



**Ernestine's Women's Shelter  
Annual Report 2017-2018**

**S A F E T Y**

**Ernestine!**s  
Women's Shelter

## **About Ernestine's Women's Shelter**

Ernestine's Women's Shelter provides emergency shelter along with 24-hour crisis assistance, support programs, and counselling for women and children escaping violence. Our holistic shelter programs help women and children to break free from violence, heal from trauma, and ultimately rebuild their lives free from violence and abuse.

Since we opened our doors 34 years ago, we have supported over 4,200 women and 4,500 child and youth clients.

## **Our Mission**

Ernestine's Women's Shelter, an organization run by women, provides support and shelter for women and children escaping violence.

Ernestine's assists women and their 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.

Ernestine's adapts its services to honour diversity and the unique needs of the individual.

Ernestine's promotes awareness and education, and advocates for early intervention and prevention.

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## Message from our Board Chair

Dear friends and supporters of Ernestine's, In 2017–2018 Ernestine's continued to build on its solid foundation of governance and operational excellence, and we fully implemented our Strategic Plan. As a result, the shelter was able to support an increased number of families experiencing violence, both internally and within the community.

Our Board also undertook the most extensive review of our by-laws and manual, with the assistance of the ARW Group. We wanted to make them easier to use and to ensure that they mirrored recent changes in legislation and operating structures. This initiative will strengthen our Board's governance practices and ability to manage risk, and it also aligns us with Ernestine's operational structure.

The entire Ernestine's team, led by our Executive Director, Sharlene Tygesen, worked with unceasing dedication and commitment to deliver life-saving and life-changing services to women and children escaping violence. I thank and recognize them for choosing to stand up for women and children every day of the year.

As always, Ernestine's could not deliver these programs and services without the funding and support from the Ministry of Community and Social Services, the United Way Greater Toronto, the City of Toronto and our many generous corporate and individual donors. We cannot express the depth of our gratitude for this ongoing funding and support.

Our 23rd Annual Ernestine's Affair was our most successful event to date! We had the special honour of highlighting our commitment to children and youth with the debut of our first public service announcement. As we do every year, we must recognize the tireless dedication of the Ernestine Affair Committee, led by Alan Forsyth & Cara Henry, Michelle Burr, Catherine Chang, Melissa Coghlan, Beth Cuddy, Cristina

Goncalves, Sandra Kim, Trevor McCurdy, Cailin Perry, Steph Porter, and Kathleen O'Gorman from Ernestine's. The event sponsors, including Scotiabank, who sponsored the 2017 Youth Award, and Ext. Marketing, along with supporters such as Production Canada (celebrating 10 years of support for the Affair), our attendees and generous donors, and all the event volunteers once again '*stood up for women by standing up*' for Ernestine's, just as they were encouraged to do that evening with the hashtag #StandUp4Ernestines.

Our Board Members also deserve my thanks for their time, passion and relentless commitment to good governance and risk management: Josephine Ho, Tieu-Minh To, Rita Said, Jennifer Altosaar, Jillian Bannister, Julia Nanos and Seher Goderya. Following the AGM we honoured and bid farewell to outgoing members Martha Hancock, Cara Henry, Catherine May, Chengli Tang and Jessica Rayne and we welcomed Samantha Ash, Cristina Goncalves, Angela Mazza, Jennifer Shiller, and Aiwon Xu. Your hard work and support continues to strengthen this incredible organization. I would also like to thank the volunteers that served on our standing Board Committees: Jasmin Earle & Marjorie Aikenhead.

We look back with pride over a year of outstanding accomplishment and look forward to continuing our work of making this world a better place: one woman and one child at a time.



Siloni Waraich  
Board Chair, Ernestine's Women's Shelter

## Board of Directors

Siloni Waraich (Chair)  
Josephine Ho (Vice Chair)  
Tieu-Minh To (Treasurer)  
Rita Said (Secretary)  
Jennifer Altosaar  
Samantha Ash  
Jillian Bannister  
Seher Goderya  
Cristina Goncalves  
Martha Hancock  
Cara Henry

Catherine May  
Angela Mazza  
Julia Nanos  
Jessica Rayne  
Jennifer Shiller  
Chengli Tang  
Aiwen Xu

## Board Committee Volunteers

Marjorie Aikenhead (Finance)  
Jasmin Earle (Governance)



*Ernestine's Women's Shelter's past and present Board Members  
at the 2017 Ernestine Affair*

## Message from our Executive Director

Dear friends and allies,

This time last year, I was thinking about how far Ernestine's has come as an organization since we first opened our doors nearly 35 years ago. We have worked so hard and accomplished so much for women and children, and yet there is still so much left to do.

