

annual report 2020/21



message from the chair & executive director 2021



The pandemic left me crying and feeling lonely and depressed sometimes, but this group reminded me that I am not alone...

The fellowship and camaraderie I felt in the group alleviated those feelings of despair with laughter and friendship.

– NYWC group participant

It was a year like no other. The global COVID-19 pandemic presented us with new challenges – as a society, as an organization, and as individuals.

The pandemic exposed stark inequalities in our society. It exacerbated poor social and economic conditions in communities that were hurting even before the pandemic struck, with the greatest impact to women within those communities. We heard from women struggling to cope in their everyday lives, facing challenges with their families, jobs and personal well-being, all while navigating a public health emergency. We also heard their stories of strength, resilience, empathy and hope. These stories inspired and lit a fire within us. They encouraged us to keep working together, to think outside the box, to take the actions necessary to ensure that women could continue to rely on NYWC in their time of need, as they've been doing for over 30 years.

Safety and accessibility were our top priorities. To protect the health and well-being of our team and program participants, and to help limit the spread of the virus, we closed our doors to in-

person services and adapted to working remotely. Then we focused on new ways to safely address the needs of women who needed our support. Our dedicated program team transitioned almost immediately to providing help by telephone, text message and videoconferencing. They also donned masks to visit clients in their homes or meet them in outdoor public spaces when weather and public-health guidelines permitted.

We were unwavering in our determination to continue delivering on NYWC's mission. We rebuilt the curriculum of our flagship Women's Empowerment Series so that it could be delivered virtually with the support of a team of program facilitators. They were themselves learning how to facilitate virtually, with the help of former clients who generously agreed to serve as test participants. It was their way of paying it forward and ensuring that the program that had helped them when they needed it most was available to other women.

NYWC also identified a pressing need to support the mental health of women who were isolated in their homes due to the lockdown measures.



We developed the Virtual Women's Lounge drop-in program to create an online community of mutual support, social connections and belonging. Offered weekly and then twice per week, we operated the Lounge daily in the last two weeks of December 2020, recognizing that many of the participants were spending the holiday season alone for the first time.

Our move to virtual programming exposed a significant barrier to access for women who struggle with the double burden of social and digital exclusion. These women have few social supports, are less likely to use the internet, face barriers accessing devices and network connectivity, and often lack the skills to use technology to get their needs met. That insight spurred the creation of our Tech-Savvy Empowered Older Women program, through which we provided free mobile devices, network connectivity and digital literacy training to home-bound senior women, many of whom had never used the internet before.

None of the above would have been possible without the generous support of our funders and donors, many of whom reached deep to give more than they had traditionally. That kind-hearted generosity gave us reassurance that we could forge ahead and do what we needed to do while maintaining a healthy balance sheet.

We could not be prouder of the people that make up NYWC and what they have accomplished over the last year. We are proud of our program team who learned new skills and ways of working with each other so that they could continue to support our program participants and the community. We are proud of our supporters who stuck by us despite the challenges and uncertainty of a global pandemic. We are proud of our board members who continued to steward the organization with judicious foresight and sound decision-making. Together they inspired, energized and empowered us all.

Elissa Podolsky
Chair, Board of Directors

Iris Fabbro
Executive Director



"In my country, we did not have computers when I was there and we were young. All the things I am learning after I came to Canada. It is not easy to learn when you are getting old. Since I have cancer, I try to learn every thing. You are very patient and kind. I will write down all you teach me today and I will write down what I don't know and what I am afraid to click in my iPad so next time when you come you can teach me. You are a good teacher and I really appreciate that you are teaching me how to use the iPad. Thank you for everything. Stay safe when you see clients."

board, staff & contractors 2020/21

Board of Directors

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Jenifer Rush, *Vice-Chair*
Jodi Wright, *Treasurer*
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Parveen Amlani, *Director*
Lenore Cabral, *Director*
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Shanicqua Dorival, *Peer Support Worker*
Iris Fabbro, *Executive Director*
Karina Ferrante, *Program Assistant*
Madelaine Hudson, *Bookkeeper*
Darshna Kalla, *Member Engagement Coordinator*
Shadi Laghai, *Administrative Coordinator, Capacity-Building Initiatives*
Sana Najafi, *Peer Support Worker*
Ana Maria Sanches, *Program and Volunteer Development Lead*
Leanna Tuba, *Facilitator, Women's Empowerment Series*
Taraneh Vejdani, *Coordinator/Facilitator, Group Programs*
Veronica Williams-Dalrymple, *Women's Empowerment Series*
Simone Wright, *Peer Support Worker*

“In the early 80s I brought my little girl to Sunday School and learned about the Women's Centre. The little girl is now a Grade 6 teacher and has an 8-year-old daughter of her own. For my part I am pleased to have just turned 80 and to be near the head of the line for the vaccine -- we have been living without hugs far too long!”

