

**Ernestine's
Women's Shelter
Annual Report
2015-2016**

Ernestine!s
Women's Shelter

“When I get asked “Why Ernestine’s”, when it comes to what I support, my answer is...

I have 3 young daughters whose safety and well-being are my most important priority. There needs to be places like Ernestine’s where my girls would be protected, in their worst personal safety crisis, if I couldn’t get to them first.”

Stacey Nagle, Partner Deloitte LLP, Former Board Member & Donor

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Our Mission

We are run by women, to provide support and shelter for women and children escaping violence.

We assist women and children in rebuilding their lives by providing crisis intervention and a range of holistic support services, while acknowledging the multitude of issues facing survivors of abuse.

We adapt our services to honour diversity and the unique needs of the individual.

We promote awareness, education and advocate for early intervention and prevention.



Guiding Principles

We recognize the impact of violence on children and acknowledge that the rights of children are separate and distinct from those of their parents.

We recognize each woman's right to self-determination.

We acknowledge that violence can be physical, emotional, psychological and sexual.

We are a participatory organization, accountable to our Board of Directors and Stakeholders.

We operate from a feminist, anti-racism, anti-oppression framework.

Message from the Chair

Dear Friends and Supporters,

What an amazing year of transformation 2015-16 has been for Ernestine's Women's Shelter!

Most importantly, it was a year of transformation for 65 women and 55 children who accessed Ernestine's programs and services within the shelter; a safe haven, nourishing food, specialized counselling, assistance in finding permanent housing, and help in navigating the legal system – for example, resisting an abuser's attempt to gain custody of children.

Ernestine's services to vulnerable women and children do not end at the shelter's walls, however. Staff provided support, including planning on how to more safely leave an abuser, to 150 women living in the local community. And, an Ernestine's counsellor spent one day a week partnering with the Biminaawzogin Regional Aboriginal Women's Circle in Orillia and with the Aboriginal Women of Georgina Island. Our 24/7 Crisis Line answered 761 calls from women in need.

Transformation within the organization began in April 2015, with the first Ernestine Affair to be chaired by Board Member Cara Henry. It was the first to be presented at the Carlu in downtown Toronto, the first to net over \$100,000 for Ernestine's programs and services and the first to reach an attendance record of 500 guests. It is worth noting that Cara led this event as a volunteer, when the shelter was without a staff fundraiser. The entire organization is so grateful to Cara and to the

2015 Ernestine Affair Committee including Khadija Kathy Ali, Denise Booth, Gabriela Cameto, Melissa Coghlan, Alan Forsyth, Kim Harris, Shannon Innis, Claire Ketsiam, Sandra Kim, JP Larocque, Claire MacGillivray, Kim Manson, Trevor McCurdy, Lisa Medeiros, Cailin Perry, Chengli Tang, and JC Van Marle. And, we appreciate all the individuals and companies that bought tickets and sponsorships, contributed items to the auctions, or raised their hands to help Ernestine's stand up for women and protect children.

A special thanks goes to all the vendors who gave us incredible discounts and to Megan Follows who donated her services as host.

In May 2015, the Board received the report of an Organizational Design Review conducted by Beth Jordan and her team at Adobe Consulting. The goal of the review was to ensure that Ernestine's was delivering the best services to clients, in the most efficient and responsible way possible. As a result of that work, Ernestine's has adopted a new staff structure, one that puts more resources closer to women and children in need. The report also provides the Board and staff with a practical road map to assist us as we move forward on our strategic priorities: financial sustainability, partnerships and education.

A new recruitment process, begun in June 2015, has resulted in a Board that is much closer to our goal of representing our richly diverse community while also bringing great professional skills to the Board table. Perhaps most importantly, we bring personal experience with some of the same challenges faced by Ernestine's clients, to inform our decision-making: domestic violence, poverty,

homelessness, mental wellness issues, racialization and experiencing life as a refugee. Thank you to Board Members Josephine Ho and Martha Hancock for leading this very successful recruitment.

And, this was the year we saw Ernestine's go international! In February 2016, staff members Deborah James-Sargeant and Monica Amenyah travelled to Togo to work with Groupe de réflexion et d'action Femme, Démocratie et Développement – a non-governmental organization that promotes democracy, development and women's rights – to help them implement Ernestine's 'holistic' approach to supporting survivors of domestic violence. The project was sponsored by Crossroads International, a Canadian non-profit working to create a more equitable and sustainable world by engaging and strengthening individuals, organizations and communities through mutual learning, solidarity and collective action. Ernestine's looks forward to a long relationship with Crossroads International.

Of course, this amazing year of transformational work would not have been possible without the support of so many of you in our community!

On behalf of the Board of Directors, I would like to thank our major funders including the Ministry of Community and Social Services, the United Way and the City of Toronto, our many generous corporate and individual donors, and the legion of hard-working volunteers that support Ernestine's mission.

I would also like to thank Ernestine's staff, led by Executive Director Sharlene Tygesen, for their excellent work in delivering our programs and services, day after day.

