

ANNUAL REPORT

2021

*Pathways to a  
Brighter Future*





# Our Mission

The Elizabeth Fry Society of Greater Vancouver (EFry) is a charitable organization that supports some of society's most vulnerable populations — women, girls and children at risk, involved in or affected by the justice system. Our more than two dozen programs work to break the cycle of poverty, addiction, mental illness, homelessness and crime.

## VOLUNTEERS

**169 volunteers**  
gave **8,077 hours**  
of service.

## CLIENTS SERVED

**We served**  
**9,867 clients,**  
**of which 1,396**  
**were children.**







#### BOARD OF DIRECTORS

Jessica Dickson,  
President  
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Ministry of Public Safety  
and Solicitor General, BC  
Public Safety Canada





## A message from EFry's Chair and CEO

Creating pathways to brighter futures for our clients has always been EFry's purpose. We work to achieve this through a combination of pragmatic supports to alleviate immediate needs, person-focused services to help women manage complex challenges, and advocacy to influence system-wide changes. Among the continued impacts of COVID that we saw in 2021, was a noted increase in the need for pragmatic supports, like direct help to keep a roof over a woman's head. This prompted us to evaluate all our offerings and make changes to ensure we are supporting clients' needs with current and future realities in mind.

Throughout the pandemic, EFry has continued to grow. We began the year with a surge in new clients as vulnerable women and their children sought increasingly scarce in-person supports. We grew our team, in a challenging job market, to meet the demands of this larger client base.

In addition to operating two COVID-response emergency shelters in hotels to provide safe accommodation for homeless women and children, we also launched a 44-bed supportive housing project in New Westminster called Mazarine Lodge. In early summer, we opened our first office in Victoria. Construction of our innovative five-storey 55,000 square foot facility in Surrey stayed on track and we expect to open our doors on schedule in Spring 2022. This building will provide housing, programming and multidisciplinary health care all in one place. We are extremely excited to see this multi-year project becoming a reality.

As the first Elizabeth Fry Society and the largest of the 26 across Canada today, we have long felt a responsibility to step into voids in support to create first-ever programs and to advocate for systemic changes that will benefit vulnerable women throughout BC and across Canada. Our mandate began with supporting women in conflict with the law. With the dramatic reduction in incarceration numbers due to COVID court closures and early releases, we have seen proof that decarceration does not result in public safety threats from women. Systemic racism and administrative issues often lead to unnecessary incarceration. To combat this, we launched the #PathwaysNotPrisons advocacy campaign. There is more on the campaign in this report. If you have not already done so, we hope you will add your voice to our call for change.

Thank you to all our donors, funders, volunteers and staff. Your support makes our work possible.

Sincerely,

Shawn Bayes  
CEO, EFry

Jessica Dickson  
Board President





## PATHWAYS TO INNOVATION

### Expansion to Victoria

EFry opened our first office in Victoria this summer, providing Third Party Assistance (TPA) programming to 134 clients.

Through TPA, we help people who are not permitted entry into government offices to access social support entitlements like welfare and disability. EFry is developing a presence to support and respond to the incarceration of women on the Island by providing alternatives.

### 137th Street Centre for Women & Children

Construction is nearing completion for EFry's integrated care centre in Surrey, opening in spring 2022. The new centre will provide a comprehensive continuum of services to meet the needs of homeless and marginalized children and their moms. The centre will offer coordinated supports addressing health, housing, employment and income, parenting and early child learning. EFry donors are partnering in the centre's development with the Fraser Regional Aboriginal Friendship Centre Association, BC Housing, and the Government of Canada.

Some of the supports the centre will bring together include:

- 57 units of ultra-affordable housing, 15 of which will be reserved for Indigenous women and operated by the Fraser Region Aboriginal Friendship Centre.
- 40 shelter spaces for women.
- JustKids programming delivered through a first of its kind wellness hub.
- An innovative, multi-disciplinary health centre featuring primary care, dentistry and a variety of mental and physical health supports.

#### CLIENT AGE

In 2021, EFry's clients ranged in age from birth through 84.

137th Street Centre for Women & Children is nearing completion.





## PATHWAYS TO HAPPY CHILDHOODS & BEYOND

### JustKids

JustKids is Canada's first and only umbrella of programs created specifically to support the unique needs of children who experience parental incarceration, homelessness and substance use. EFry's work focuses on assisting child through parent-education, supporting special parent-child visits in prison, child friendship activities, a parent support group, and supporting parental rights.

JustKids helped 1,396 kids this year, through Blue Sky Camps, parent-child video prison visits, mother-child programs in Fraser Valley Institution and Allouette Correctional Centre for Women, and community reintegration for moms with babies.

### Growing Great Kids (GGK)

Through GGK, EFry provided weekly one-on-one support for mothers with their children from birth to age 3 who are impacted by substance use and trauma. GGK helps enhance mother-child attachment and early brain development for improved life outcomes. GGK supported 62 infants and toddlers this year.

### Future Bright

Through Future Bright, 631 children were registered for the Canada Learning Bond, and where eligible, the BC Training and Educational Savings Grant. They will benefit from \$1.32 million in federal and provincial funds for educational training after high school.