Last year was a tumultuous time as the #MeToo and #TimesUp movements swept the public's awareness and created tremendous social discourse. Of course, the staff and leadership at Ernestine's shared in the hope and determination that the public discussion would change how society views violence and abuse. And yet, we didn't let up in our efforts to be the change we wanted and needed to see. We increased our capacity from 32 to 35 beds and continued to operate at 100% occupancy, and still often had to go above capacity, by converting program spaces into temporary bedrooms to make space for families in need.

We continued our work on revitalizing our programs and services, as well as meet the demand of the growing child and youth residents by implementing an additional counsellor to the Child and Youth program. We have also been incredibly fortunate to have received the support of Scotiabank. They sponsored the Natalie Novak Youth Award at our 23rd annual Ernestine Affair, which allowed us to provide a scholarship to the recipient, and they have also committed \$100,000 over the next four years to support our programs for outreach child and youth clients.

Our staff continued to be recognized for their excellence for the fourth year in a row by The Woman Abuse Council of Toronto. On International Women's Day, they recognized our Skills Exchange Counsellor, Silvia Olivas, with the Soul of a Warrior Award, to recognize her years of dedication towards improving the lives of women and children experiencing abuse. Last year, we launched a program called "Circle of Healing", in partnership with Elmbank Community Center and funded by Ministry of Citizenship and Immigration Canada, led by Silvia, for women in the community who are experiencing violence due to isolation and a great number of other social barriers.

We continued to contribute to the conversation about violence and abuse with the launch of our first **Public Service Announcement (PSA)**. Produced by Susan Forrest, written by Susan Ellis, directed by Steve Demarco, and shot with an all-volunteer cast, crew, and production team, this three minute short film shows the reality of life for children and youth in our shelter, as well as the hope and change we help create. The script was based on interviews with former resident youths and we debuted it at last year's Ernestine Affair.

And once again, we kept the shelter operating for 24 hours a day, for 365 days, making a difference in the lives of 50 women and 61 children who stayed with us, as well as the 151 women and children who attended our events and workshops and accessed services through our Outreach and Transitional program.

Through the never-ending dedication of our staff, the leadership and commitment of our Board of Directors, the support of our volunteers, funding from the Ministry of Community and Social Services and the United Way of Greater Toronto, as well as the incredible generosity of our donors, all our work was made possible. 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 social media, or organizing an awareness activity at your work or school.

Thank you, once again, for walking this road with us. We're heading for a better world, and with your help, we'll get there.

In Sisterhood,



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

## Strategic Priorities

### Partnerships

We 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 support community engagement and diversifying funding opportunities.



### Financial Sustainability

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

### Education

We develop and deliver, alongside our Stakeholders, multi-platform education about gender-based violence. We continue to use an anti-racism and antioppression framework for this education. These initiatives provide opportunities to build new partnerships and connect with potential funders.



## Shelter Programs Impact 2017-2018

At Ernestine's, we center women and children as the primary reason for why our programs exist. Our programs are integrated and collaborative, to take a holistic approach to meet the complex needs of families. In addition to providing shelter and a 24/7 crisis line, we provide programs that help families heal from abuse and rebuild their lives after violence.

### Key Achievements:

- Our program counsellors responded to a total number of 1,809 crisis calls across all our program areas in the last year.
- We introduced settlement services at the shelter last year, and as a result, we were able to find permanent homes for our families sooner, which meant that we were able to provide emergency shelter to more families. Last year, 50 women and 61 children called Ernestine's home, and we also offered lifelines to 151 families within the community through our outreach services.
- Our services expanded further into the community this past year, through our Skills Exchange and Transitional Housing and Outreach programs. This expansion is possible thanks to our partnership with Elmbank Community Centre, a welcoming and accessible space for local community members in the Rexdale area to seek out resources and support.

