

ANNUAL REPORT

2022 - 2023



MESSAGE FROM THE CHAIR AND EXECUTIVE DIRECTOR

NYWC's 33rd year was marked by many changes, from new staff hires to restarting in-person services at the Centre despite the lingering impacts of Covid-19 in both the community and the non-profit sector. However, our drive to advance equality and empower woman-identifying and gender-diverse people remained constant and unwavering throughout the 2022/2023 year.

Investing in a new Volunteer Manager position supported this mission and our strategic-plan goal to rebuild NYWC's volunteer program, which had been decimated by the pandemic.

Volunteers are key to NYWC's success because they help facilitate programming, act as ambassadors for the organization and promote trust and confidence in the Centre. In addition, volunteers gain beneficial work and life skills while boosting their own self-esteem and well-being – which also aligns with our work.

NYWC's Board of Directors recognized that reconstructing the volunteer team – particularly in a period where some individuals can only work virtually – required a dedicated staff person. This ensures that we attract, engage and retain volunteers that help us meet the needs and goals of the organization, while also providing support and fulfilling experiences to keep them involved.

Our new report on future service needs informed us to support participants better.

This year, NYWC also conducted a comprehensive study that gathered insights from other women-serving and partner organizations, plus current and past service users. This included the review and analysis of 2-1-1 calls during the pandemic for the neighbourhoods that we serve. The report has already inspired new ideas and will inform upcoming strategic planning and programming decisions, as well.

NYWC reopened the office to in-person services again in October 2022.

It wasn't business as usual, however. Service users and volunteers are still facing challenges returning to in-person services. In response, we introduced a hybrid service-delivery model with 1:1 support available remotely and in-person each weekday, in addition to virtual group programs. After strategic review and the hire of five new contract facilitators, the revamped Women's Empowerment Series and STEPS to Work programs relaunched in early 2023. Participation has been strong.

In November 2022, we also held our first in-person Annual General Meeting since 2019!



I came out of this program with a bit more confidence and knowledge to figure myself out further. I learned a lot. I felt supported. I feel empowered being a woman. I am so grateful for NYWC. I am so happy that this support system is available, especially when it's so hard to heal from pain and past traumatic events.

— NYWC GROUP PARTICIPANT



We renewed our commitment to staff development.

Like many fields, the entire non-profit sector is experiencing a human resources crisis due to post-pandemic staff burnout and resignations, labour shortages and other challenges. NYWC has always deeply valued the team, but plan to further strengthen our HR practices, professional development and training in the coming year.

We raised our profile and revenue.

In addition to creating local TTC bus ads, we continued to boost our web and social media output and results. In fact, web users and social media follows are up over last year by 62% and 19% respectively. Revenue also increased, as it has over the past five years, enabling us to plan for the future and proactively respond to community needs.

We appreciated our NYWC staff and Board of Directors more than ever.

Over the 2022/2023 year, the Board offered invaluable guidance and support. We are grateful for all board members and want to particularly thank Elissa Podolsky, who served in a leadership role for a long time.

JODI WRIGHT
CHAIR, BOARD OF DIRECTORS

In the upcoming year, the Board will be focusing on completing the transition to the new Ontario Not-for-Profit Corporations Act and applying for accreditation with the Imagine Canada Standards Program.

Finally, we can't thank our staff, facilitators and volunteers enough for their continued commitment to supporting women despite many post-pandemic challenges. These bright lights of NYWC make a powerful difference in a world often driven by divisive social and economic forces. If you ever wonder what inspires us to continue this work, consider this testimonial from a recent NYWC participant: "From the beginning I felt welcomed. I am just full of gratitude. The window of my mind has started to open. I feel the fresh breeze of change. It's a start of new things for me and I am grateful to the staff, the other women and the facilitators who traveled with me."

If you are an NYWC donor, staff member, volunteer, Board member or program participant, please take this testimonial to heart and remember that you are helping to create powerful change in the community.