## Pathways Not Prisons

EFry has seen firsthand how positive and life-changing alternatives to incarceration can be for women and youth. Nearly all women in BC's prisons serve sentences of six months or less, which utterly upend their and their children's lives. Systemic racism results in seven times more Indigenous women behind bars than their Caucasian counterparts. As well, most inmates suffer from mental health and/or addiction challenges, which are usually what lead to their arrest.

Thanks to pandemic sentencing delays and early releases, we now have evidence that reducing women's incarceration doesn't impact public safety. In summer, we launched our #PathwaysNotPrisons campaign to call on government to reduce women's incarceration by addressing the flaws in our system that lead to incarceration instead of providing women with support to address the challenges that lead them into conflict with the law. To add your voice to the call with an emailed letter to your MLA, visit [pathwaysnotprisons.ca](https://pathwaysnotprisons.ca).

At [pathwaysnotprisons.ca](https://pathwaysnotprisons.ca), decarceration supporters can generate a letter to their MLA calling for change in just a few quick steps.

### ADD YOUR VOICE

Enter your zip code to find your local Member of the Legislative Assembly.

Not sure what to write?

We can help you with our template message which you can edit. You can send it directly to your MLA, or send it from your own email browser.

[PREVIEW MY LETTER](#)

Letter Subject

Letter Body

PATHWAYS TO

CREATING POSITIVE CHANGE

### CLIENT VOICES:

*"I can 100 per cent say if I didn't have a place that EFry provided me, I wouldn't have my kids, I wouldn't have a family. I would probably still be caught in the correctional system. And it's just amazing that I can say that, you know? I can be an example for other women like, "Hey, there was this girl, she did this but now she has a family, a house, and both of her kids in her own custody. And she's doing fantastic on her own."*

ELIZABETH





**SHELTER  
CAPACITY**  
EFry increased  
its shelter  
capacity by  
338%.

## Our Shelter Philosophy

There is no more fundamental need than a place to call home. EFry's shelters are unique. Gender-focused, they are usually operated from houses in residential areas to provide women with a sense of safety and stability as they are supported in finding permanent housing. Unfortunately, our homeless shelters have been steadily full for years due to our region's affordability crisis. This year, demand exploded and we responded.

**PATHWAYS TO STABLE HOUSING**

## Responding to Increased Need

The number of nights of total bed occupancy EFry provided for shelter clients nearly quadrupled in 2021, jumping from 11,467 to 50,266. This 338% increase was made possible in large part thanks to the hotel program.

### CLIENT VOICES:

*"I had never used any services since arriving in Canada 25 years ago but due to Covid I lost my job. CERB was not enough for me to pay rent and support my family. Rent subsidies provided me with the support to focus on my job search. I'm back to work now with full hours. I'm forever grateful."*

JOANN

## Hotel Program

Covid made being homeless riskier than ever. With funding from BC Housing, EFry created hotel housing programs in Surrey and New Westminster. We rented 41 suites and rooms to accommodate mothers with children and women more able to live independently. In total, we supported 519 clients through this program: 316 women and 203 kids.

## Shelter Homes

With increased family homelessness, all EFry's shelter homes now accept children. Across our three established homes in Surrey and New West, EFry supported 652 women, 127 of which were 65 and older, and 103 children.



#### HOUSING CAPACITY

Supportive housing capacity increased by 76% with the launch of Mazarine Lodge.



## Supportive Housing

This year, EFry opened 44-bed Mazarine Lodge in Surrey. It is our second supportive housing program, which provides apartment-like homes and onsite assistance to women facing homelessness. Our 37-bed Legacy Manor in Abbotsford was also fully occupied. In total, we provided 14,829 nights of bed occupancy for supportive housing clients, up from 8,128 the year before, a 76% increase over the year before.

## Access to Permanent Housing

Our A Key of Her Own program in New West and Surrey Collaborative housing initiative assisted 535 women and 35 children in finding stable housing this year.

## Pragmatic Supports

Just as important as supporting women and families who are homeless, is helping those on the verge stay in their homes. Funding from the Government of Canada enables us to provide \$269,000 in assistance to more than 1,700 women and their children. Help ranged from rent subsidies to emergency home repairs, to bus tickets, to help paying for utilities to keep the lights on and water running.

#### CLIENT VOICES:

*I am trying to build a new life. I don't want to lie but I always get: "Oh you have a criminal record for fraud? Nope!" With EFry. I can get help and a damage deposit. If I didn't have my worker, I wouldn't survive. She'll help me with furniture, with clothing, with a bed, with all my needs. If I didn't have that, I don't know what I'd do.*

SELENA







#### CLIENT VOICES:

*"I am a single mom. I am disabled. I have three kids under eight. My kids feel like other kids are better than them. Most of the time when they ask for something the answer is no. I feel like a bad mom. COVID has made everything thing worse. We're never apart. Being able to talk to someone other than my kids is a godsend. I sit in the hall when they're asleep and call the counsellor."*

JESSICA

## Mental Health Support

EFry helped 641 women address the trauma of sexual exploitation, trafficking, and the effects of substance use, or mental illness. These issues affect women in multiple ways and reinforce each other, leading to many women seeking the support of more than one of our services.