### Women's Program

The goal of this program is to provide various supportive services to the women and children living in the shelter. We create an inclusive environment to support women and children who have experienced trauma. Counsellors support women living at the shelter on a daily basis by providing them with emotional counselling and safety planning for themselves and their children. Counsellors also assist women with rebuilding their lives by helping them set goals for the future and make plans to achieve these goals.

### Last year alone in the Women's Program



**261**  
Culturally-inclusive  
meals for families  
living at the shelter



**186**  
Safety plans  
created



**390**  
Advocacy  
engagements



**1,325**  
Crisis calls



**333**  
Counselling  
sessions provided



## Skills Exchange Program

Our Skills Exchange counsellor primarily works with women living within the shelter to support women's mental wellness after trauma, and provides skills and capacity building opportunities to help women rebuild their lives and achieve their goals. Taking the form of group discussions and one-on-one counselling, our program provides women with spaces to share their experiences of violence, without shame or guilt. Program participants bring their own skills and experiences that they share with each other, and experts are also brought in as guest presenters.

Last year, we successfully expanded our program outside of the shelter and into the Rexdale community, with a program called "Circle of Healing". Our objective is to support women living within the community who are especially vulnerable to violence due to social isolation. We seek to decrease the social isolation for the women in this program, by enabling them to connect with other women and share their stories. Women who participate in this program leave with increased self-esteem, confidence, and skills to address trauma, stressors, and life challenges. This initiative was made possible last year thanks to the funding provided by Ministry of Citizenship and Immigration Canada.

## Last year alone in the Skills Exchange Program



**175**  
Safety plans  
created



**375**  
Program  
participations



**64**  
Group  
sessions  
held



**390**  
Advocacy  
engagements



**345**  
Counselling  
sessions provided

## Child and Youth Program

The Child and Youth Program supports children who have witnessed or experienced violence. Counsellors design and facilitate age appropriate activities with infants, children, youth, pregnant women, and mothers, to foster healthy emotional expression, early-intervention, and prevention, with the ultimate goal of helping families heal from trauma and breaking the cycle of abuse. As a result of this program, families have expressed that they felt safer, and mothers reported experiencing increased self-esteem, confidence, and better parenting skills to help keep their children safe.

We experienced an increase of child and youth residents at the shelter last year because we were able to add more beds to the shelter, as well as hire a settlement counsellor who helps families find permanent housing sooner, allowing more families to move in. We also added an additional child and youth counsellor to respond to the increased number of children and youth, and as a result, we were able to engage with children and youth for individual support an unprecedented amount of 3,798 times.

Educating youth about gender-based violence is incredibly important to prevent violence from ever starting, which is why we partnered with a local middle school within the Rexdale community, St. Dorothy's Catholic School, to deliver a ten week-long educational program for girls in grades five and six. Our counsellors facilitate group discussions about issues such as sexual abuse, consent, and bullying.

### Last year alone in the Child and Youth Program



### Housing, Legal, and Settlement Program

This program supports our clients with their housing, legal, and settlement needs, by helping them understand and navigate an often confusing bureaucratic system. We help women living in the shelter find safe, affordable, and permanent housing and we provide them with access to legal resources. We also assist refugee and newcomer families, as well as those with precarious status, who are presented with a unique set of challenges with housing, legal, and social matters. We introduced our settlement services last year, and after its launch, our families have found permanent housing sooner, allowing us to take in even more families than we could have before the program was introduced. The Settlement Program was partially funded by Realtors Care.

After receiving support from this program, women have expressed feeling safer, as they gained more knowledge about resources, services, and supports to assist them when they experience housing, legal, and settlement issues. They also reported having increased self-esteem, confidence, and skills to sustain their independent living, and the ability to advocate for themselves.

### Last year alone in the Housing, Legal, and Settlement Program



## Transitional Housing and Outreach Program

The objective of our Transitional Housing and Outreach Program is to provide support to women and children who are currently experiencing, or who have experienced violence, and are presently living in the community. We provide families with counselling, advocacy, and access to our food bank, as well as legal, housing, and resource allocation supports.

Last year, we conducted an in-depth review of this program, to ensure that the complex needs of women and children in the community are being met. As a result, the program changed significantly. We expanded our reach within the community by developing an initiative called “Let’s Chat”, which entails weekly drop-in services, as well as monthly workshops, for women living in the community. This initiative strengthens our supports for women living in the community, as it provides a space for them to talk about any issues they are currently experiencing, such as helping them stay safe and assisting them with legal resources.