IRIS FABBRO
EXECUTIVE DIRECTOR

BOARD OF DIRECTORS



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CHAIR

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RESEARCHER, WOMEN & COMMUNITY NEEDS

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MANAGER OF VOLUNTEER RESOURCES

SHAZMA NAFIS

WOMEN'S SUPPORT WORKER

MARIA NAZAROVA

PROGRAM FACILITATOR

YAA GYAMFUAH NSIAH

GROUP PROGRAM FACILITATOR AND COORDINATOR

ADITI THAKKER

PROGRAM FACILITATOR

LEANNA TUBA

PROGRAM FACILITATOR

TARANEH VEJDANI

PROGRAM MANAGER

VERONICA WILLIAMS-DALRYMPLE

PROGRAM FACILITATOR

ROGUE WITTERICK

PROGRAM FACILITATOR

AMANDA LI YEO

WOMEN'S SUPPORT WORKER

JUNYAO ZHANG

WOMEN'S SUPPORT WORKER

We will continuously assess skills against needs to support a talent pipeline of board, staff and volunteers. We will build competencies and fill gaps with development and recruitment.... We will integrate volunteer support that aligns with the organization's needs.

— NYWC STRATEGIC PLAN 2019-2024



I have been fortunate enough to witness an agency that is truly dedicated to addressing the needs of women in the local community. With the emphasis on learning, self-growth, and goal attainment in all aspects of the services and organizational structure, I will forever value my experience and the knowledge obtained from the work that I have done here. While I will continue pursuing other academic endeavours, I plan to stay tied and linked to my community here

— NYWC STAFF

PROGRAM IMPACT

(April 1, 2022 to March 31, 2023)

499

DISTINCT
INDIVIDUALS SERVED

144

ATTENDED ONE OR
MORE GROUP PROGRAMS

63

COMPLETED ONE OR MORE PROGRAMS IN THE WOMEN'S EMPOWERMENT SERIES



DEMONSTRATED
INCREASED EMPOWERMENT



DEMONSTRATED INCREASED AWARENESS
OF THEIR POTENTIAL AND OPTIONS



LEARNED NEW WAYS TO
SET BOUNDARIES IN RELATIONSHIPS

52

ATTENDED ONE OR MORE GROUP GENDER-BASED VIOLENCE ACTIVITIES



DEMONSTRATED INCREASED AWARENESS OF THE CYCLE OF VIOLENCE AND SAFETY
AND SUPPORT OPTIONS AVAILABLE



DEMONSTRATED THAT THEY LEARNED NEW WAYS TO COPE AND HEAL FROM
THE VIOLENCE IN THEIR LIVES

40

PARTICIPATED IN ONE OR MORE PEER-LED, DROP-IN ACTIVITIES



DEMONSTRATED POSITIVE CHANGES IN THEIR WELL-BEING AS A RESULT OF THEIR
PARTICIPATION, INCLUDING FEELING STRONGER, HEALTHIER, SAFER, LESS LONELY,
OR THAT THEY FEEL THAT PEOPLE CARE FOR THEM



REPORTED MAKING NEW FRIENDS OR BUILDING STRONGER SOCIAL CONNECTIONS



LEARNED ABOUT NEW COMMUNITY RESOURCES TO MEET THEIR NEEDS

PROGRAM IMPACT

(April 1, 2022 to March 31, 2023)

22

PARTICIPATED IN THE **STEPS TO WORK** PROGRAM



TOOK ONE OR MORE STEPS TOWARDS SUSTAINABLE EMPLOYMENT

OUR TEAM
RESPONDED TO

740

CALLS FOR HELP IN
THE FOLLOWING AREAS



EMOTIONAL SUPPORT
AND WELL-BEING



BASIC NEEDS AND
ACCESS TO SERVICES



EMPLOYMENT,
EDUCATION AND TRAINING



SAFETY AND FREEDOM
FROM VIOLENCE



SOCIAL ISOLATION
AND RELATIONSHIPS



FINANCIAL
SUPPORT



NYWC created a safe, patient, honest and open space that allowed me to feel valued, heard and seen. I appreciated the gathering of diverse backgrounds and ages of all the participating women, including the facilitators.

