

our door is always open

Our Mission & Philosophy

Ernestine's Women's Shelter is here to provide emergency shelter, along with 24-hour crisis assistance, support programs, and counselling for women and children escaping violence. We advocate for early intervention to end cycles of violence in families, and provide education about Violence Against Women issues to businesses, community groups, and schools.

Our Principles are based on an anti-racist and anti-oppression framework, honouring diversity and the unique needs of the individual.

Our Mission is to help women and their children to break free from violence, and assist 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 faced by survivors of abuse.

Mission Statement

- Ernestine's Women's Shelter is an organization run by women for women.
- Ernestine's provides support and shelter for women and children escaping violence.
- 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.
- Ernestine's has supported over 15,000 women and children since opening its doors in 1983.

Key Achievements

85 People Sheltered

Last year, a total of **52 adults and 33 children** called Ernestine's home.

1,584 Crisis Responses

Ernestine's staff responded to a total of 1,584 crisis calls within the last year. This includes a 40% increase in the number of crisis calls our Transitional Housing & Outreach Program received from the previous year.

604 Lifelines

In addition to the 85 women and children staying in-house, we offered lifelines to 269 adults and 355 children within the community through our Transitional Housing & Outreach Program, providing life-saving and life-changing services such as group counselling, advocacy engagements, and access to the food bank.

MESSAGE FROM OUR EXECUTIVE DIRECTOR & OUR BOARD CHAIRS

Dear Friends and Supporters,

The last year has been an extraordinary time for Ernestine's. Despite being in lockdown since March 17th, 2020 we were able to keep the shelter operating throughout the pandemic by putting stringent safety guidelines in place and supporting our staff by enabling remote work.

Ernestine's fight to end violence and abuse against women and children continues. The Assaulted Women's Helpline reported that shelter requests from women, throughout the pandemic, increased by 400%. According to *Shelter Voices*, 52% of shelters surveyed reported an increase in the severity of violence experienced by women during COVID-19. The work we do has never been needed more.

Ernestine's staff rose to the challenge of operating a 24/7 emergency shelter during a pandemic. The team introduced innovative strategies to deliver services, such as virtual counselling and support programs, designated use of the library and computer rooms, and e-newsletters for the child and youth residents. We are grateful and proud to be part of such an outstanding team, who have shown up every single day.

Never has the Board-Staff relationship been more important than this past year! The Board has been there, offering unwavering support of our staff, and providing effective stewardship. Special mention to our outgoing Chair, Siloni Waraich. Siloni has been a leader and a steady hand at the helm for the past four years. She continues to support us through her work on the Governance Committee and the Strategic Planning Working Group and is a true sister in the fight to end violence and abuse.

Ernestine's has also received unprecedented levels of support from the Government of Ontario, the Federal Government (through Women's Shelters Canada) and the United Way of Greater Toronto. We also owe thanks to the people of Toronto, who have been supplying us with protective equipment, food, and monetary donations.

Thanks to our community's generosity, we have been able to give our clients the opportunity to celebrate holidays such as Christmas, Ramadan, and Thanksgiving, as well as the birthdays of the children staying at the shelter.

Corporate donors have also provided incredible levels of support. Most notably, Walker Industries' transformational five-year pledge of \$250,000 in support of our onsite food bank and food program for shelter residents – this gift will truly make a difference!

Thanks to the astounding level of giving, Ernestine's has ended the 2020–2021 year with a budget surplus. We recognize that this happened during a year when many people lost their jobs and many businesses were forced to close due to the pandemic. Ernestine's does not take this surplus for granted. We hope that it will provide us with some security and flexibility as we prepare for the course ahead. In anticipating the end of the pandemic and the economic fallout from it, Ernestine's wants to be prepared for the unfortunate and inevitable continued increase in the need for our services and the uncertainties about future funding.

You are part of the reason why we are able to continue our fight. You tell us, with your donations and support, that you share the same vision we do: a world free of violence and abuse; a world that is safe and secure for everyone.

Thank you!