And finally, I would like to thank the 2015-16 Ernestine's Board Members for their leadership, in particular those who are joining us for their first term: Jennifer Altosaar, Seher Goderya, Julia Nanos, Jessica Rayne, Rita Said, Shilpa Tiwari and Tieu-Minh To. I would also like to thank the Board Committee Volunteers for their service: Jasmin Earle, Susan Griffis, Seema Khumbkarran, and Olena Zabolotna.

Pushing back against violence against women and children in our community is so rewarding – but it can also be exhausting! I never lose hope – in large part because of the bravery, resilience and dignity of women and children who re-build their lives with the help of Ernestine's. Chinue Bute is the winner of the 2015 Natalie Novak Youth Award, presented to a former resident who has shown courage, determination and willingness to be a role model for her peers. Chinue's story of transforming from a frightened teenager who arrived at the shelter with her mother, in the middle of the night, to a social activist working on behalf of refugees in our city and preparing for university is absolutely inspiring and so I will leave you with her words:

"Ernestine's is a wonderful place. They are very compassionate and they try their best to help in whatever way they can. I hope that Ernestine's continues the work they do, because they do a really good job! "

Warmest Regards,

Catherine May
Board Chair
Ernestine's Women's Shelter

Message from the Executive Director

Dear friends and allies,

If you are anything like me, when you reach a destination, you find yourself surprised at how quickly the journey took place. I feel as if I had just finished the letter for last year's Annual Report when it was time to sit down and write another one. A brief year ago, I was thinking about change: about where we had been as an organization and the exciting new direction in which we were heading. It seems to me that an entire year passed in the blink of an eye because all of us – staff, management and Board of Ernestine's – were moving in that direction with such commitment and energy that the days, weeks and months just flew. It also probably seemed so brief because we have always had so much to do in our work to help women and children live lives free from violence and abuse.

As I pause to think about how to share how much has happened in the past year I realize that it is hard to put into words just how far we have come as an organization in such a short amount of time. We have completely revised our organizational structure and hired coordinators to support staff and management. We continued to implement our three-year strategic plan with our key priorities for the organization's future: partnerships, education and financial sustainability.

We had the exciting opportunity to partner with Crossroads International when two of our staff, Deborah James-Sargeant and Monica Amenya, travelled to Togo to provide support to and share our tools with local organizations in response to new legislation criminalizing domestic violence.

Ernestine's spent 2015-2016 developing and revising all agency policies. While a long endeavour, it was a fascinating process to undertake for the entire team. It is with great admiration that we thank Adobe Consulting, led by Beth Jordan and Leah Odle-Benson, for their patience, expertise and commitment to the mission and vision of Ernestine's Women's Shelter.

Yet even with all of our hard work and success, we were not able to accomplish everything that we wanted to do. Women and children continue to experience violence and abuse, and because of that, our work will never be done. This year, we could not help 761 women who called our crisis line because we were full to capacity.

But with the support of our committed Board, our dedicated staff, and our incredible donors, partners and volunteers, we can continue to change lives for the better. As always, your in-kind donations, time and financial support are a lifeline for the women and children who need our help. You continue to be part of every life that we change for the better, and we have never been able to do all of the work we do without your help. As we do every year, we invite you to continue to support us by attending an event, organizing a fundraising activity with your friends, staying in touch with us on Twitter and Facebook, or organizing an awareness activity at your work or school.

Thank you for taking this journey with us. The destination is a better world.

In Sisterhood,
Sharlene Tygesen
Executive Director
Ernestine's Women's Shelter

Our Hope

Our hope at Ernestine's Women's Shelter is to eliminate the stigma women and their children who survive gender-based violence experience. Stigma is one of the most corrosive aspects of violence and abuse because it keeps the abuse hidden, keeps women and their children isolated from their supports, families and friends and renders women and children vulnerable to systemic perpetuations of violence and abuse. When women and children can disclose to their families, friends, workplaces, faith communities, or neighbours what they are experiencing without judgement, accusation or shame, the stigma of living with violence and abuse will be shattered.

Our hope is that people speak openly about the issue of violence against women and their children: in kitchens, classrooms, boardrooms and in our legislature. Our hope is to move the issue of violence and abuse from behind closed doors and into the public arenas where it can be addressed and corrected. We hope that wherever there is violence and abuse perpetrated by a family member, intimate partner or trusted person onto a woman or

child it is interrupted, that healing may begin and those who were victims can now create a life free of violence and abuse. Our hope is that children who have been exposed to or have survived gender-based violence do not experience the ongoing stigma of this violence and abuse.

Our hope is that these children come to the fullest realization of their worth, capacity and agency; that they truly believe the violence and abuse they survived was never their fault; and that they can speak honestly about their experiences and know they will be believed and supported. Our hope is that women who make the courageous decision to flee abusive situations and seek the supportive services of Ernestine's will be an example to their children that help is available and living in safety is not just a possibility, but their human right.

Our hope is that no woman or her child will ever experience violence or abuse.

Kathleen O'Gorman,
Manager, Development & Engagement



Shelter Program Report

Ernestine’s in-house programs and services were partially closed for health and safety reasons during June, July and August of 2015, while our HVAC system was replaced.

