



25 YEARS OF HOPE  
**2009 Annual Report**



North York  
Women's Shelter

**25 YEARS**

HOPE LIVES HERE >>>

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# »» Staff



## Administration

Charlene Catchpole, *Executive Director*

Shelina Akter, *Finance Manager*

Volta Eliabachus, *Executive Assistant*

## Resource Development

Shamini Selvaratnam, *Resource Development Manager*

Cassandra Toussaint, *Fundraising and Volunteer Coordinator (Until August 2009)*

Saman Mahboob, *Fundraising and Volunteer Coordinator (As of August 2009)*

## Shelter Services

Deborah Thompson, *Program Manager*

Amy Clements, *Women's Counsellor*

Angelica Lorca, *Women's Counsellor*

Sophy Osoro, *Women's Counsellor*

Tiffany Bond, *Women's Counsellor*

Leanna Tuba, *Children's Programmer*

Yvonne Annobil, *Children's Service Worker*

Marcia Francis, *Part-Time Counsellor*

Myra Santone, *Part-Time Counsellor*

Shyamali Pal, *Part-Time Counsellor*

Evelyn Skeete, *Housing Worker*

Ameley Mensah, *Relief Counsellor*

Anab Osman, *Relief Counsellor*

Christina Arokiadass, *Relief Counsellor*

Darcelle Darbeau, *Relief Counsellor*

Jacqueline Cunningham, *Relief Counsellor*

Jeryl George, *Relief Counsellor*

Jules Koostachin, *Relief Counsellor*

Karen Brown, *Relief Counsellor*

Kim D'eath, *Relief Counsellor*

Kristal Lewis, *Relief Counsellor*

Madhu Bector, *Relief Counsellor*

Monis Ahmed, *Relief Counsellor*

Paz Humana, *Relief Counsellor*

Rosa Arrendono, *Relief Counsellor*

Maria Suarez, *Food Services Worker*

Idalmis Martinez, *Maintenance Worker*

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# »»» Foreword

For 25 years North York Women's Shelter has been a place of safety, hope and healing for women and children who are survivors of violence.

Over the years we have been able to act as a catalyst so women leaving abuse could realize their full potential. Because of our work we know that women have learned to live again and children have learned to trust and smile. The significance of the past 25 years is that we have helped thousands of women and children break free from the cycle of violence. We can say with confidence our work changes lives!

2009 was a year of celebration of 25 years of hope, help and healing. We dedicated time to learn our history. The history of North York Women's Shelter is a history of people who care, a history of people with drive and determination, of people fighting for a cause they know is right, a cause well worth fighting for. With this in mind, we fostered our relationships with like minded organizations and are actively involved in our community through outreach and education to increase awareness about the issue of violence against women and children.


We strive to provide service that is both holistic and accessible through input from our staff and the women we serve. Our transparent approach keeps us accountable to those who access our services and those that fund our work. We thank the Ministry of Community and Social Services, the United Way of Toronto and the Realtor's Care Foundation for their commitment to eradicating Violence against Women.

Hope is "an expectation of something desired." All of us at NYWS desire that every home should be a place of love and security – not of fear and violence. Hope would not be possible without the dedication of our volunteers, community partners, donors and staff. Thank you for supporting the vital work that happens at NYWS. Together we can offer women and children a promise of a better tomorrow.