— NYWC PROGRAM PARTICIPANT



DEMOGRAPHICS

(April 1, 2022 to March 31, 2023)



IDENTIFY AS FEMALE



LIVE IN THE CITY OF TORONTO



HAVE EXPERIENCED GENDER-BASED VIOLENCE



IDENTIFY AS RACIALIZED



WERE BORN OUTSIDE CANADA



LIVE ALONE OR ARE RAISING CHILDREN ALONE



LIVE WITH A PERMANENT OR TEMPORARY DISABILITY



WORK FULL-TIME, AND 15% WORK ONE OR MORE PART-TIME OR CASUAL JOBS



ARE UNABLE TO WORK DUE TO DISABILITY, FAMILY RESPONSIBILITIES OR OTHER BARRIERS



LIVE ON HOUSEHOLD INCOMES LESS THAN \$40,000 A YEAR, OF WHICH 73% LIVE ON LESS THAN \$20,000 ANNUALLY



HAVE SOME POST-SECONDARY EDUCATION OR TRAINING

Thank you so much for providing an open and most importantly a judgement-free zone for all of us to truly be ourselves wherever we are in our journey. I appreciate all of your efforts and dedication in making a difference in our lives. :)

— NYWC PROGRAM PARTICIPANT

I have belief again that there is much more to keep living for and with baby steps I will figure myself out again at some point. Thank you!

— NYWC PROGRAM PARTICIPANT

We are proud of the work we do and have compelling stories of impact to tell. We will build a culture of storytelling throughout the organization and a digital content strategy to support it.... We will promote understanding of our position on the continuum of women's services and share stories of impact to communicate what we do and demonstrate its success.

— NYWC STRATEGIC PLAN 2019-2024

OUTREACH

WHILE WE REMAIN ROOTED IN OUR LOCAL COMMUNITY, WE HAVE INVESTED IN DIGITAL TECHNOLOGY TO RAISE AWARENESS, DELIVER EDUCATION AND ENSURE THAT THOSE IN NEED GET THE SERVICE THAT THEY EXPECT FROM US.

MORE PEOPLE USED OUR WEBSITE TO GET INFORMATION COMPARED TO THE PREVIOUS FISCAL YEAR



INCREASE IN
WEBSITE USERS



INCREASE IN
WEBSITE PAGEVIEWS



INCREASE IN
TRAFFIC FROM SEARCH



INCREASE IN TRAFFIC
FROM SOCIAL MEDIA

- 253% TOTAL -

SOCIAL MEDIA FOLLOWERS INCREASED ACROSS ALL PLATFORMS BY AN AVERAGE OF 19%



INCREASE IN
INSTAGRAM FOLLOWERS



INCREASE IN
LINKEDIN FOLLOWERS



INCREASE IN
FACEBOOK FOLLOWERS



INCREASE IN
TWITTER FOLLOWERS

87% OF SOCIAL MEDIA FOLLOWERS LIVE IN TORONTO, FOLLOWED BY 2% FROM EACH OF BRAMPTON AND MISSISSAUGA

OUR MONTHLY NEWSLETTER, **KEYNOTES**, IS AN IMPORTANT SOURCE OF INFORMATION FOR MANY. AVERAGE OPEN RATES INCREASED BY 15% OVER THE PREVIOUS FISCAL YEAR.

DIGITAL ACCESS BARRIERS AMONG WOMEN WHO NEED OUR SERVICES ARE VERY REAL. TO REACH LOCAL COMMUNITY MEMBERS WITHOUT DIGITAL ACCESS, WE RAN ADS ON ALL TTC BUSES LEAVING FROM THE MOUNT DENNIS GARAGE.