Counselling

As they build new lives, free from violence and abuse, women and children stay in Ernestine’s for an average of eight months. While they are with us, Ernestine’s staff Counsellors provide supportive counselling and crisis intervention 24 hours a day, every day of the year.

This year, our Counsellors responded to 761 calls on our shelter crisis line and provided 702 counselling sessions. During these calls and these sessions the Counsellors often identified the need to refer women and children to outside services and critical resources, which they did 180 times this past year.

Counsellors first ensure that women and their children are safe, whether as shelter residents or out in their communities. They next help women identify goals for a future free of violence and abuse. They then provide services to these women as they plan for and create their new lives. These programs and services are holistic (because they address the full range of each woman’s needs), emphasize safety and independence and include culturally-appropriate meals, activities and celebrations.

Child and Youth Program

Our Child and Youth programs support the children and youth who stay in our shelter. During their stay, which is usually several months in length, these programs help provide a safe and stable environment. Children have the chance to heal emotionally and physically and develop healthy attitudes and positive habits. This past year, the Child and Youth Program staff held 2,648 one-on-one sessions with children and youth residing in the shelter.

Through these sessions and the ongoing programs, our counsellors help children and youth settle into the routine of school and enjoy recreational activities. They build trust and confidence and emphasize positive male-female interactions. The Counsellors also help children and youth celebrate milestones in their lives such as birthdays, graduation and cultural observances. Finally, they help children and youth experience a sense of normalcy and stability, often for the first time in their lives.



Transitional Housing and Outreach Support Program

The Transitional Housing and Outreach Support Program provides support to women and children who are currently experiencing or who have experienced violence and are presently living in the community. This year, counsellors in the program provided 201 counselling sessions to women living in the community. These sessions helped women identify the challenges they faced when dealing with violence, abuse, and their consequences. During these sessions, our counsellors help women identify government and community social assistance and support programs to help meet their needs and helped them navigate the bureaucratic requirements which often prevent women from getting access to these services.

As part of this process, our counsellors will advocate on behalf of our clients by attending appointments, making phone calls in support of or even directly dealing with various social services representatives in order to ensure that the women and their children get access to the services they need. Our in-house counsellors and the Transitional Housing and Outreach Support Program conducted 1,321 of these “advocacy engagements” this past year. Most of these interventions were required to secure safe, affordable, long-term housing for women and their children.

In addition, our program counsellors operate a food bank within the shelter which was accessed by more than 644 women and children during this last year.

Finally, the Transitional Housing and Outreach Support Program staff conduct various violence prevention and awareness training workshops for community organizations, schools, universities and at events such as Toronto Pride, December 6th memorials and United Way speakers bureaus.

Housing and Legal Program

Our Housing and Legal Program Counsellor assists our clients by making referrals to lawyers, accompanying women at legal appointments and court appearances and assisting with applications for Legal Aid, Immigration, and child and spousal support services. This year, our Counsellor completed 117 of these “legal engagements” on behalf of our clients.

The Counsellor also assists clients with finding safe and affordable long-term housing, and helps women understand the Landlord and Tenant Act to make informed decisions about rental contracts and tenancy agreements. There were 261 of these “housing engagements” during the past year and each of these engagements helped women and children obtain safe housing and helped them towards their goals of lives free from violence and abuse.

Skills Exchange Program

Many of our clients have been isolated by their abusers and lack basic life skills, such as money management, banking and finance, how to conduct jobs searches, even how to plan meals and shop for groceries. Women identify their challenges and work together to acquire these skills, sharing their existing knowledge and learning from outside resources.



(Left to Right) Linda, Khadija, Kathleen, Davia, Sharmala, Christina, Vanita, Melody, Samantha

Shelter Highlights



Dr. Kristy Duncan, MP & Dr. Helena Jaczek, MPP with the team at the shelter

Our Executive Director, Sharlene Tygesen, is in the back row, centre. To her left is our Minister of Science, the Hon. Dr. Kirsty Duncan, Member of Parliament for Etobicoke North, and to Sharlene's right is the Minister of Community and Social Services Dr. Helena Jaczek. Joining them are some of our shelter team.

Both Ministers were instrumental in obtaining funding for our new HVAC system from the Ontario Ministry of Community and Social Services.

During the holiday season, Ernestine's holds an annual client event called "Winterfest", in partnership with our community partner Fantasy Fair at Woodbine Mall. We host over 150 past and present clients plus staff and a host of volunteers. Together we share in an evening of food, rides, games, and memories.



Our long-time supporter "Baked with Love by Hellen" helps the women and children celebrate special occasions by providing beautiful cakes for birthdays, baby showers, school graduations and other observances.

Shelter Highlights



Iliana Mena - *Soul of a Warrior Award* Recipient, Woman Abuse Council of Toronto

Our Children's Advocate, Iliana, receives the Woman Abuse Council of Toronto's "Soul of a Warrior Award" in recognition of her engagement with young girls and women.