Charlene Catchpole  
Executive Director

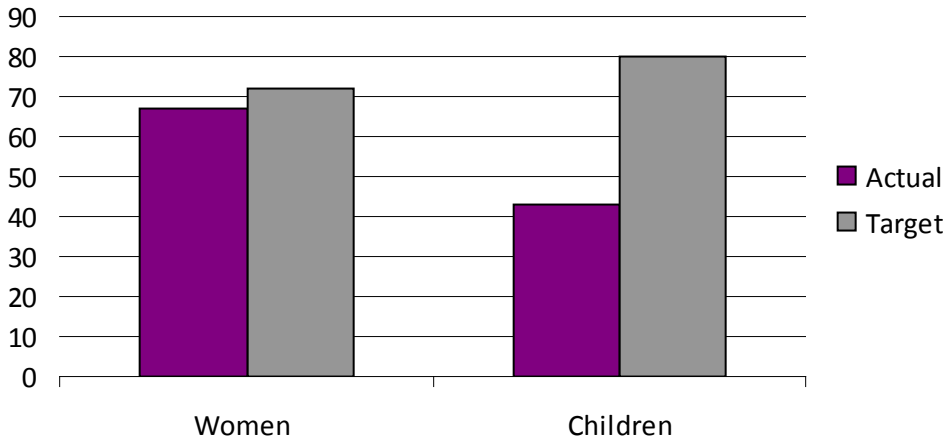


Catia Creatura-Amelio  
Chair, Board of Directors 

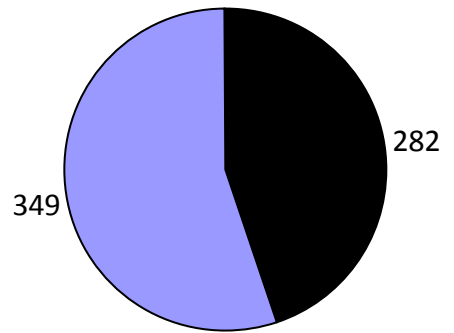
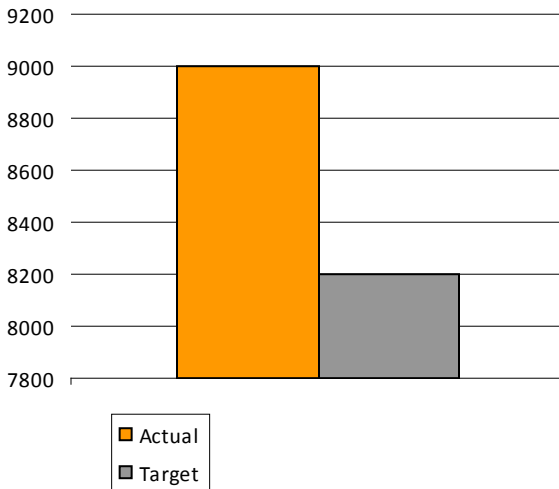
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# Our Impact - Service Statistics

No. of Clients Served



Total hours of direct service



■ No. of women not served due to lack of space  
■ No. of crisis calls

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# »» Programs

Our holistic approach to programming ensures that we are relating to all aspects of healing, and recovery while empowering survivors to become independent. Aside from providing safety, much of the work we do is done with the hope of empowering women to make positive changes in their lives. The majority of the programs we have created have an underlying goal of fostering independence, confidence, introspection and when we can; laughter.

## The Moms and Tots Program

The program helps re-establish the bond between mother and child by allowing women to reclaim the joys of motherhood, establish communication, trust and respect between mother and child.

Witnessing violence in the home or experiencing abuse has severe emotional and psychological effects, especially on children. The program's main focus is on helping mothers and children re-establish their bonds by offering them healthy family time in a safe and supportive environment. This environment creates opportunities for them to identify and address their own strengths needs and concerns and successfully realize their potential.

## Arts of Children and Youth

We have partnered with Arts for Children and Youth, a non-profit organization, who's mission is to ally with high priority communities and empower marginalized children and youth by engaging them in hands-on, community and school based arts education programs.

We have successfully held music and dance sessions with the children and their moms, which have run for 6 – 12 weeks. The activities focus on children and their mothers expressing themselves through music and art. These programs have helped increase self confidence, respect, and trust amongst the children at the shelter.



A photograph of three red roses with green leaves and stems, arranged horizontally on a white, wrinkled fabric surface. The roses are in various stages of bloom, with the one on the right being the most open.

## Community Relations

For the past 25 years our goal has been to offer place of safety for women and children who are survivors of abuse. We have also been an actively raising awareness of the issues surrounding family violence by working with like minded community partners.

We believe that empowering young girls of today can help prevent violence in the future so we continue to operate our Girlz Gab program, a lunch time discussion group now in its 3rd year, through our partnership with William Lyon McKenzie High School.

We were proud to be the organization of choice for many volunteers and donors. Staff at BBM gave their time and talent as part of the company's volunteer day. Staff and volunteers at YMCA North York started a program to help women acclimatize to their new communities after their stay at the shelter.

As part of our outreach we held many events to commemorate the 20th anniversary of the Montreal Massacre. We held a special screening of the film Polytechnique, a dramatized film about December 6, 1989 and mark the National day of Action on Violence Against Women. We participated in a joint memorial event with Seneca College. Our staff spoke at 12 separate December 6 events organized by middle schools, high schools, community groups and church organizations to help raise awareness about violence against women. Through all of our outreach work, our hope is to educate and build lasting partnerships to ensure the safety of women and children.

# »» NYWS in 2009

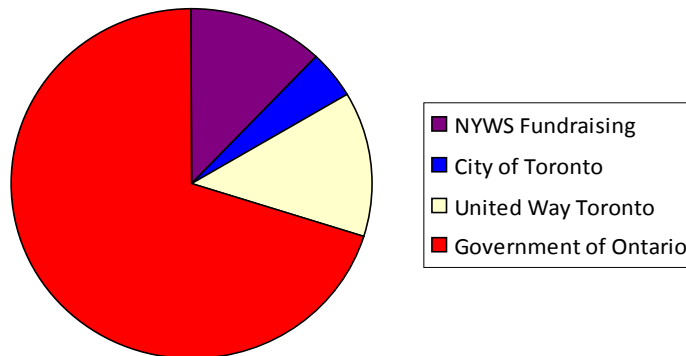


# »» Fundraising

Despite a year of economic turmoil, NYWS has met the challenge of decreased funds head-on to promote and support our work. Through our fundraising efforts we managed to raise nearly \$200,000 in 2009.