In Sisterhood,

Sharlene Tygesen

Executive Director, Ernestine's Women's Shelter

Hero Landry

Current Board Chair, Ernestine's Women's Shelter

Siloni Waraich

Past-Board Chair, Ernestine's Women's Shelter

BOARD OF DIRECTORS & ERNESTINE'S COMMITTEES

April 1, 2020 - March 31, 2021

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DII	RECTORS	

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Jasmin Earle

Hero Landry

Kathy Mah

Julia Satov

Jennifer Shiller

Siloni Waraich

STRATEGIC PLAN

Ernestine's 2021-2025 Strategic Priorities

Ernestine's strategic planning process started in 2019, and its priorities have been identified and approved through a rigorous, consultative process. They build on the successes of Ernestine's 2014-2017 plan, which focused on: Partnerships, Education, and Financial Sustainability.

These strategic priorities will guide our planning for programs and services, and assist our team members in prioritizing Ernestine's operational activities.



Grow Our Revenues

Improve our resilience by expanding and enhancing revenue sources and strategies.



Measure Our Impact

Transition to evidenceinformed service delivery.



Expand Our Reach

Embrace the full diversity of victims of domestic and gender-based violence.

ERNESTINE'S IN-HOUSE SHELTER PROGRAMS

Last year, a total of 52 adults and 33 children called Ernestine's home. One of them was 23-year old Naomi* and her 1-year old daughter Rosa,* who arrived at our shelter in June after quarantining at a local hotel. This was a COVID-19 safety protocol every new shelter client followed thanks to funding from the provincial government.

Life at a shelter can be challenging at the best of times; during COVID-19, levels of anxiety and stress were amplified even further. The pandemic, and Naomi's complex history of trauma, contributed to her struggles with her new life. But with the counselling and advocacy support from our amazing counsellors, Naomi was able to adapt to the impact the pandemic had on shelter life.

Ernestine's quickly had to pivot the way we provided support programs and we started offering a hybrid of virtual/in-person support programs (both group and individual) to our clients, ensuring that our clients continued to receive every service and resource they needed.

Ernestine's implemented a range of new safety measures, including the wearing of masks on-site, implementation of Plexiglas barriers in the shelter's counselling space, frequent sanitization of shelter spaces, designated access to common shelter areas, and much more.

*Please note that names and identifying factors have been changed to protect the identity of the client.

Welcome Package

Naomi and Rosa moved into their own private bedroom at the shelter and received a "Welcome Package" upon their arrival, which contains essential items such as bedding, towels, toiletries, new clothing, and much more.

0\$1,000



WOMEN'S PROGRAM

2,696 check-ins and supportive engagements

277 counselling sessions

375 advocacy calls

ERNESTINE'S CHILD& YOUTH PROGRAM

Baby/Toddler Kit

This will contribute to the shelter's ability to ease the financial burden of mothers like Naomi and provide them with items for their babies and toddlers.

0 \$50

Child & Youth Program

325

check-ins and supportive engagements 107

counselling sessions **358**

advocacy engagements

The guiding principle behind the shelter's "Child & Youth Program" is that children have the right to be separate and distinct from their parents. Our program aims to meet children's individual needs and enhances their healthy emotional expression, recognizes the impact of violence, and teaches early violence prevention.

Rosa and her mother greatly benefitted from Ernestine's "Child & Youth Program" and participated in many program activities, such as safety planning, individual counselling sessions, weekly e-newsletters, and a Parenting Attachment Program to help mother and daughter bond, heal as a family, and build a positive relationship that wasn't overshadowed by the trauma they had experienced.

We at Ernestine's are fortunate to have an outstanding community partner like Tangerine, who has stepped up since the very beginning of the pandemic and continues to support us. In April 2020 President & CEO Gillian Riley stopped by the shelter with her daughters and the Tangerine team to present us with a cheque for \$23,000 in honour of the bank's 23rd anniversary.

Furthermore, Tangerine has continued to display their generosity by providing toys and gift donations over the holiday season, meal donations, monetary gifts, and donations of tablets for the women and children. We are incredibly thankful for Tangerine's spirit of giving and their continued support of the shelter!



