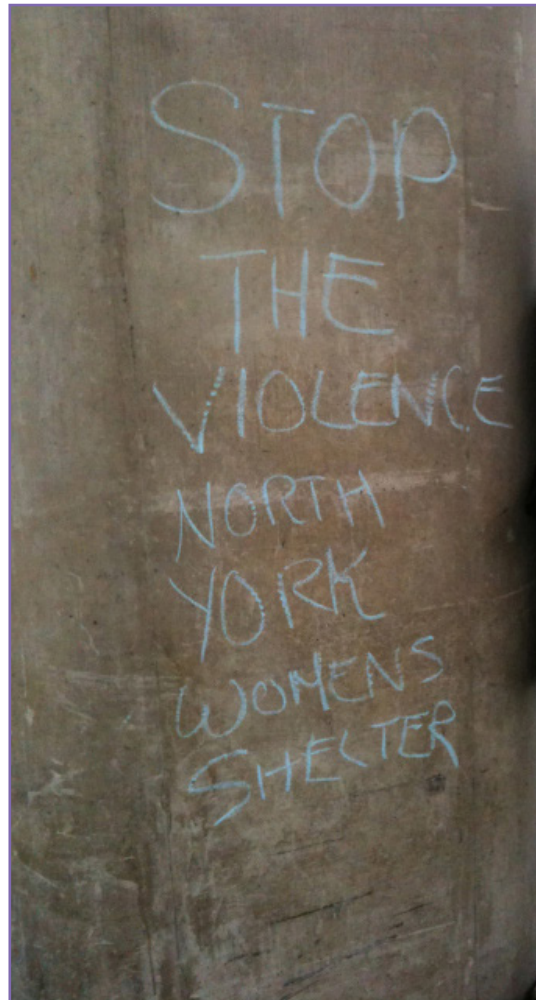


FINANCIAL STATEMENTS

Statement of operations and changes in fund balances for the year ended December 31, 2012
(with comparative figures for the year ended December 31, 2011)

	2012	2011
REVENUES		
Capital grant	25,670	35,470
Operations grants (government)	1,177,109	1,177,098
Foundation grants	23,518	43,622
Donations and corporate grants	397,558	514,615
Fees for service	8,600	5,600
Special events - Hope Gala	23,015	15,270
Special events - Raffle	1,675	-
Investment income	37,418	46,339
	1,695,363	1,838,014
EXPENSES		
Property	201,326	159,518
Administration	115,741	101,465
Staffing	1,213,308	1,263,045
Grant expenses	-	1,039
Residents	55,049	48,986
Supplies	76,585	59,638
Capital campaign	5,189	-
	1,667,198	1,633,691
Excess of revenue over expenses	28,164	204,323
Net assets - opening	1,529,216	1,324,893
Net assets - closing	1,557,380	1,529,216







North York
Women's Shelter

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.

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Toronto, ON M3K 2A2

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Shelter Administration: 416-635-9427

www.NYWS.ca

shelter@NYWS.ca

facebook.com/NYWS.ca

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

Crisis Line & TTY: 416-635-9630