On September 29th, 2015, Ernestine's Women's Shelter and Rexdale Legal Clinic partnered together to hold Walk4AffordableHousing Community Event. The event was to highlight the growing affordable housing crisis that the City of Toronto is facing and the need for a National Housing Strategy. In conjunction with the Right to Housing Coalition's call to action week, the two agencies called for community participation to bring awareness to the issue by walking around North Etobicoke and handing out information on the topic.

Our Strategic Priorities 2014–2017

Partnerships

We will develop community partnerships with agencies and grassroots groups to enhance our excellent service delivery to women, youth, and children impacted by violence. These strong partnerships will support community engagement and diversifying funding opportunities.

Education

We will develop and deliver, alongside our Stakeholders, multi-platform education about gender-based violence. We will continue to use an anti-racism and anti-oppression framework for this education.

These initiatives will provide opportunities to build new partnerships and connect with potential funders.

Financial Sustainability

We will build a long-term sustainable funding model that supports Ernestine's to deliver valuable services for women, youth, and children impacted by violence.

Partnership Highlight



Paralegal Counsellors from across Togo



Mme Secretary presenting Certificate of Participation to Deborah James-Sargeant

TOGO, West Africa

Violence and abuse against women and children is a global pandemic according to the World Health Organization, and Ernestine’s has always looked for ways to change social attitudes towards violence and abuse at the local, national and world levels. As part of our formal partnership with Crossroads International, Deborah James-Sargeant and Monica Amenya travelled to Lomé, Togo, for two weeks in February of 2016 to work with Groupe de réflexion et d’action Femme, Démocratie et Développement (GF2D). This initiative equipped the paralegals and other GF2D staff with relevant tools and approaches, adapted the Togolese context, in order to improve and strengthen counselling services to survivors of gender-based violence.



Members of the GF2D team joined by Ernestine’s representatives Monica Amenya and Deborah James-Sargeant (back row left and right)

THE *Ernestine* AFFAIR

The Ernestine
Affair raised over
\$108,000 in 2015

Our 2015 Ernestine Affair was an outstanding success. It was our first event in the Carlu, a historic venue in downtown Toronto. Thanks to the generosity of our corporate sponsors, numerous donors and our 500 guests, the 21st annual Affair raised \$108,000 for vital programs and services.

To all of our guests for attending, to all of our volunteers for helping, to all of our sponsors, we say "Thank you!". You have made a difference in the lives of the women and children who seek shelter at Ernestine's.

Thank you, also to the wonderful Megan Follows for hosting.



Ernestine Affair Auction Tables at The Carlu



Sharlene Tygesen, Executive Director and Megan Follows, Ernestine Affair Host

Special Thanks to our 2015 Sponsors:

Platinum

Ext. Marketing Inc.
Event Rental Group
Oliver & Bonacini Events and Catering
Production Canada

Gold

Glencore Canada Corporation
TD Bank Group / TD Aeroplan
Woodbine Entertainment Group

Silver

The Meyer Financial Group
Sandra Haydon & Associates

Bronze

Anita Merlo, Broker / Bosley Real Estate LTD
Brokerage
Deloitte Foundation Canada

Wine

Barefoot Wine & Bubbly



Tayba Rasheed, The Ernestine Van Marle Inspiration Award

Tayba Rasheed

This award was created to honour the shelter's namesake, who was an inspired leader in our community. It recognizes women who take great risks to seek a better life for themselves and their children. It is awarded to a former client who has, through her words, actions and spirit, inspired us.

In the summer of 2013, Tayba Rasheed took her two small children and left the husband who had abused her for six years. Throughout her time at Ernestine's, Tayba took advantage of a wide variety of programs and services, particularly the shelter's Skills Exchange Program. She enrolled in the Office Administration College Certificate and landed a job as an Administrative Assistant with the PTP Adult Learning and Employment program.

After leaving the shelter, Tayba continued to grow and flourish: "I've recently started a new role in my company as a Data Integrity Specialist, which is a great learning opportunity. I have finally achieved my G2 and my next challenge is learning to ride a bike and to swim. My daughter Sana is in Grade 2 and my son Ahmed is in SK. They are not only brilliant in Math but also considered top readers in their classes. I couldn't be more proud."



Chinue Bute, 2015 Natalie Novak Youth Award

Chinue Bute

The Natalie Novak Youth Award was created in 2012 to honour a former youth resident who has shown courage, determination and a willingness to be a role model for his or her peers.

The 2015 recipient, Chinue Bute arrived in Canada as a teenager. She, her mother and her younger siblings moved in with extended family members. After just a few months, they began experiencing abuse and sought refuge at Ernestine's.

Soon after her arrival at the shelter, Chinue began to exhibit qualities of courage and determination. She began to educate herself about the services and various agencies available to her family. She started participating in social justice movements and advocating for the rights of women and children. Soon, she was taking a leadership role within the shelter by co-facilitating workshops about how violence, racism, homophobia, classism and discrimination based on skin colour all intersect.

In 2014, Chinue was selected to become the Toronto Ambassador for the Canadian Council for Refugee's Youth Network. This gave her an opportunity to continue to advocate for refugee and immigrant rights on a larger stage. "Some people call me a role model," says Chinue. "I just think of myself as normal. I'm just a person who likes to help."