Our 4th annual Mother's Day Hope Gala Dinner and Auction was held on May 7th at the Vaughan Estate, located at the Estates of Sunnybrook. Our Hope Award was presented to Sheherazade Hirji for her commitment to advancing the cause of women and girls. We also honoured a former resident Daline Ihonglok for successfully creating a life free of violence.

We are also very proud of the two groups of high schools students who selected our shelter for their project for Youth in Philanthropy Initiative through the Toskan Cassale Foundation, each team won \$5000 for our shelter.



# Statement of Operations

For the Year Ended in December 31, 2009

Revenues *		
	2009	2008
Capital grant	\$64,503	\$33,298
Operations grants (government)	1,102,776	1,179,224
Foundation grants	45,352	29,615
Donations and corporate grants	310,053	385,927
Fees for service	1,800	2,200
Special events – Hope Gala	19,322	10,029
Investment income	23,735	21,276
	<u>\$1,567,541</u>	<u>\$1,661,569</u>
Expenses		
Property	\$172,693	\$164,720
Administration	127,033	104,244
Staffing	1,057,666	947,703
Grant expenses	2,939	19,623
Residents	47,249	44,748
Supplies	54,657	55,978
	<u>\$1,462,237</u>	<u>\$1,337,016</u>
Excess of revenue over expenses	\$105,304	\$324,553
Net assets – opening	1,087,422	762,869
<b>Net assets – closing</b>	<u><b>\$1,192,766</b></u>	<u><b>1,087,422</b></u>

**\*Economic Dependence**

The amount of revenue received by the Shelter from The Ministry of Community and Social Services of Ontario is so significant that the viability of the Shelter is economically dependent on the Ministry. Significant contributions are also allocated from the United Way (\$191,820 in 2009, \$188,750 in 2008).



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# »» Hope Givers

## Foundations

BMO Employee Charitable Foundation  
Canadian Women's Foundation  
CAW Social Justice Fund  
IBM Employees Charitable Fund  
Mackenzie Charitable Giving Fund  
Ontario Power Generation Employees & Pensioners  
Charity Trust  
Paloma Foundation  
REALTORS Care Foundation  
The Edwin & Miriam Merkur Charitable Foundation  
The Rainbow Foundation  
Toronto Hydro Employees Charity Trust  
Toronto Toy Tea Foundation  
Toskan Casale Foundation

## Corporations

IKEA  
Altimate Boots  
CCL Industries  
Green Shield Canada  
LCBO District # 22  
PriceWaterhouse Coopers  
Proctor and Gamble  
Sanofi Pasteur - Toronto  
Sanson & Hart  
Steinberg Morton Frymer LLP  
SunLife Financial  
Tymar Consulting Group  
Warner Brothers Entertainment  
Canada  
Wiklem Design

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## Community Organizations & Individuals

Beverly Hills United Church  
CAW Local 112  
CAW Local 673  
Ontario Association Of Gastroenterology  
OPSEU Ontario  
OPSEU Region 5  
Oriole York Mills United Church  
Seneca College of Applied Arts and Technology  
St. Matthew The Apostle-Oriole Anglican Church

Lorna Lovie  
Micahel and Dominica Antonucci  
Anu Poldes  
David Marx  
Honourable Margaret McCain  
Raghu Kilambi & Family  
Herman and Josee Jansen  
Fabiene Evans  
Virginia Holmes  
Estate of Lillian Levine  
Ann Southam

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# »» Board of Directors



Catia Creatura-Amelio

Barbara Elliott

Audra Maharaj

Colleen Shannon<sup>1</sup>

Martha Ocampo

Nur Muhammed-Ally<sup>2</sup>

Sandra Pyke

Lily Delaney<sup>3</sup>

Patricia Sam

Hala Beisha

Mary Massarella<sup>4</sup>

<sup>1</sup> Resigned January 2009

<sup>2</sup> Term ended June 2009

<sup>3</sup> Resigned in October 2009

<sup>4</sup> Resigned in December 2009



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# Everyone should live a life free of violence.

Family violence robs women and children of security, health, and a fair chance in life.

North York Women's Shelter saves more than 800 lives each year. We provide safety, offer support, help women get back on their feet, and assist with securing housing.

We also tackle the root causes of violence by campaigning for new laws, policies, and solutions.

**We need your help to continue our work.  
Please support us.**

P.O. 77570  
Toronto, ON M3H 6A7

Phone: (416) 635-9427  
Crisis Line: (416) 635.9630  
[www.nyws.ca](http://www.nyws.ca)

Charitable Registration No.  
12981 9512 RR0001



Member Agency

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