ERNESTINE'S FOOD SUPPORT PROGRAM

This year, shelter residents could not gather together for meals. However, dinners continue to be a key part of shelter life and the women and children continue to enjoy the comforts of home-cooked meals, prepared by our shelter staff.



Ernestine's is extremely grateful to Walker Industries for its five-year pledge, donating \$250,000 in support of Ernestine's Food Support Program! With the help of this transformational sponsorship, Ernestine's will be able to continue providing vital food support to the women and children residing at the shelter and to more than 400 clients from across the GTA!



In the spring of 2020, with a global pandemic happening, the owners of Walker Industries decided that we would focus all of our philanthropic activities on supporting the most vulnerable in our communities. This made sense to us, as those most vulnerable would likely be the most affected by the pandemic.

In speaking with Ernestine's, two things became very clear:

- the need for services such as Ernestine's was only growing in the pandemic and...
- there was a significant and growing need for food security for Ernestine's clients.

We feel very honoured to be able to contribute towards Ernestine's food support program and help Ernestine's as they support their clients in rebuilding their lives."

- Geordie Walker, CEO

Feed 3 Shelter Clients 0\$1,200 for a Month



This will provide three in-house clients at the shelter with three home-cooked. nutritious meals for a month.

ERNESTINE'S HIGHLIGHTS

Ernestine's continues to be a home for women and children, who stay with us from six months to a year. Now more than ever, it is vital that we celebrate milestones, holidays, and cultural events together, as a family. From Black History Month, Mother's Day, and International Women's Day to Thanksgiving, Ramadan, and Christmas – **Ernestine's** and our counsellors work hard to ensure that women and children can create happy memories that last a lifetime while staying with us.

Ernestine's stood with the Black and Asian communities in response to the Black Lives Matter movement that followed George Floyd's murder in May 2020, as well as the alarming rise of anti-Asian hate crimes. We at Ernestine's commit to continuing to provide safety and support to those experiencing racial violence and to make Anti-Racism and Anti-Oppression a priority.

The shelter introduced its "Pathways to Safety for 2SLGBTQ+ Survivors of Gender-Based Violence" program to support sexual and gender minority survivors of abuse and violence. This program is made possible by the funding of the Toronto Foundation and the Fund for Gender Equality (supported by a collaboration between Community Foundations of Canada and the Equality Fund, with support from the Government of Canada).

Last year, the shelter also participated in several awareness campaigns. A big highlight for Ernestine's was the Virtual Shelter Tour Video, led by our ED, Sharlene Tygesen.

Thank you to the wonderful Alex Huard who donated his time and skills to create this beautiful online tour of the shelter, which you can watch on our website at ernestines.ca!









A NEW BEGINNING

Ernestine's Housing & Legal Program supported Naomi and Rosa in securing affordable housing so they could begin a new life, free from violence. This program is designed to help women like Naomi deal with institutional barriers and navigate the Canadian bureaucratic system.

With the help of our counsellors and the Housing & Legal Program, Naomi and her daughter were able to move out of the shelter in early December and start a new life in their new home.

Settlement Program

184

advocacy engagements 299

check-ins & supportive engagements 59

counselling sessions

Women and families who have secured housing and who are ready to move out of the shelter, receive additional financial support to help with moving expenses. Ernestine's and our shelter clients also regularly benefit from our partnership with Shelter Movers, who offer their services pro bono to those who are about to embark on a new journey in their lives.

\$1,000

New Start Kit

To help Naomi and Rosa build their new home, Ernestine's provided the family with a "New Start Kit." This package includes household and kitchen supplies, small appliances, new/gently used furniture, and other essentials items.

HOUSING & LEGAL PROGRAM

513

advocacy engagements

507

check-ins and supportive engagements

517

housing listings reviewed and provided to women

135

counselling sessions

Food for On-Site Foodbank

0 \$250 This will allow Ernestine's to purchase non-perishable food items for our food bank as well as hygiene supplies for our donation bank.

ERNESTINE'S TRANSITIONAL HOUSING & OUTREACH SUPPORT

After moving into their new home, Naomi and Rosa started to access our support services through the shelter's Transitional Housing & Outreach Program. In addition to the 85 women and children staying at the shelter, Ernestine's offers lifelines to 269 adults and 355 children within the community through our Transitional Housing & Outreach Program, providing services such as group counselling, advocacy engagements, and access to our onsite food bank.