In addition, our Transitional Housing and Outreach Program counsellors plan and facilitate two special annual events for our current and former clients. These events are a special opportunity for Ernestine’s staff to reconnect and touch base with the families who have moved out of our shelter, to make sure that they are safe and well, and reuniting at this event allows for current and former clients to collectively celebrate achievements and milestones in their lives.

## Last year alone in the Transitional Housing and Outreach Program



**484**  
Crisis calls



**186**  
Safety plans  
created



**244**  
Advocacy  
engagements



*Child and Youth Playroom*



*A typical room for a family at the shelter*

## **Food and Clothing Bank**

As part of our Transitional Housing and Outreach program, we provide access to our on-site food bank to families who have moved out of the shelter and into their own homes, as well as to women who live in the community and experience violence. The demand for our food bank program is ever-increasing, as more families in the community are unable to afford to put food in their fridges and pantries, due to the rapidly rising cost of housing and other necessities.

Thanks to our generous community supporters, we provide non-perishable food to families, as well other expensive and inaccessible items, such as toiletries, diapers, clothing, and formula for babies. We also provide families with gift cards to help them buy food, as well as other needs items, which we may not have at that time, to ensure they are still able to provide the basic necessities to their family.

**On average, every month, 6 additional families access our food bank**

**Last year alone:**

**107 families visited the food bank and  
213 children were serviced as a result of  
520 food bank visits throughout the year**



*On-site food bank*

## Candice's Story

Four years ago, Candice's abusive husband followed her to work and threatened her with a gun. With her life in danger, she contacted the police and eventually arrived at the door of **Ernestine's Women's Shelter** with her two children, Ben and Kyra. Candice, Ben, and Kyra were terrified. Their only possessions were the clothes they'd worn when leaving home that morning. Candice had just lost her only source of income: she couldn't return to work because it would be unsafe for her and her colleagues.

But because Ernestine's was there, she and the children were safe. The shelter staff helped her create a safety plan. She and children were given clothes, toiletries, and a room of their own. They also received counselling to help them recover from the trauma they'd experienced. Soon, the children were enrolled into new schools. Candice joined the shelter's parenting class, where she learned how mothers can strengthen their bond with their children, which is often weakened through trauma. The staff helped her with legal matters and went with her to court to make sure that she was safe. Slowly, Candice, Ben and Kyra began to rebuild their lives free from violence.

Despite the chaos they'd lived through, Candice managed to create a stable environment for her children. She made sure they were well-fed, well-dressed, and always did their homework. She taught them to be polite and respectful. She was their strongest advocate, making sure they took advantage of every opportunity. She even coached Ben's basketball team and Kyra's tennis team! Candice eventually found a new job — and with the help of Ernestine's staff—a permanent place to live where she and the children would be safe.

Today, Candice, Ben, and Kyra are thriving. The children continue to excel in academics and sports: Ben won a basketball scholarship from a private school and Kyra is a top tennis player in her age group. They continue to visit Ernestine's for ongoing counselling and to visit the food bank to stretch their small grocery budget. They also attend our two annual client events to stay in touch with the staff and other residents, happy to share successes and milestones.



Thank you for not only helping to save Candice's life, but also for giving her children a brand new future. Sadly, there are many more women like Candice. But with your help, Ernestine's is working to end gender-based violence and challenge the social inequalities that perpetuate abuse and make it harder for women to escape.

We are advocating for more affordable housing, so women aren't forced to stay in violent situations because they can't afford to leave. We are seeking better labour legislation that protects women like Candice, so they don't lose their jobs if

they are experiencing abuse. And we are challenging the growing income inequality in Canada, so mothers living on low incomes don't have to choose between paying the rent or feeding their children.

Together, we can create lasting positive change, so that every family, like Candice, Ben, and Kyra, has a safe and secure future!

