

**ELIZABETH FRY SOCIETY OF NORTHWESTERN ONTARIO**  
**2020 ANNUAL REPORT**

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**Prepared for the**  
**ANNUAL GENERAL MEETING**

**Held on**

**June 17, 2021**  
**VIA ZOOM**

# The Elizabeth Fry Society of Northwestern Ontario

## Annual General Meeting

June 17, 2021

### Agenda

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#### Annual General Meeting (7:00- 8:00 p.m.)

1. Welcome and call to order
2. Establish quorum
3. Approve agenda
4. Approve Minutes from AGM of September 2020
5. Reports
  - a. Caycie Soke, President's Report
  - b. Mary Kozorys, Coordinator's Report
  - c. Mary Veltri, Coordinator of Development and Communications' Report
  - d. Lindsay Martin, Systems Navigator Report
  - e. Committee Reports
    - i. Kate Brindley- *Advocacy Committee*
    - ii. Mary Veltri- *Fundraising Committee*
    - iii. Caycie Soke- *Governance Committee*
    - iv. Mary Kozorys & Caycie Soke- *Housing Committee*
    - v. Caycie Soke- *Human Resources*
    - vi. *Treasurer's Report and Independent Financial Review*
6. Appointment of Independent Reviewer for 2021
7. Election of Directors
  - a. Vice President Vacancy
8. Other business
9. Adjournment

## Minutes 2019 AGM - September 17, 2020

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Present: Caycie, Jen, Brad, Mary Kozorys, Mary Veltri, Kate, Nicole, Erin, Bev, Helle, Steph, Lindsay

Regrets: Tara

Minute taker: Caycie

Chair: Caycie

### **Approve the Agenda**

Erin mover, Bev, seconder, approved.

### **Approve Meeting Minutes of 2019 AGM**

Bev mover, Kate seconder, approved.

### **President's Report**

- See written report by Caycie

### **Coordinator of Development and Communications Report**

- See written report by Jen

### **Coordinator's Report**

- See written report by Mary K.

### **Committee Reports**

#### **Fundraising Committee**

- See written report by Mary Veltri.

#### **Advocacy Committee**

- See written report by Kate

#### **Human Resources Committee**

- See written report by Caycie.

#### **Housing Committee**

- See written report by Mary V.

#### **Finance Committee**

- See written report by Caycie.

#### **Governance Committee**

- See written report by Erin

### **Treasurer's Report**

- Jean advised that she is still working on acquainting herself with the financial goings on of the organization but is pleased with the Bookkeeper and the Finance Committee's commitment to organization and transparency.

### **Independent Financial Report – Brad Mayes**

- See written report by Brad
- Budget tracking has improved a great deal, thanks to Bookkeeper, Nicole.

### **Motion to accept Committee Reports**

Jean mover, Bev seconder, approved

### **Motion to accept Independent Financial Report 2019**

Kate mover, Jean seconder, approved

### **Motion to appoint Independent Review for 2020**

Kate mover, Jean seconder, approved

### **Election of Directors**

Slate of Directors: Caycie, Bev, Kate, Tara, Erin, Jean, Jamie (maternity leave).

Mary V is stepping down as Vice President. No one is willing currently to take over the position. Will table for next Board Meeting.

All accepted their nominations

All acclaimed

Motion to accept nominees – mover Caycie, seconder Kate, approved.

### **Motion to Adjourn**

## **President's Report- Caycie Soke 2020**

Much thanks to our dedicated Staff and Board and Volunteers, 2020 was another incredible year of growth for EFSNWO. While COVID-19 has dampened our ability to provide direct services in the Correctional Centre we have pivoted our energies to community and discharge work, assisting more clients than ever in obtaining housing and securing the resources they need to successfully integrate post-release. Our staff have risen to the challenge of ensuring clients have barrier free access to our services in these challenging times.

Our Coordinator, Mary Kozorys, has worked tirelessly this past year assisting clients both inside and outside of the Correctional Centre. Mary's commitment to our clients and her fearless advocacy allows our clients to access many resources (such as housing, food, hygiene products and transportation) they would not otherwise have fulsome access to. We would not be as successful in our work as we are without her boundless enthusiasm and compassion.

Jen, as always, has brought an energy, positivity and boundless enthusiasm to the position of Communications and Development Coordinator that has seen us diversify and expand our funding sources. In 2020 we completed our rebranding and continued to modernize our methods of communications and fundraising. She has been instrumental to our growth as an organization!

The increasing complexity of our finances led us to establish a Finance Committee in 2019, made up of the President, Treasurer, Coordinator of Development and Bookkeeper. This ad hoc committee allows us to address emergent budgetary and funding issues with the goal of ensuring we use our funding allocations to their full potential. The committee continues to meet regularly to monitor the multiple budgets associated with our funding sources and projects.