- 100 INTERIOR BUS ADS AND THREE BACK-OF-THE-BUS POSTERS FOR 252 DAYS

PROGRAM & ORGANIZATION PARTNERS

BUILDING UP

BARBRA SCHLIFER
COMMEMORATIVE CLINIC

CHILDREN'S AID SOCIETY OF TORONTO

CULTURELINK SETTLEMENT &
COMMUNITY SERVICES

DRESS FOR SUCCESS

ELIZABETH FRY TORONTO

FINDHELP INFORMATION SERVICES

FRONTIER COLLEGE

GHANAIAN CANADIAN ASSOCIATION
OF ONTARIO, WOMEN'S WING

HOSPITALITY WORKERS TRAINING
CENTRE

HUMBER COLLEGE

INTERNATIONALLY EDUCATED SOCIAL
WORK PROFESSIONALS BRIDGING
PROGRAM, TORONTO METROPOLITAN
UNIVERSITY

JVS TORONTO

NEW CIRCLES

NELLIE'S SHELTER

OSGOODE MEDIATION CLINIC

SENECA COLLEGE

SHAKESPEARE IN ACTION

THE CAREER FOUNDATION

THE LEARNING ENRICHMENT
FOUNDATION

THE NEIGHBOURHOOD GROUP

THE PERIOD PURSE

THE REDWOOD

TIMES CHANGE WOMEN'S
EMPLOYMENT SERVICE

TORONTO ACORN

TORONTO COMMUNITY HOUSING

UNISON HEALTH & COMMUNITY SERVICES

UP WITH WOMEN

WOMEN'S BRIDGING PROGRAM,
HOUSED IN THE SCHOOL OF GENDER,
SEXUALITY AND WOMEN'S STUDIES
AT YORK UNIVERSITY

One of the best female-centered organizations out there. They're really invested in their clients. I really feel like their superpower is that they meet the clients wherever they are.

— NYWC PROGRAM PARTNER

VOLUNTEERS

WE THANK THE FOLLOWING INDIVIDUALS FOR GENEROUSLY SHARING THEIR TIME AND TALENTS IN 2022-23. WE COULDN'T HAVE DONE IT WITHOUT YOU.

AMANY MOHAMAD ALI
MARIA BAZILEVSKAYA
CHANDER BEDI
EVELYN BOACHIE
GLORIA BORLABI
MARCELA CASTRO
LENORE CABRAL
MARIA PADILLO CHI
MAUD COLE
JACKY DONG
TASIA FABBRO
DIEGO FERNANDEZ
KINA FERRANTE
LESLEY-ANN FOULDS
HOSANNA IWKUMONU
CAMILLE MACKEY
CHRISTINE MASSIS
SUSANA MEZA

SABRINA MILLER
NETHANIA MPIANA
SANA NAJAFI
ANGIE NICASTRO
CHRISTIANA NUAMAH
LIZ OKAI
JULIET OPOKU
ELISSA PODOLSKY
STEVE PODOLSKY
ANDY PUSHALIK
SHAMA RAFIQ
DALAL ABDUL RAZZAQ
JENIFER RUSH
ANA MARIA SANCHES
ANNA SYED
MARIAN TESFAMICHAEL
JODI WRIGHT



Congratulations to **Elissa Podolsky** for receiving a 2023 Ontario Volunteer Service Award. The award recognizes volunteers for providing committed and dedicated service to an organization.



I am a new immigrant and have been feeling extremely isolated since I don't know many people in the city. I am excited to meet and network with other women and contribute towards my community!

— NYWC VOLUNTEER

What excites me most about volunteering with NYWC is knowing that I am making a difference, even if it's a small one.

— NYWC VOLUNTEER

NORTH YORK WOMEN'S RESOURCE CENTRE

STATEMENT OF FINANCIAL POSITION AS AT MARCH 31, 2023

	2023	2022
ASSETS		
Current		
Cash and cash equivalents	\$ 434,176	\$ 216,953
Investments	-	151,568
Accounts receivable	20,908	-
HST rebate recoverable	17,417	8,846
Prepaid expenses	15,748	3,468
	488,249	380,835
Capital assets	23,220	34,078
	\$ 511,469	\$ 414,913
LIABILITIES		
Current		
Accounts payable and accrued liabilities	\$ 100,881	\$ 50,754
Payroll source deductions payable	10,295	7,827
Deferred contributions	143,592	142,805
	254,768	201,386
NET ASSETS		
Unrestricted net assets	190,527	190,527
Opportunity reserve	66,174	23,000
	256,701	213,527
	\$ 511,469	\$ 414,913

STATEMENT OF OPERATIONS AS AT MARCH 31, 2023

	2023	2022
REVENUES		
Government funding	\$ 426,422	\$ 408,129
Donations and fundraising	169,880	65,596
Contributed rent	12,000	12,000
Interest	6,265	427
Government assistance	-	32,694
	\$ 614,567	\$ 518,846
EXPENSES		
Program expenses		
Salaries and benefits	246,035	289,263
Program	222,718	98,353
Amortization	10,858	10,859
Rent	9,600	9,600
Insurance	1,582	848
Administrative expenses		
Professional fees	35,430	19,691
Salaries and benefits	22,591	21,657
Office supplies	16,883	14,409
Rent	2,400	2,400
Fundraising	2,387	1,012
Insurance	909	909
	\$ 571,393	\$ 469,001
EXCESS OF REVENUE OVER		
EXPENSES FOR THE YEAR	\$ 43,174	\$ 49,845

SUPPORTERS

WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING
FOR THEIR FINANCIAL SUPPORT.