## Community Events

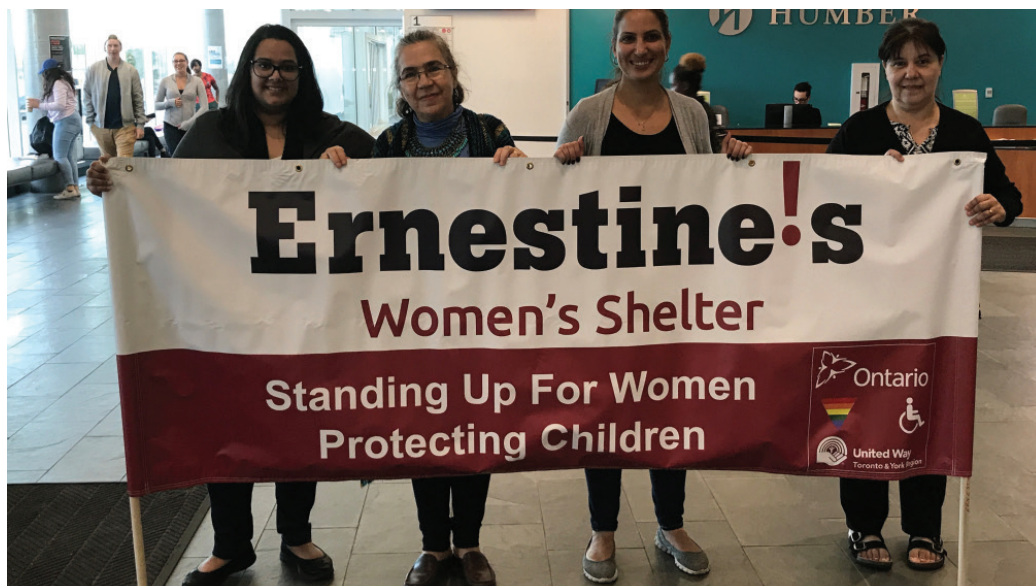
As part of our commitment to supporting our community, Ernestine's staff, volunteers, and clients are proud to be part of various community-oriented events in Etobicoke and across the Greater Toronto Area. We are invested in community activism, as well as building relationships with agencies and diverse groups to enhance our excellent service delivery to women, youth, and children.



*Ernestine's at Toronto Pride's 2017 Dyke March*



*Ernestine's supporting Fusion of Taste*



*Take Back the Night at Humber College*



*Ernestine's relay team at the 2017 Turf Race supporting United Way*



*The Ernestine's Volunteer Team supporting the United Way at the Annual Turf Race*



*The Governor General arriving at the 2017 Queen's Plate, Woodbine Racetrack*



*Can. You. Read. Festival*



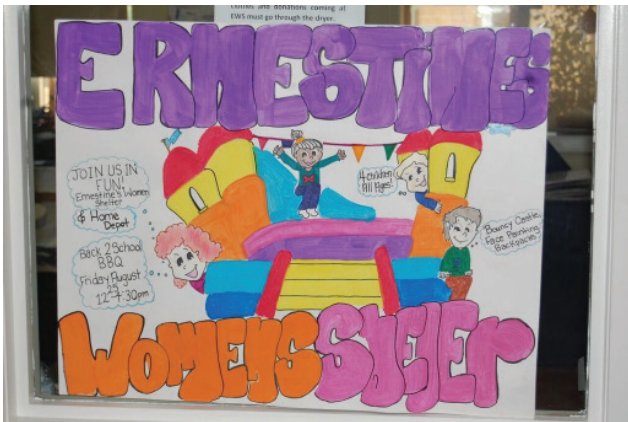
*Queen's Plate, Woodbine Racetrack*

## Fun for our Families

Each year, Ernestine's hosts a summer Back-to-School BBQ and winter holiday celebration called Winterfest, for our families who currently reside at the shelter, as well as for those who have moved out into their own homes. The events are a wonderful opportunity to bring together our current and past clients, as well as our dedicated volunteers and staff members, to reconnect and celebrate achievements and milestones. The events also help us check-in with the women and children who have moved out of the shelter over the last few years, to see how they are doing, and to ensure that they are staying healthy and have access to vital resources, such as food and counselling. Meeting with our community clients face-to-face is vital in our efforts to maintain the health and wellness of our community, and it's a lot of fun too!

### Back-to-School BBQ

Hosted in August 2017, our Back-to-School BBQ was a great way to say goodbye to the summer and provide kids with the necessary supplies to be ready for a new school year. Thank you to the team from Home Depot for coming on-site to facilitate activities with the women and children, to TJX Canada for providing gift cards to the families to purchase back to school items, to various community partners for filling over 150 backpacks with school supplies, and to Period Purse for providing our moms with purses filled with much-needed feminine hygiene products! Their support helps our children and youth get back to normal and just be kids again!