Ernestine's had a very busy year operating our onsite food bank and providing grocery gift cards. as the demand for food support is ever-increasing. More and more families in the community are unable to afford basic essentials. Thanks to funding from the government, Ernestine's has been able to deliver these food support services via Uber to the women and children living in the community.

FOOD BANK

70%

increase in number of families who received food support

219

families received food bank and/or grocery gift card support, accessing our services multiple times throughout the year

596

252 adults and 344 children received service

times Ernestine's food support services were accessed

Transitional Housing & Outreach Program

1.397

crisis calls. a 40% increase from the previous year

420

advocacy calls

557

check-ins and supportive engagements

331

counselling sessions

Naomi and Rosa continue to access Ernestine's counselling and food support services through this program, receiving grocery gift cards, food care packages, and hygiene supplies. During the holiday season, the young family, along with Ernestine's other outreach and in-house clients, received holiday meals, food support, and gifts from their wish lists – all thanks to the generosity of our donors and supporters!

Thank you to the wonderful team at United Way Greater Toronto for their invaluable support. With the help of their \$70,000 funding, we were able to provide grocery gift cards to the women and children in Ernestine's outreach community!

OUR SPONSORS & DONORS

Ernestine's Women's Shelter relies on the generosity of community supporters, foundations, businesses, and private individuals to help us raise more than \$500,000 for our annual budget. Whether it comes in the form of grants, corporate sponsorships, private contributions, or donations from third-party fundraising events in the community – every dollar makes a difference!

Thank you to all our fantastic donors, who gave so generously in the past year and reminded us that we can count on our community to be there for us!









I have been a nurse at Etobicoke General since 1984 and worked in the emergency for 22 years. At times, we needed the help of Ernestine's and they always came through for our patients. I grew up in Rexdale: my parents, Walter and Barbara Keith lived there for 46 years. My father passed in 2014 and my mom in 2020. I made this donation in their memory."

- Dawn Avdichuk

OUR GIFT-IN-KIND DONORS

When a woman and her children arrive at our doors seeking support and shelter, they do so with very little on their back. Your contributions and donations enable us to provide life-changing services to a woman and her family for the duration of their stay. Additionally, your generosity allows us to support over 400 women and families in the community who access our food and donation bank through our Transitional Housing & Outreach Program. Thank you for entrusting us with your generous gifts and helping women and children lead lives free from violence and abuse!

Here are a few of our amazing Gift-in-Kind Donors:

































OUR VOLUNTEERS & THIRD PARTY FUNDRAISERS

Volunteers are an essential part of Ernestine's and we are proud of their contributions! Last year, 314 volunteers donated a total of 1,966 hours of their time, energy, and expertise.

While we could not welcome our amazing volunteers into the shelter due to the pandemic, we are proud to say that our volunteers were not deterred by COVID-19. From virtual corporate engagements to food drives and online fundraisers – our volunteers stood up for us and made sure the show could go on!

"Last fall, we created the volunteer initiative 'Kindred Spirits,' united in our goal of providing much-needed donations to people who are homeless and in need of our help and support. It was incredible to witness the kindness and generosity of a group of over 200 women and their families who came together as Kindred Spirits and accomplished something wonderful.

We chose Ernestine's as the recipient of our donations due to their unwavering commitment to providing ongoing support, food, and the basic necessities of life to women and children during these very difficult and challenging times. We wanted to let them know they are not alone in this; that we are all in this together and that we will get through this together, as a community. A huge thank you to the staff at Ernestine's for the enormous difference they are making in the lives of so many women and their families."

- Janet Purcell and Susan Sainsbury, Kindred Spirits







ERNESTINE'S STAFF

Ernestine's feels immense pride for our extraordinary staff. During these unprecedented times, our team has gone above and beyond to make sure that we can keep our doors open. They have set an example of commitment and professionalism that allows us to continue our fight to end gender-based violence.