Special thanks to the Ernestine Affair 2015 Committee:

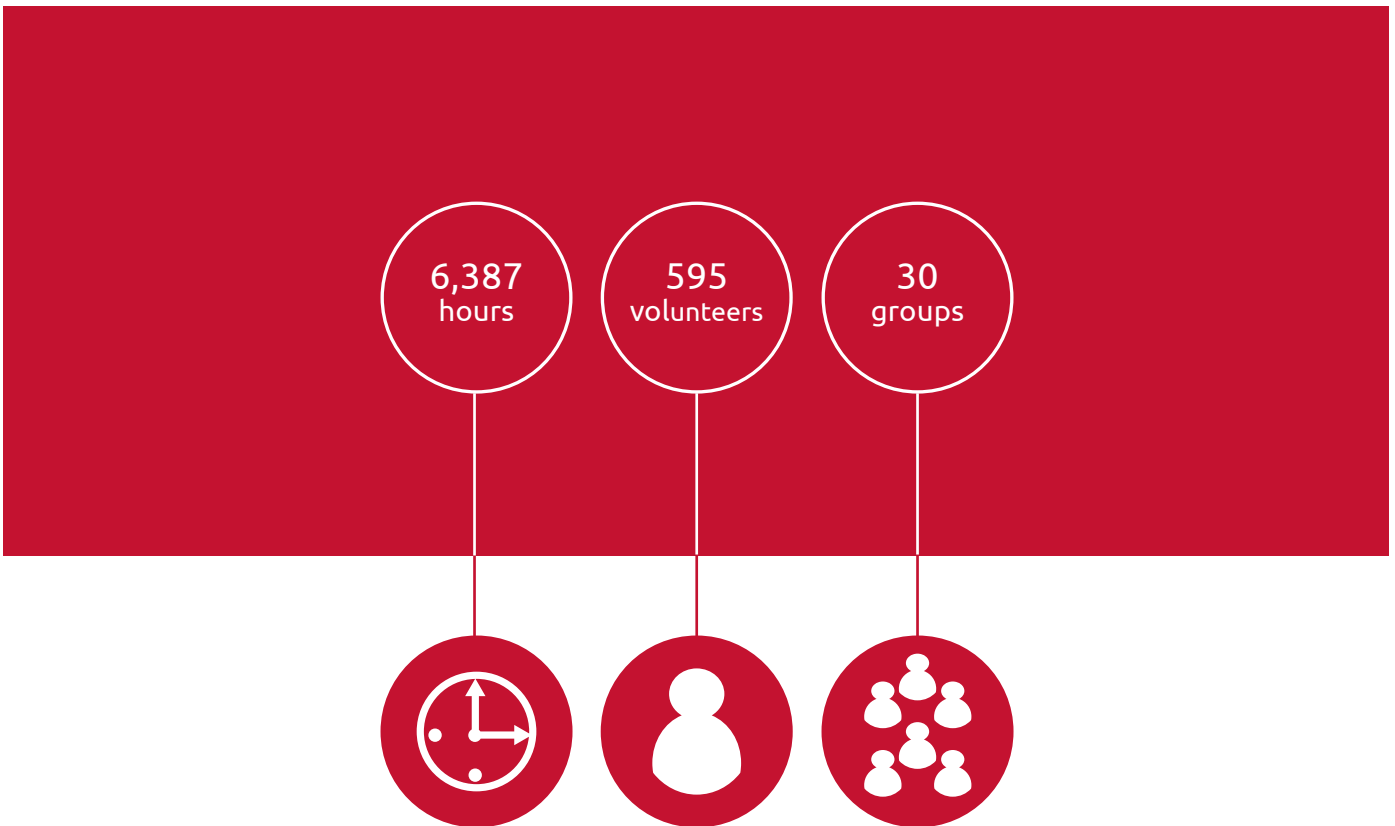
Cara Henry, Chair
Gabriela Cameto
Melissa Coghlan
Alan Forsyth
Kim Harris
Shannon Innis
Claire Ketsiam
Sandra Kim

JP Larocque
Claire MacGillivray
Kim Manson
JC van Marle
Catherine May
Trevor McCurdy
Cailin Perry
Chengli Tang

Volunteers Make an Impact:

This year 595 volunteers provided 6,387 hours of support to the shelter. They showed up in person to work in the food bank, disinfect toys, paint the main shelter spaces, reorganize the kitchen and pantry, and even created a vegetable garden for the residents of the shelter to enjoy.

Volunteer groups also supported the Ernestine Affair, the Winterfest Holiday party and our annual Back To School Barbeque .



“**First, I want to say how much I enjoyed my time at Ernestine’s today. I came with St. Mike’s Mammias to decorate, but felt as if we got to participate in so much more. It was inspiring to see the home you’ve created for your clients and that you realize “home” isn’t just a roof, but a safe environment in which you can be yourself without fear or consequence. I just finished reading your annual report and am now even more convinced that I’d like to get involved. Again, thank you for allowing us into your home and for sharing your story.”**

Natalie Pusateri - St. Mike’s Mamma



St. Mike’s Mama’s & Ernestine’s Volunteer

We offer our heartfelt thanks to our weekly and monthly volunteers for their hours and hours of time and dedication. They have helped us with data entry, organizing and inventorying our donations, maintaining our children’s program facilities, and in countless other ways. It is only because of your ongoing support that we are able to do what we do.