We are looking forward to being able to provide transitional housing in a 2021 pilot with the assistance of a TBDSSAB grant. The Housing Committee continues to work towards our ultimate goal of creating a permanent transitional housing facility to meet our clients needs.

All in all we are looking forward to another exciting year of growth at Elizabeth Fry!

### *Human Resources Report*

In May of 2020, we were fortunate to welcome Lindsay Martin to our ranks as our very first Systems Navigator. Lindsay brings with them a host of experience from John Howard Society as a Systems Navigator (along with various other relevant work experience). Lindsay has increased our community outreach exponentially and has dedicated themselves to connecting with difficult to serve clients who may not otherwise seek out our services.

In December 2020, we were granted funds to add two Systems Navigator positions for a period of three months (into June 2021). We began the hiring process in December of 2020 and the successful

applicants (Desiree Dumoulin and Marla Dunn) were onboarded in early 2021. This has allowed us to expand our direct client services exponentially.

### *Governance Report*

We have completed a Strategic Plan in 2020/2021 with the assistance of Sheelagh Hendricks. Shortly thereafter we received funding from the federal government to hire consultants to do an operational review of our organization. Laridae, a consulting firm out of Southern Ontario, completed their operational review of our organization in 2020 and completed it in 2021. We are eager to implement their recommendations to ensure our Board and Staff are using best practices with regard to policies, procedures and sustainable organizational growth.

### *Board Comings & Goings:*

Our Board Member, Jamie McGinnes, left on parental leave in 2020. She will be returning in mid-2021. We wish her the best in the important work of raising a little person!

Helle Moller and Steph Simko joined us as Board Members. We are happy to welcome them to the Board and are fortunate to benefit from their myriad of skills. Thus far they have both thrown themselves into our work with fresh perspectives and energy.

Cheyenne DeGagne left us in August of 2020 to complete doctoral studies at Carleton in Ottawa, Ontario. We have benefited greatly from her time on our Board and wish her the best of luck in her studies. We know she will be successful in all she does!

### **Co-ordinator's Report (2020 Programme Year)- Mary Kozorys**

The COVID pandemic presented both challenges and opportunities to deliver programmes and services in 2020. Although all programming at the Thunder Bay Correctional Centre was suspended in March 2020 due pandemic restrictions, institutional arrangements were made to modify in-person visits, and to expand contact via telephone. Through systemic advocacy, the Ministry of Community Safety and Correctional Services extended its use of phone policy for inmates. Prepaid calling cards were distributed on the first of the month enabling inmates to make calls to mobile numbers which was critical since most community service providers and lawyers were working off-site.

The pandemic also resulted in a shift of services in order to meet the basic needs of individuals in the community. Through a collaboration with Roots to Harvest, staff were able to deliver food hampers as well as hygiene items on a weekly basis during July and August, to women in the community. This permitted staff to 'check-in' with clients, many of whom were feeling particularly isolated during the pandemic. Although this programme moved to monthly deliveries from September onward, the rapport established during the initial summer months, made it much easier for participants to reach out to staff regarding other needs.

This programme year also saw the organization continue in the planning and development stage of its housing initiative. The use of technology during the pandemic enabled the co-ordinator to take a lead role in organizing and facilitating virtual 'round table' discussions across Northern Ontario in Kenora, Thunder Bay, and Sault Ste. Marie. These discussions brought together service providers, policy maker and persons with lived experience to explore housing options and models for women transitioning out of incarceration into the community. The findings from the discussions will be used to inform the next phase of the housing initiative.

While the pandemic presented challenges in delivering programmes and services, the opportunities far outweighed these challenges, as it helped to foster creative, collaborative community approaches.

## **System Navigators Report 2020 - Lindsay Martin**

We have had a full year providing services as System Navigators. The focus of this year in the pandemic was to pivot and focus on community needs. We know food security was an critical issue for our clients as a lot of communal places were closed down for clients to access. We would bring 75+ bags and deliver them to our clients. We collaborate with other service agencies to refer clients to other services such as health, counselling, obtaining I.D. and covid testing.

We have established a strong community presence and increased visibility by providing street level services.

We have been working directly and indirectly with the Correctional Center's social workers to assist with discharge planning. This has been limited due to the lockdown of the facility.

In our role as advocates, we joined the Release from Custody Task Force to provide support to those incarcerated and being released during the Covid-19 outbreak. The outbreak at the Correctional Center brought some unique challenges to the work we did this year. We partnered with Thunder Bay Police and particularly the "Project Prevent" to assist people find places to stay during the outbreak so they could self isolate.