tech-savvy
empowered
older women



program impact

(April 1, 2020 to March 31, 2021)

314 women
served

138 women attended
one or more
programs

94 women demonstrated reduced barriers to digital access:

- **73** women received one-on-one digital literacy training
- **54** women received free mobile devices to help them access services from their homes
- **32** women received free internet service

our team responded to 493 calls for help in the following areas:

- **31%** basic needs and access to services
- **25%** mental health and emotional well-being
- **17%** support to resolve a pressing personal matter
- **15%** healthy relationships and social isolation
- **9%** violence and safety
- **3%** financial support

who we helped

- Older women were especially hard hit by lockdown measures that kept them homebound. The number of women served who were 55 years of age or older increased by 33%, with 18% of these aged 75+.
- Those living alone, or raising children alone, were especially vulnerable to social isolation or reduced social support networks: 49% of program participants lived alone and an additional 18% were single parents.
- The number of program participants working fulltime dropped to an all-time low of 11%, down from 17% the previous year.
- 82% of program participants were living on household incomes less than \$20,000 annually. An additional 8% saw their household income drop to less than \$40,000 during the pandemic.
- Lockdown measures intended to keep us safe and reduce the spread of COVID-19 left many women trapped with their abusers and unable to reach out to us for help. The number of women calling for support around gender-based violence dropped by 11% over previous years.
- The shift to virtual program delivery reduced barriers for some women and extended the reach of our programs. The number of program participants who lived outside the City of Toronto increased by 4%.

north york women's resource centre

Statement of Financial Position as of March 31

ASSETS	2021	2020
Current assets		
Cash	\$ 68,641	\$ 141,483
Short-term investments	151,340	50,928
Amounts receivable	9,688	2,235
HST recoverable	4,138	1,276
Prepaid expenses	2,989	2,307
	<u>\$ 236,796</u>	<u>\$ 198,229</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 50,665	\$ 21,753
Payroll source deductions payable	4,437	12,082
Deferred contributions	38,013	62,793
	<u>93,115</u>	<u>96,628</u>
NET ASSETS		
OPPORTUNITY RESERVE	23,000	23,000
Unrestricted	120,681	78,601
	<u>143,681</u>	<u>101,601</u>
	<u>\$ 236,796</u>	<u>\$ 198,229</u>

Statement of Operations for the Year Ended March 31

REVENUE	2021	2020
Government funding	\$ 308,904	\$ 203,080
Donations and fundraising	107,855	66,213
Contributed rent	12,000	12,000
	<u>428,759</u>	<u>281,293</u>
EXPENSES		
Salaries and benefits	233,341	192,955
Program expenses	110,599	33,340
Office expenses	19,745	8,770
Rent	12,000	12,000
Professional fees	9,138	15,161
Insurance	1,619	1,514
Fundraising	236	4,308
	<u>386,678</u>	<u>268,048</u>
EXCESS OF REVENUE OVER EXPENSES	42,081	13,245
Net assets, beginning of year	101,601	88,356
Net assets, end of year	<u>\$ 143,682</u>	<u>\$ 101,601</u>

Supporters 2021



Government
of Canada



- Women and Gender Equality Canada
- New Horizons for Seniors Program
- Canada Summer Jobs



Through the
Office of Women's Issues



Investing in Women's Futures Program



- Community Services Partnership
- Investing in Neighbourhoods



Funded by



Women and Gender
Equality Canada



- COVID-19 Emergency Funding for Gender-Based Violence Organizations
- Safer + Stronger Grant

\$25,000+

Griggs Family Foundation through the Toronto Foundation

\$10,000-24,999

United Way Greater Toronto, Local Love Fund

Schachter Family Fund through the Toronto Foundation

\$5,000-9,999

World Education Services through the Ontario Coalition of Agencies Serving Immigrants

York University Liberal Arts & Professional Studies Internship Awards

\$2,000-4,999

Jenifer Rush

Manulife

Bertram Family Fund
through the Toronto
Foundation

Walmart Canada

\$1,000-1,999

Nancy Bardecki

Ann Wirsig

Trisha Cipriani

Jodi Wright

Caroline Connell

\$500-999

Elissa Podolsky

In memory of Batya Hebdon

In memory of Francine Morissette

\$200-499

Jessica Bonilla-Dampney

Wendy Fraser

Richard Borins

Bonita Sears

Sabrina Chang

Claudia White

\$100-199

Anonymous (4)

Pure Motion Centre

Mary Lou Hiegel

Paulett Ramsey

Carol King

Lisa Roosen-Runge

In honour of Elissa Podolsky

Daphne Stapleton

In-kind Contributions

The Learning Enrichment Foundation

Microsoft