- Harkit Bhandal
- Brittany Bowman
- Joan Bowman
- Hellen De Souza
- Nadia Frost
- Stephanie Hearn
- Michelle Hin
- Natalie Pusateri
- Rona Samujh
- Cleopatra Simmonds
- Michelle Solimine
- Carron Thomas

Our Supporters

Our work to end violence against women begins with help from our supporters. Once again this year, we have been honoured to partner with extraordinary friends.

Home Depot

The annual Ernestine's Back to School Barbeque is an end-of-summer celebration for former and current clients of the shelter and offers fun events such as bounce castles, face painting and other activities.

This year's event brought the Home Depot team onsite at Ernestine's for the first time. Their team came from eleven stores in Etobicoke, Woodbridge and Vaughan. These enthusiastic volunteers led activities for the children and provided delicious food for everyone. They provided fun and excitement for the children while the women enjoyed the day.



Home Depot's first Ernestine's Back to School BBQ



Ernestine's staff Khadija and Kathleen pose with Rose, Anita and Randy from KIK Corp Charity Committee

KIK Corp

Since 2014, the Charity Committee has been directing KIK Corp employee donations to Ernestine's. What began with a Valentine's Day food drive and winter holiday donation drive, has grown to year-round gifts of money, and gifts in-kind. In 2015, KIK Corp officially selected Ernestine's Women's Shelter as the Charity of Choice. Thank you to each and every KIK Corp employee who has contributed for your generosity and support.



Metrolinx GO'Spiel

Metrolinx Go'Spiel

The annual GO'Spiel Transit Charity Event is a curling tournament taking place at the Royal Canadian Curling Club in Toronto. This popular event brings together a variety of professionals from across the transportation industry. Ernestine's Women's Shelter has been the recipient the past four years and we greatly appreciate Metrolinx's generous contributions.

Our Supporters



Staff from Janssen Inc. take time out of their busy work day to lend a hand at the shelter

Janssen

The Janssen team came to Ernestine's for the United Way Days of Caring and did a spring clean-up at the shelter. The volunteers worked in the donations area, planted vegetables in the garden, and cleaned up the shed and backyard.



RBC team

RBC

For the holiday season, the RBC team delivered donations of food and clothing to Ernestine's. They also generously gave their time to collect and individually wrap holiday gifts for our clients.

Their energy and compassion go a long way towards making the winter holidays a special time for the women and children we serve.

Our Supporters



The Samsung team

Samsung Day of Giving

The Samsung team painted the baseboards and doors at the shelter and the outside of the shed in the backyard. They worked in our kitchen, disinfected the main spaces of the shelter and cleaned up our front and back yards.

In addition to food donations, Samsung donated numerous technology items, which included a 65" television for auction at the Ernestine Affair, 40" televisions for use in the shelter and for women moving into housing as well as tablets for the homework program in our Child and Youth area.



The Women from the Seventh Day Adventist Church provide an excellent home-cooked meal for our clients

Interfaith and Intercultural Groups

Ernestine's is always grateful for the many Interfaith and Intercultural groups that donated food to the shelter. We especially appreciate their support during the winter holidays and during cultural observances such as Eid al-Fitr. Having a culturally-appropriate, home-cooked meal is incredibly important to our clients and helps them truly feel at home at Ernestine's.

Our Supporters

Ext. Marketing Inc. has been a Platinum Sponsor of the Ernestine Affair, our annual fundraising event, for the past five years. The company has also provided generous support for Ernestine’s branding and marketing initiatives, which has included preparing the programs for the Ernestine Affair, as well as designing and laying out our Annual Report. Ext. Marketing Inc.’s assistance has been invaluable in helping Ernestine’s spread its message, and we thank them for standing with us and being kind and generous allies.

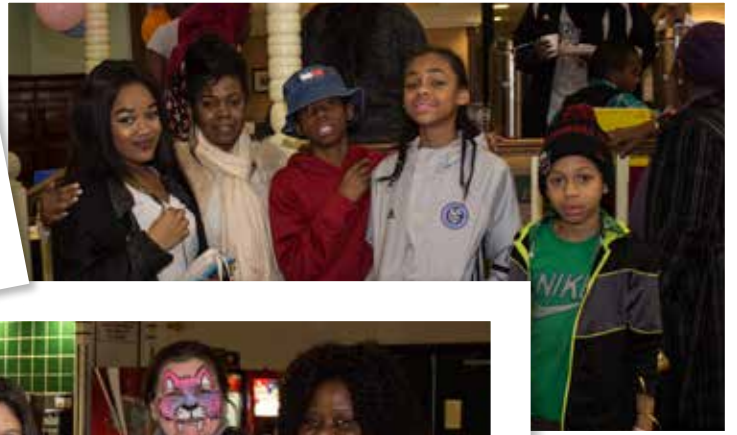
“Since its founding in 2010, Ext. Marketing Inc. has been a very proud supporter of Ernestine’s Women’s Shelter. Ext. Marketing Inc.’s founders, Jillian Bannister and Richard Heft, have always believed there is no greater good they can do than to support brave women and children escaping violence and starting a new life. Unfortunately, this violence has affected – and continues to affect – us all.