In the last fiscal year we have successfully housed 46 women, trans and non-binary folks. We have been working on the Coordinated Housing Access table to reach a goal of establishing centralized housing for the community.

The Reaching homes funding has offered an additional 2 positions within the agency to focus on housing during the pandemic. This has allowed further outreach into the community and has contributed significantly to the growth of the program.

We have become a drop in center for our clients where they can access food, transportation, phones, use of computer and, services, and support.

Recognizing the needs of the people who are homeless in our community, the TBDSSAB had offered some funds to assist with mental health and addictions prevention. We proposed an idea to Thunder Bay Housing to rent one of their units to provide our clients who are exiting the criminal justice system with a place to stay. We were offered a 3 bedroom unit and were able to set it up to be furnished. Clients will have a place to stay and are supported while focusing on their healing and independent living.

## **Committee Reports**

### ***Advocacy Committee Report (KB)***

In 2020/2021, the Advocacy Committee met to discuss and to strategize responses to ongoing to advocacy issues particularly for women in custody.

Additionally, the committee designed and supervised a research project for a ProBono Students of Canada volunteer from the Bora Laskin Faculty of Law. The volunteer, Miranda Dell'anna, helpfully produced a research memo and made a presentation to the board on the use of physical restraints on persons, particularly women, in custody accessing medical care. This research project was building on a research project started last year which grappled with, among other things, international human rights standards and a lack of transparency in Correctional policy. This year Miranda focused on the policies and practices of use restraints on women in custody from the point of view of health care providers and hospitals.

### ***Fundraising Committee Report (JM/MV)***

Detailed in Coordinator of Development and Communications Report.

### ***Governance Committee Report (CS/EB)***

Detailed in President's Report.

### ***Housing Committee Report (CS/MK)***

The Housing Committee continues to work towards our organization's ultimate goal of building a transitional house for our clients and filling a much needed resource gap in our community. The committee has spent 2020 meeting with housing providers for information gathering, connecting with various professionals who may be able to assist us in this endeavour and working towards a first incarnation of a transitional house for our clients. In early 2021 we were able to procure and provide three transitional beds which are operated solely by EFSNWO staff. More details about this are provided in the Systems Navigator Report. In 2021 we plan to create and implement a concrete strategic plan to procure funding and onboard relevant professionals to move the project forward.

### ***Human Resources Committee Report (CS)***

Detailed in President's Report

## **Jennifer McKeown- Coordinator of Development and Communication**

### **2020 Annual Report**

#### **Development**

- Submitted 15 Funding applications
- Received Approval for 12 Funding Applications
- Tracked all incoming donations and funding in Revenue Tracking Document
- Sent out charitable receipts and thank you – 02-11
- New monthly donors x 1
- Send out Direct Mail Campaign to 100 recipients Completed

#### **Communications**

- Hired a Firedog Communications
- Rebranded our organization and all associated materials
- Rebuilt and launched a new website
- Created and Layed out all Key Research Reports and Executive Summaries
- Updated our Letterhead
- Updated our Business Cards
- Participated in EFry Week- Social Media Campaign
- Participated in Legacy Month Social Media Campaign
- Regular posts across all social media platforms
- Printed key branding communication materials:
  - Pull up banner
  - Branded tablecloth
  - Business Cards for MK/LM/JM
  - Executive Summary
  - Postcards
  - Full Research Report
  - Door Decals
  - Wall Decal
  - Trifold pamphlets
  - Waterbottles
  - Resusable Bags
  - Infographics

#### **Outreach/Engagement**

- Presented at a pan northern Webinar for Food Bag Program
- Hosted 3 Round Tables – Kenora and SSM and Thunder Bay
- Presented at the Thunder Bay Municipal League Board Meeting
- Attended Media Launch – TBCF Gender Equality Stream
- Provided Media Interviews x6

## Administration/Meetings/Committees

- Finance Committee Meeting x4
- Fundraising committee Meeting x 1
- External committee/Coalitions x 10
- Meeting with External partners x 9
- Meeting with Funders x 14
- Meeting with consultants x 5
- Staff Meeting x 15
- Meeting/correspondence with Government Official x3