*Back-to-School BBQ poster created by the children at Ernestine's*



*Children enjoying activities facilitated by Home Depot*



*Home Depot Volunteer Group at Back-to-School BBQ*



## Winterfest

Our annual Winterfest holiday party was once again a phenomenal success! During the holidays, our generous community supporters donated gifts to the families, and we distributed these gifts to them during the week of our Winterfest celebrations. These gifts provided a lot of hope and joy to our moms and kids. This event was only made possible thanks to the generosity of Woodbine Mall and Woodbine Entertainment Group, who provided us with the space, volunteer support, and delicious treats. We are also incredibly grateful to the student volunteers from the Michael Power Community Outreach program, who accompanied the children on rides and made sure that moms had the opportunity to have fun and visit with old friends.



*Children enjoying Winterfest*



*Ernestine's staff enjoying the rides*



*Volunteers from the Michael Power Community Outreach Program*

## Volunteers at Ernestine's

Thank you to our incredible volunteers!

Our volunteers at Ernestine's help support all areas of the shelter, and they are a vital part of our program and service delivery. Our volunteers provide us with invaluable support; from assisting in the donations areas, to providing event support, working on our Board and committees, hosting donation drives, and much more.

In 2017/2018, we had a phenomenal year of volunteer engagement. We had 30 groups and 492 individuals, who together contributed 4,611 hours of people power. Our volunteers share with us their talents and expertise in a variety of ways, and our shelter programs and services, as well as at our community engagement events, would not be possible without the help of our volunteers every year.



*Bank of Montreal Volunteers*



*Celebrating our Volunteers at the Volunteer Appreciation Dinner*



*Ernestine's Volunteers*



*Woodbine Entertainment Group - Winterfest Volunteers*



*Woodbine Entertainment Group Volunteers*



*Johnson and Johnson Volunteers*



*Basketeers Volunteers*



*PwC, Canada Volunteers*



*Walker Industries Volunteers*



*KIK Custom Products Volunteers*



*Wawanesa Insurance Volunteers*



Thank you to our event sponsors, whose ongoing sponsorship helps us continue to provide life-saving programs and services. This year marked a momentous occasion, as one of our long-time supporters, Production Canada, celebrated 10 years of supporting our annual gala! As Siloni Waraich, stated from the stage that evening, *"It is so important to recognize all of you every year, for helping us get here, step by step."*

Youth Award Sponsor



Marketing Sponsor



Production Sponsor



Advocate Sponsors



CIBC Wood Gundy

THE MEYER SMALL FINANCIAL GROUP



Friends of Ernestine's

Denise Bogart  
Beth and Ian Croft  
Enterprise Holdings  
Anita Merlo

Thank you to **Konzelmann Estate Winery** and **Bosley Real Estate** for providing the wine, and to **Oliver and Bonacini** for providing the exquisite dinner and beautiful venue.



Todd Skinner, President of Production Canada, being celebrated for 10 years of sponsorship and friendship



Left to Right: Edward (2017 Recipient), Sharlene Tygesen (ED of Ernestine's), Maryam (2016 Recipient), Sophia (2017 Recipient), and Saliha (2016 Recipient)



## Our Supporters

Throughout the year, Ernestine's is blessed to have outstanding support from community members and partner organizations. Thank you to all our community partners who have stood up for the women and children at Ernestine's. We are happy to share some highlights from our community partners over the past year.

### Google

This past year, we were excited to welcome the Google Canada team to the shelter for their first volunteer team engagement day! The visit, headed by Sara Scurfield (Ernestine's Fundraising Committee Volunteer), and organized by Adam Jones, took place during the holidays, as part of Google's Giving Week. The incredible group raised money for Ernestine's Women's Shelter through a Google Employee Matching Program. The team also volunteered at the shelter and helped to wrap holiday gifts for our women and children. Thank you to the volunteers from Google Canada for championing the Ernestine's cause.