Ext. Marketing Inc. has grown into the premier financial services marketing firm in Canada over the past six-plus years, and the company’s support for the great work achieved by the staff and Board at Ernestine’s has grown in lockstep. The team at Ext. Marketing Inc. plans to continue supporting Ernestine’s until the day that violence against women and children no longer exists.”

Richard Heft, President and Jillian Bannister, Chief Executive Officer, Ernestine’s Board Member & Fundraising Committee Chair



10 Great Men is a Board-led fundraising campaign that engages men to support Ernestine's and the issue of ending violence against women. This year's campaign raised over \$10,000 for Ernestine's programs and services.



A Special Note

Compassion

Being at Ernestine's Shelter, has made a big difference in my brother and my life, Ernestine's help has helped us to get back as a family, after seeing what my mum had gone through, the rough times it has been hard for us to disclose right now, but some day.

Ernestine's staff are very lovely, warm and great hospitality. They make us feel at home and comfortable in every way they can, as a youth my brother and I take great pride in every thing we do with the help of Ernestine's shelter. My brother and I even my mum are hoping to give back something big to the shelter one day, we are going to keep Ernestine's shelter on the chart, or even open our own shelter for young youth's like myself, Ernestine's shelter help us to relax so we can study in school better and other activities that we do, we had learn so much ~~about~~ from Ernestine's shelter, after seeing so many people come and go and even sharing their stories with our mum, I really admired my mum for being so strong for us, sometimes I can see the sadness in her eyes but being at Ernestine's shelter, help us to heal that pain, and smile again, no more sleeping on the cold wall, no more being hungry, no more being left alone and ~~being~~ the list goes on. Thank's ~~to~~ miss Ernestine for opening this women shelter, many life have been save by coming to Ernestine's women shelter may her soul continued to rest in peace. To god be the glory many thank's to all.

Written by two brothers, ages 14 & 16, who stayed at Ernestine's with their mother.

Ernestine's Statistics

Our 2015-2016 statistics reflect the partial closure of the shelter for three months in 2015.

702

counselling
sessions

232

safety
plans

1,321

advocacy
engagements

65 women and **55** children

2,648 times child and youth counsellors
engaged with our children and youth

140 child and youth group sessions

761 crisis calls

201 counsel-
ling sessions
were provided
to community
clients

180

referrals to
community
partners



74 applications to various social housing programs
36 women accessed the housing and legal program
30 women moved into new communities

• Average length of stay is eight months

Ernestine's Staff and Board

Staff 2015-2016

Sharlene Tygesen Executive Director	Kristina Jensen
Farhia Ahmed	Lisa Mediros
Monis Ahmed	Iliana Mena
Linda Akpan	Zeinab Muhudin
Khadija Kathy Ali	Lushina (Lucy) Mulji
Monica Amenya	Alys Murphy
Stephanie Bellini	Kathleen O'Gorman
Laverne Blake	Omolara Ogunlana
Denise Booth	Anusha Nadsean
Danielle Borromeo	Silvia Olivas
Joan Bowman	Kristina Pink
Yvette Branch	Melody Pomares
Vanita Budhai	Liuba Revenko
Doris Caceres	Rita Richards
Nadia Dar	Tammy Scanlan
Samantha Doerksen	Rima Sidipova
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Kylee Goldman	Rittu Sohal
Elizabeth Graham	Avril Swaby
Paulett Hoffstead	Kamara Ukachukwu
Louraine James	Donnica Williams
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Jillian Bannister	Vice-Chair
Josephine Ho	Treasurer - February 2016
Tieu-Minh To	Treasurer
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Siloni Waraich	Executive Committee
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Seher Goderya	
Sandra Haydon	
Cara Henry	
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Stacey Nagle	
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Jessica Alina Rayne	
Chengli Tang	
Shilpa Tiwari	

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 Sue Griffis, Governance Committee
 Seema Khumbkarran, Fundraising Committee
 Olena Zabolotna, Governance Committee

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(Left to Right): Cara Henry, Marie Kelly 1994, Moira Hoogveen 1991, Martha Hancock, Kim Pepper 2007, Stacey Nagle 2015, Margaret Barrie 2006, Margot Lackenbauer 2015, Beth Croft 1993, Catherine May, Chengli Tang, Sandra Haydon 2015, Judith Bannister (Honorary Member since 1995), Josephine Ho, Siloni Waraich



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Thank you for your funds, your gifts in-kind and your time. You have taken action to Stand Up for Women and Protect Children, and our work would not be possible without your generous support.