FUNDERS



Government
of Canada

Gouvernement
du Canada

GOVERNMENT OF CANADA THROUGH

WOMEN AND GENDER EQUALITY CANADA, WOMEN'S PROGRAM

WOMEN AND GENDER EQUALITY CANADA, GENDER-BASED VIOLENCE (GBV) PROGRAM

EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA, CANADA SUMMER JOBS PROGRAM



PROVINCE OF ONTARIO THROUGH THE OFFICE OF WOMEN'S ISSUES

INVESTING IN WOMEN'S FUTURES PROGRAM



CITY OF TORONTO

COMMUNITY SERVICES PARTNERSHIP PROGRAM



CANADIAN
WOMEN'S
FOUNDATION

FONDATION
CANADIENNE
DES FEMMES



Women and Gender
Equality Canada

Femmes et Égalité
des genres Canada

CANADIAN WOMEN'S FOUNDATION

SLAIGHT FAMILY FOUNDATION ENDING GENDER-BASED VIOLENCE IN CRITICAL COMMUNITIES GRANT

SHOCKPROOFING COMMUNITIES GRANTS FUNDED BY WOMEN AND GENDER EQUALITY CANADA

DONORS

\$10,000 AND OVER

SCHACHTER FAMILY FUND
AT TORONTO FOUNDATION

THE LEARNING ENRICHMENT FOUNDATION
(CONTRIBUTED RENT IN KIND)

\$4,500 – \$9,999

SHEILA CONNELL
TORONTO HYUNDAI

\$2,500 – \$4,499

JENIFER RUSH
JODI WRIGHT

\$1,500 – \$2,499

NANCY BARDECKI
TRISHA CIPRIANI
ANN WIRSIG

\$500 - \$1,499

BERTRAM FAMILY FUND
AT TORONTO FOUNDATION

HELEN RYANE AND JANE O'HARA FUND
AT TORONTO FOUNDATION,
IN MEMORY OF GRACE AND MARGARET

ROBERT HEBDON,
IN MEMORY OF BATYA HEBDON

LAURI MAKI,
IN MEMORY OF FRANCINE MORISSETTE

\$250 - \$499

ANONYMOUS,
IN MEMORY OF BEVERLEY VILJAKAINEN

OLIVIA BOLARDO

RICHARD BORINS

JOANNA POTKANSKA

CLAUDIA WHITE

\$150 - \$249

ANONYMOUS,
IN MEMORY OF BATYA HEBDON (2)

SHARISSA ELLYN

WENDY FRASER

SHANNON PERSAUD TOLNAY

PAULETT RAMSEY

\$100 - \$149

ANONYMOUS,
IN MEMORY OF BATYA HEBDON

SHERI HEBDON,
IN MEMORY OF BATYA HEBDON

TERRY MEAGHAN,
IN HONOUR OF ALYSHA DUPUIS

LISA MURPHY

DAPHNE STAPLETON

ELEANOR WONG

\$50 - \$99

TRISTAN ERION-LORICO,
IN HONOUR OF CHERYL BELLISSIMO

CATHERINE LANG

ANNE PILGRIM

RUTH MARY WOOD

UNDER \$50

ANONYMOUS,
IN MEMORY OF BATYA HEBDON

JOSHUA COLLE,
IN MEMORY OF SHARON COLLE

DOOREEANA MANICKARAJAH

LUAN NGUYEN

SANDRA SCHWARTZ

*"Thanks for everything
you do!"*

— NYWC DONOR

*"Love this charity - doing great
work for women who are looking
to regain their independence and
looking to find other women to
share their experience, strength
and hope with."*

— NYWC DONOR

*"Keep up the important work to
make a difference in the lives of
women."*

— NYWC DONOR



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