Ernestine's wishes to express its most heartfelt thanks to every one of our fantastic staff members; our team is the best guarantee that united we will emerge from this crisis stronger!

Ernestine's Staff Over The Years!











"I started working at Ernestine's just before the pandemic started. It is a concerning time for both the women and children at the shelter as well as the staff, but Ernestine's continues to go the extra mile and works diligently to ensure the safety of everyone is being met. The pandemic is a scary time, but I always feel safe going to work, knowing that all COVID-19 safety protocols are in place at all times."

- Karen Sterling,

Ernestine's Relief Counsellor

"The last year of the COVID-19 pandemic has been challenging to say the least. It highlighted the many inequities and social injustices that already exist and also led to an increase in gender-based violence globally (often referred to as the 'shadow pandemic'). Given these challenges, I would like to acknowledge the amazing staff team at Ernestine's, who continued to show up and provide much-needed support to the individuals we serve. The staff team never cease to amaze me with their compassion and willingness to go above and beyond to ensure that we continue to provide essential services. It is their dedication and unwavering commitment that meant that the complexity of our clients' needs continues to be met."

- Anna Morgan,

Supervisor, Programs and Services

"The biggest challenge I have seen at the shelter over the last year was the pandemic and the isolation it brought with it. Even in a communal living environment like Ernestine's, the isolation was felt strongly because of social distancing measures that were followed in all aspects of daily living. Looking to the future, the thing I am looking forward to the most is reconnecting with others – be that with the women and children via programming or with my co-workers at the shelter."

- Iliana Mena,

Counsellor, Child & Youth Program

ERNESTINE'S EVENTS

26th Annual Ernestine Affair

Every year, Ernestine's looks forward to connecting with our community and celebrating all we have achieved together for women and children fleeing violence and abuse. However, following the overwhelming concerns about the COVID-19 pandemic, we made the difficult decision last year to cancel the 26th Ernestine Affair.

Our most heartfelt thanks to those who donated funds and auction items, as well as those who donated their tickets, table, and sponsorship purchases despite the event cancellation. We were overwhelmed and grateful for this outstanding show of support and generosity!

Ernestine Affair Committee

Jennifer Atkins
Kellie Bellmore
Cheryl Burt
Melissa Coghlan
Alan Forsyth
Cristina Goncalves
Tiffany Lee
Cindy Luong
Laurie Lupton
Victoria Morwick
Kirin Sennik

Elizabeth Smith

Event Sponsors









Scotiabank.

Friends

Arthur J. Gallagher Canada Limited Denise Bogart Dalyce Comm Beth and Ian Croft Enterprise Holdings Sandra Haydon Soledad Martis Cristina Osores-Carrera

Ernestine's Fundraising Events

While the 2020 Ernestine Affair was cancelled due to the pandemic, Ernestine's was thrilled to welcome our friends and supporters to several virtual fundraisers, including the Board-led "Stand Up For Ernestine's," our Virtual Silent Auction, our Mother's Day campaign, a Movie Screening Fundraiser, and an Easter Fundraising Campaign in collaboration with Lob Kitchen and Vantage Venues.

We would like to thank every single one of our donors and community partners for standing by our side during this challenging time and for giving so generously!

Table Patrons

James Dennison IG Wealth Management Lynn Langrock **LAWPRO** Angela Mazza Josie Merenda Anita Merlo & Kim Kehoe Moneris Solutions Natalie Pusateri **RBC Angus Rigby** Shaftesbury Inc. Tangerine Bank TD Bank Tieu Minh To Trolleybus Urban Development Inc.