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Zakia Suleman
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Alison Thompson
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Trattoria Nervosa
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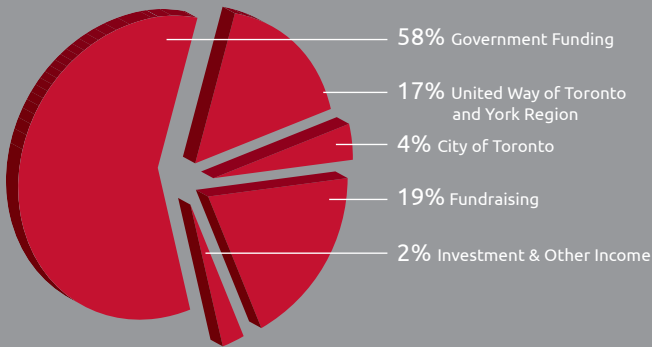
NOTE: Every effort was taken to ensure the accuracy of the information contained within the annual report. We apologize for errors that may have occurred in the listing or spelling of names and ask that you advise us by calling 416 743 1733 ext 2015.

Gifts In-kind

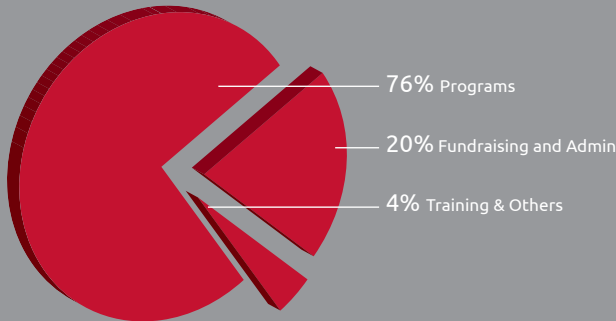
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The Statement of Operations and Condensed Statements of Financial Position are derived from the Audited Statements of Ernestine’s Women’s Shelter as audited by KPMG. The organization is in a stable financial position and is committed to ensuring the viability of its programs. We are optimistic that our revenues from fundraising efforts and donations will continue to improve. We will continue to manage costs and increase fundraising sources to strengthen our operating performance to deliver on our mandate.

Revenues 2015-16



Expenditures 2015-16



Financials

Ernestine's Women's Shelter Condensed Statement of Operations Year Ended March 31, 2016

	31-Mar-16	31-Mar-15
Revenue		
Grants	\$1,643,959	\$1,652,093
Fundraising & donations	392,954	374,925
Amortization of deferred contributions	146,817	139,567
Investment & other income	26,674	46,432
Total Revenue	2,210,404	2,213,017
Expenses		
Direct program delivery	1,290,702	1,316,308
Resident's expense	196,339	177,826
Capacity building & training	43,265	48,927
Community engagement & fundraising	236,235	304,318
Amortization of capital assets	161,532	152,568
Administration	186,756	275,735
Severance	108,307	152,572
Total Expenses	2,223,135	2,275,681
Excess of revenue over expenses	-\$12,731	-\$62,664

Included in our deficit for the year ended March 31, 2016 are \$20K of unrealized losses in our investments due to market volatility, and \$108K in severance costs related to the execution of our strategic plan, which is intended to match our organizational structure with our service delivery model. We do not anticipate to incur additional severance costs in fiscal 2016/2017.

Ernestine's Women's Shelter Condensed Statement of Financial Position as of March 31, 2016

	31-Mar-16	31-Mar-15
Assets		
Cash & short-term investments	\$196,044	\$129,300
Receivables & pre-paid expense	208,913	159,442
Long-term investments	632,729	767,401
Capital assets	3,801,979	3,810,032
Total Assets	\$4,839,665	\$4,866,175
Liabilities		
Accounts payable & accrued charges	\$173,097	\$255,345
Current portion of operating deferred contributions	75,329	45,796
Deferred tickets & sponsorship revenue	61,648	20,895
Long-term debt	822,220	858,887
Deferred contributions related to capital assets	2,035,692	2,000,842
Total Liabilities	3,167,986	3,181,765
Net Assets	1,671,679	1,684,410
Liabilities & Net Assets	\$4,839,665	\$4,866,175

The Statement of Operations and Condensed Statements of Financial Position are derived from the Audited Statements of Ernestine's Women's Shelter as audited by KPMG. The organization is in a stable financial position and is committed to ensuring the viability of its programs. We are optimistic that our revenues from fundraising efforts and donations will continue to improve. We will continue to manage costs and increase fundraising sources to strengthen our operating performance to deliver on our mandate.

Standing Up for Women. Protecting Children.

Ernestine's Women's Shelter is working towards a world free from violence and abuse. We provide support and shelter, crisis intervention and a range of holistic support services for women and children escaping violence.

We promote awareness, education, and advocacy for early intervention and prevention of violence and abuse.


For more information on becoming a partner of Ernestine's Women's Shelter, contact Kathleen O'Gorman at 416 746 3701 x 2010 or kathleen@ernestines.ca.

Stay connected with us:

P.O. Box 141 Station B Etobicoke, ON M9W 5K9

Tel: **416 743 1733** 24/7 Crisis line: **416 746 3701 x 0**

engagement@ernestines.ca | www.ernestines.ca

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