*Ernestine's Manager of Engagement alongside Adam Jones and Sara Scurfield from Google*



*Google Canada Volunteer Team*

### TD Bank - Women in Leadership

The TD Women in Leadership group joined the Ernestine's community in 2017 as part of TD's annual volunteer community initiatives. Since then, they have become part of our family. They help out at the shelter, run International Women's Day fundraising activities, host food drives, and more.



*Our Manager of Engagement, Kathleen being presented a TD Merchant Solutions cheque by Amanda French, Senior Manager; Rob Crawford, Head of Relationship Management and D'Arcy Delamere, President*

## **RBC Capital Markets**

Last year, we welcomed The RBC Capital Markets team to the Ernestine's family. The team, led by Lori Messer, came onsite in December, to help organize and wrap the generously donated holiday gifts for the many families whom Ernestine's serves. The holidays are one of the busiest seasons of the year, and we are incredibly grateful to the team from RBC Capital Markets for lending us a hand during this festive and exciting time. We are looking forward to welcoming them back to the shelter in 2018.



*RBC Capital Markets Volunteer Day*

## **PIMCO**

The team from PIMCO, led by Matthew King and Shawn Bennett, joined the Ernestine's community in 2016 and have volunteered at the shelter every year since then. During the holidays, they run campaigns to support our families, and in the summers, they help clean and reorganize our shelter spaces. Through their ongoing support, the PIMCO team meets the continuous needs of our families at the shelter.



*PIMCO Volunteers*

## **Tangerine**

The Tangerine team, led by Lyndsay Alves, volunteered on-site at the shelter and brought with them a financial donation and supplies for our food and toiletries bank. During their visit, they saw our great need for food donations from the community, and within a week of their visit, they sent us several large bins of food that their employees collected for our families, just in time for the holidays! Thank you to Tangerine, and especially Lyndsay Alves, for passionately and fearlessly supporting the women and children at Ernestine's.



*Tangerine Team*

## **Rotary Etobicoke**

Rotary Etobicoke has been supporting Ernestine's families for many years. They have donated items to our food bank, provided our children with back-to-school backpacks, and for the last two summers, they have funded our summer camp program for the children and youth. Thanks to the support from Rotary Etobicoke, 21 children and youth at Ernestine's were able to have a camp experience this past summer. The support from Rotary Etobicoke allowed these children an opportunity to heal from violence, which every child needs and deserves.



*The children at Ernestine's enjoying summer camp activities, thanks to Rotary Etobicoke*

## Library Opening

*Turn the Page and ACT to End Violence Against Women* created a gorgeous library for the women and children at our shelter to enjoy. In June, we held the official library opening ceremony at the shelter. These two incredibly generous groups have demonstrated how much they care for the most vulnerable members of our society by ensuring that they have a beautiful and welcome space to enjoy themselves. They thought of everything, from the comfy couch, to the mural painted on the walls, the types of books, and a throw blanket to top it all off. This space is warm, intimate, and quiet - ideal for mother and child bonding. The groups also provided us with a generous donation of all new books and our library is all stocked up!



*Sharlene Tygesen, Executive Director at Ernestine's, alongside the women from Turn the Page and ACT to End Violence Against Women*

## Elmlea Junior School

An incredibly inspiring group of children from a Grade 3 class at Elmlea Junior School, led by Ms. Camelia Marks, put together a fundraising drive for the families at Ernestine's and also provided us with fresh produce from their *Learning Garden*. The kids were even featured on the news, where they discussed the importance of environmental sustainability, producing fresh produce, and supporting their local community and shelters like Ernestine's! They aren't just leaders of the future - they are the young leaders of today! This is a beautiful example of how anyone, from any age background, can make an enormous difference in the lives of women and children. Thank you to the Grade 3 Class from Elmlea and to Ms. Marks for shaping these young minds and teaching them the importance of looking after their community.



*A variety of vegetables being grown in Elmlea Junior School's Learning Garden*



# Social Media Highlights

## We joined Instagram!



**Follow us on Social Media!**  
**@ErnestinesWS**  
**#StandUp4Ernestines**

## Staff Highlights

This year we welcomed four new staff members to the shelter, as we continued to grow to meet the needs of the women and children whom we serve.