## Programing/Projects

- **Phones for Women Pilot Project:** were we provided women who were reintegrating back into the community with access to a mobile device for the first 60 days post release.
- **Created Health & Wellness Fair Event:** for women at the Correctional Centre – we were facilitating a 1 day workshop alongside 10 external agencies where the women currently incarcerated would gain access to the necessary service prior to their release
- **Began Phase 2 – Planning and Development** in our goal of Transitional Housing  
This is a multipronged approach and saw us build targeted communications material, host round tables and build a Housing committee to move us closer our goal of creating transitional housing for our clients
- **Recipient of the Tbaytel Good Employees Program** – Alongside TBaytel engineering department we built 110 hygiene kits that we have handed out to vulnerable women across the community. We did this in partnership with Kits for a Cause
- **Began Providing Barrier Free Food Bags** – In partnership with Roots to Harvest we began to deliver 20 bags delivered once a week over 10 weeks with three community pop ups where 50 bags are made Delivery began Wednesday July 22nd and continued to Wednesday September 30th.
- **Provided Certificate Based Programming:** this saw us provide access to smart serve, safe food handling and basic first aid courses to our clients

## **Awards**

- Recipient of an **Outstanding Community Safety Award** – 2020 Mayors Community Safety Awards – Barrier Free Food Bags

## **Professional Development**

- Leadercast Women Event
- Webinar – Online Fundraising for a virtual world
- Webinar – Canada’s new Legacy Giving Campaign
- Webinar – 6 Steps to Finding and Onboarding Corporate Partners
- Show Me the Money – UwayTbay Workshop
- Canada Helps-Transform Your Next Fundraiser by Taking it Online
- Coaching Clinic - Resilient Communities Fund:
- WAGE Information Session: Organizational Capacity Self-Assessment Tool -09-01
- Charity Village – Make Better Decisions: A Crash-Course in Non-profit KPIs

<b><u>Social Media Followers 2019- 2020</u></b>		
<b>Platform</b>	<b>2019</b>	<b>2020</b>
Facebook	323	705
Instagram	173	312
Twitter	51	89
LinkedIn	21	32

## 2020 TARGETS VS. ACTUALS - REVENUE

TYPE OF SUPPORT	TARGET	ACTUAL	DEFERRED	NOTES
United Way	27,000	24,500	0.00	We received <b>10k</b> in unrestricted funding from United Way to use as needed during the beginning of the pandemic. We reapply to United Way in the latter half of the year and were approved for an additional <b>14k</b> bringing our total amount of funding for 2020 to <b>24k</b>
MCS	19,248	19,395	0.00	N/A
Status of Women	49,276	50,818	2,287	1,542 deferred from 2019 *deferred \$2287 to 2021
Fundraising	3,200	0.00	0.00	Fundraising Film Night was put on hold due to pandemic and the restrictions towards larger gatherings
Donations	10,000	22,054	0.00	N/A
Membership	100	70	0.00	
Thunder Bay Community Foundation	1,830.00	1,830	Deferred from 2019	
Catherine Donnelly Foundation	24,000.00	21,600	Deferred from 2019	Deferred 1,128 to 2021
Tbaytel	2,000.00	4,000	2,000 deferred from 2019	<b>2K</b> received from the Tbaytel for Good employee project Engineering Dept to build <b>110 hygiene kits</b>
Reaching homes	31,578	31,578	0.00	Two year project ending in March 2022 2 <sup>nd</sup> year we are slated to receive <b>49,083</b>
Reaching Homes – Emergency Covid Funding		1,430	40,340	*1,430 of this was used in 2020 for December salaries with 40,340 deferred to 2021
Emergency Community Support Fund		19,050	11,500	<b>11,500</b> secured in 2020 realized in 2021 Barrier Free Food Bag program

<b>Covid Emergency Funding</b>		3,750	0.00	This fund was used to meet emergency client needs being brought to the fore front during the beginning of the pandemic
<b>Gender Equality</b>		6,550	0.00	Funds pivoted to support 3,300 deferred to 2021
<b>WAGE – Expansion</b>		75,000	75,000	Received the funds at the end of December and deferred project to Jan-June 2021. This is an expansion of funds from our original WAGE application
<b>CEFSO Holiday Gift Funding</b>		640		Funds used to purchase Christmas gift items for MCS
<b>Safety Award</b>		1000	1000	1000 received in 2020 and deferred to 2021
<b>Interest</b>	0.00	513	0.00	N/A Interest earned on building fund and dividend
<b>Totals</b>	<b>168,232</b>	<b>261,715</b>	<b>130,127</b>	

## **2020 Partners List**

Government of Canada - Emergency Community Support  
 Government of Canada - Gender Equality Canada  
 Government of Canada - Reaching Homes Fund  
 Government of Canada - Women and Gender Equality  
 Ministry of Community Safety & Correctional Services  
 Catherine Donnelly Foundation  
 Community Foundations of Canada  
 Elevate Northwest  
 Metro on River  
 Roots to Harvest  
 Tbaytel  
 Thunder Bay Community Foundation  
 Thunder Bay District Health Unit – Street Nurses  
 United Way of Thunder Bay  
 Value Village