Sharlene Tygesen

Walker Industries











CONSOLIDATED FINANCIAL STATEMENTS

ERNESTINE'S WOMEN'S SHELTER STATEMENT OF OPERATIONS

For the year ended March 31, 2021	2021	2020	
REVENUE			
Government Grants	\$ 1,843,400	\$ 1,515, 875	
United Way	406,482	336,482	
Fundraising & Donations	919,239	596,620	
Amortization of Deferred Contributions	93,655	93,655	
Investment and Other Income	180,803	4,642	
Total Revenue	3,443,579	2,547,274	
EXPENSES			
Salaries & Benefits	1,733,021	1,761,714	
Clients' Expenses	665,026	292,910	
Community Engagement & Fundraising	38,067	90,605	
Amortization of Capital Assets	153,028	153,491	
Repairs & Maintenance	144,732	71,345	
Professional Fees	50,294	28,267	
Office & Administration	113,641	91,075	
Total Expenses	2,879,809	2,489,407	
Excess Of Revenues Over Expenses For The Year	\$ 545,770	\$ 57,867	

The 2021 Condensed Statement of Operations and the Statement of Financial Position are derived from the Audited Statements of Ernestine's Women's Shelter audited by BDO.

ERNESTINE'S WOMEN'S SHELTER STATEMENT OF FINANCIAL POSITION

March 31, 2021	2021	2020
ASSETS		
Current		
Cash	\$ 392, 621	\$ 186,523
Short-term Investments	373,080	56,194
Accounts Receivable	117,210	72,118
Prepaid Expenses	 54,700	65,547
	937,611	380,382
Long-Term Investments	735,747	681,132
Capital Assets: at cost less accumulated amortization	3,389,390	3,461,001
	\$ 5,062,748	\$ 4,522,515
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts payable and accrued liabilities	\$ 282,351	\$ 100,888
Deferred Contributions	22,363	79,042
	304,714	179,930
Long-term Debt	638,889	675,555
Deferred Contributions Related to Capital Assets	1,741,335	1,834,990
Net Assets		
Unrestricted	918.644	611,498
Internally Restricted Reserve Funds	450,000	270,086
Invested in Capital Assets	1,009,166	950,456
	2,377,810	1,832,040
	\$ 5,062,748	\$ 4,522,515

OUR DONORS

April 1, 2020 to March 31, 2021

We acknowledge, with deep gratitude, the significant contributions made by all of our donors and community supporters during the COVID-19 crisis! We express our most humble and sincere thanks to the corporate partners, foundations, small businesses, and individuals who turned to us during these trying times and contributed to our everyday successes. We are proud to have the support and backing of our extended family. We couldn't do what we do for survivors of gender-based violence without you!

Anthony Burke

Special Funders



Ministry of Children, Community & Social Services



\$50,000+

Walker Industries

\$25,000 - \$49,999

Janssen Pharmaceutical Companies of Johnson & Johnson

The Newlands Family Foundation Owemanco Charitable Foundation

Gary Slaight Tangerine

\$15,000 - \$24,999

Fund for Gender Equality Natalie Pusateri & Sean Amato-Gauci Scotiabank

\$5,000 - \$14,999 **ADD Capital Corp Amway Corporation** Dawn Avdichuk Irene Bedard Broccolini Construction-**Employee Holiday** Campaign **Enterprise Holdings** Fusion Retail Analytics

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The Home Depot Canada

Shaftesbury Entertainment TD Bank Group Traquair Family Foundation Woodbine Cares Foundation

\$1,000 - \$4,999

RBC

A Lady's Touch Inc. AIA High Fives for Kids Foundation Kristen C. Aiello Axiom Real-Time Metrics Inc. Sabrina Babooram Vera E. Bandoh Basketeers David Bazak Chris Beer Roland Bertin Bloordale United Church Denise Bogart Alison Bonnyman Branksome Hall Bridge Medical Communications Inc.

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Foundation

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LAWPRO

Every effort has been made to ensure this is an accurate list of donors. If you notice an error or omission, please accept our apology and send us an email at angela@ernestines.ca so we can update our records.

Rehoboth Fellowship Christian Reformed Church **Angus Rigby** Valentina Romano Sheila Ryan Jason Schmidt Schumacher Family Foundation SDM/PHX Life Foundation The Shoebox Project for Women

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TJX Canada Foundation

Tieu-Minh To & Roberto Sarmiento

Fiona Tokic Trolleybus Urban Development Inc.

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Unifor Local 79m

United Way Winnipeg

Irene Van Cauwenberghe

The Wawanesa Mutual **Insurance Company**

Women's Initiatives To Nurture, Grow And Support

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\$500 - \$999

2625085 Ontario Inc.

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