At Ernestine's, we're proud to have an incredible staff team who continue to be honoured and celebrated within the community. On International Women's Day, our Skills Exchange Counsellor, Silvia Olivas, was presented with the WomanAct Soul of a Warrior Award. Silvia was recognized for her years of dedication towards improving the lives of women and children experiencing abuse. We're also very proud of our Transitional Housing and Outreach Counsellor, Monica Amenity, for being recognized last year by her Alma Mater, George Brown College, as one of fifty successful alumni. Her image (see below) and story were featured at their 50/50 Exhibition this year.

Our staff continued to develop and hone their skills as front-line service providers. Thanks to the generosity of the International Coach Federation through a program called Coach Connect, our staff and management received pro-bono professional coaching. Their team of professional coaches volunteered their time, skills, and services to offer the incredible benefits of coaching to our team at Ernestine's. This was an amazing gift and opportunity in support of staff development.

As we operate through an anti-racist, anti-oppression framework at Ernestine's, we also recognize the importance of offering compassionate care to best meet the needs of women who are coping with the trauma of abuse the best ways they can. As such, we adopted a Harm Reduction policy at the shelter, and our staff participated in a harm reduction training last fall, offered by Toronto Public Health. We hope to continue to better our skillset to be able to keep women safe while they heal from the trauma of violence and abuse.

In the winter, all staff and management received two days of training on de-escalation, to better our service provision to the women, children, and youth at the shelter. The training, provided by the Canadian Training Institute, provided staff with best practices for keeping themselves and our clients safe – emotionally, mentally, and physically.



*Silvia Olivas, Soul of Warrior Awards Dinner*



*Monica Amenity at George Brown*

## Ernestine's Women's Shelter Staff

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Rafiat Ahmed

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Tammy Scanlan

Rima Sidipova

Avril Swaby

Vivian Unnah

Kamara Ukachukwu



*Ernestine's Staff at 2017 Holiday Celebration*



*Ernestine's Staff at 2017 Halloween Celebration*

# CONSOLIDATED STATEMENT OF FINANCIAL POSITION

## CONSOLIDATED STATEMENT OF OPERATIONS For the year ended March 31

	2018	2017
<b>Revenues</b>		
Government Grants	\$ 1,383,118	\$ 1,330,386
United Way	336,482	337,993
Fundraising & Donations	512,677	570,818
Amortization of Deferred Contributions	119,617	137,134
Investment and Other income	29,137	53,962
<b>Total Revenue</b>	<b>2,381,031</b>	<b>2,430,293</b>
<b>Expenses</b>		
Direct Program Delivery	1,571,582	1,545,689
Resident's Expense	203,696	189,717
Capacity Building & Training	36,329	41,568
Community Engagement & Fundraising	84,063	93,575
Amortization of Capital Assets	143,181	154,813
Administration	341,354	293,425
<b>Total Expenses</b>	<b>2,380,205</b>	<b>2,318,787</b>
<b>Excess of revenues over expenses for the year</b>	<b>\$ 826</b>	<b>\$ 111,506</b>

## CONSOLIDATED STATEMENT OF FINANCIAL POSITION As of March 31, 2018

<b>Assets</b>		
Cash and Short-Term Investments	\$ 3,194	\$ 59,570
Receivables and Pre-Paid Expenses	142,304	165,066
Long-Term Investments	908,741	813,874
Capital Assets	3,625,795	3,723,944
<b>Total Assets</b>	<b>\$ 4,680,034</b>	<b>4,762,454</b>
<b>Liabilities and Net Assets</b>		
<b>Current Liabilities</b>		
Accounts payable and accrued charges	\$ 145,321	\$ 155,358
Current portion of operating deferred contributions	102,092	79,832
Long-Term Debt	748,887	785,554
Deferred Contributions Related to Capital Assets	1,899,723	1,958,525
<b>Total Liabilities</b>	<b>2,896,023</b>	<b>2,979,269</b>
<b>Net Assets</b>	<b>1,784,011</b>	<b>1,783,185</b>
<b>Total Liabilities and Net Assets</b>	<b>\$ 4,680,034</b>	<b>\$ 4,762,454</b>

The 2018 Condensed Statement of Financial Position and Statement of Operations are derived from the Audited Statements of Ernestine's Women's Shelter audited by BDO

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# Standing Up for Women. Protecting Children.

Ernestine's Women's Shelter is working towards a world free from violence and abuse. 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](mailto:kathleen@ernestines.ca).

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