EFry provided support for women through individualized counselling and groups. Access to mental health support was embedded into all EFry residential programs. We provided either onsite individualized counselling, or tablets to enable women access to virtual one-to-one clinical counselling within the privacy of their own rooms. Funding from the Community Action Initiative also enabled us to provide counselling support to women in the community struggling with challenges such as isolation, parenting alone or violence.

PATHWAYS TO

HEALTHY LIVING





## PATHWAYS TO EMPLOYMENT

### GREATworks Helps Make Great New Beginning

EFry has expanded our support for our clients to access education, employment and training. Under our GREATworks umbrella, we are expanding and creating programs that bring our Dignity, Equality, Opportunity motto to life. These programs support women in accessing the resources needed to receive the training or education required to advance their future. Together with EFry's bed-based programs, GREATworks enables women to plan for their long-term financial security.

#### CLIENT VOICES:

*"EFry is a place that, it doesn't matter where you are in life. They'll pick you up, they'll dust you off, give you some clothes, give you some food and say, 'Okay, how are we gonna put your life back together? Not 'How are we gonna push you through life?' but 'How are you going to get to where you wanna be?'"*

BONNIE

### Woolwerx Goes Retail

EFry's social enterprise, Woolwerx, provided training and employment for six women. Women exiting prison use donated shorn fleece to create a variety of small-batch artisanal wool products. In past years, sales were through outdoor markets and fairs. With pandemic cancellations, a new sales outlet was needed. Watch for our wool dryer balls at local retailers like Stong's.

### Restart Job Training

In partnership with the YWCA, this summer EFry launched Restart, a program to help women who have a criminal record find a job and create a new beginning. Women receive career assessments, retraining options, skills training to manage employment interviews and finding work, volunteer or practicum placements to master new employment skills or gain certifications, and help with pragmatic supports needed for employment like identification, clothing, and/or needed equipment.





# Our Impact

EFry's programs provide a continuum of care, aiming to reduce the number of women in conflict with the law by supporting them and their children at every stage of involvement: from being at risk through to rebuilding stable lives in the community.

Protective Factor by Program*	Reducing Risk Factors								
	Shelter Housing (5-78 beds)	Support Exiting Sex Industries/Trafficked	Substance-Use Treatment (4-56 beds)	Intensive Case Man. For Chronic Homelessness	Maida Duncan Drop-In Centre	Third Party Administration	Individual & Family Counselling	Supportive Housing (2-81 beds)	Growing Great Kids (GGK)
Highlighted is open intake									
Parent Availability									
Parent-Child Attachment									
Academic Achievement									
School Attendance									
Increase Income Level									
Employment Skills									
Substance Relapse Prevention									
Emotional Regulation									
Medical Care									
Transitional Housing									
Long Term Housing									
Skills for Daily Living									
Informal Networks									
Mutual Aid									
Peer Networks									
Reduce Economic Stress									
Social Controls									
Monitor: Criminal Activity									

\* Protective Factors that Reduce the Incidence of Justice System Involvement (and Homelessness, Addiction, and Mental Illness) by Program







# Thank you to all our donors for your generous support.

## **\$50,000.00 +**

Anonymous  
Canadian Women's Foundation  
Dr Bik May Wai & Dr Chung Nin Lam Endowment Fund  
Law Foundation of British Columbia  
MariaMarina Foundation  
Rogers Foundation  
Surrey Homelessness & Housing Society  
Vancouver Foundation

## **\$25,000.00 +**

Canadian Association of Elizabeth Fry Societies  
Canadian Tire (in-kind)  
Jerry Luking  
Lilli M. Maris  
Save-on-Foods (in-kind)  
William Sonoma Store#955

## **\$10,000.00 +**

April Olson  
Envision Financial  
Pottery Barn (in-kind)  
Rearden Capital Group Inc.  
Strategic Charitable Giving  
SurreyCares Community Foundation  
Tuningley Family in the name of Jamie Tuningley  
Twist Productions Inc.  
Vancity Community Foundation

## **\$5,000.00 +**

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Byram Family Foundation  
Grant Thornton Foundation  
Piva Modern Italian (in-kind)  
Shoppers Drug Mart (in-kind)  
Weyerhaeuser Company Limited

## **\$2,500.00 +**

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Shawn M. Bayes  
CanadaHelps  
Cool Earth Products.  
City of New Westminster  
Coast Capital Savings Credit Union  
Enbridge Westcoast Energy Inc  
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Guru Nanak's Free Kitchen (in-kind)  
Paula M. Knight  
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Orbis Investments (Canada) Limited  
PayPal Giving Fund  
Remembering Otto and Marie Pick Charitable Foundation  
St Pius X Elementary School (in-kind)  
Tzu Chi Canada foundation

## **\$1,000.00 +**

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Starbucks  
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Kerrisdale  
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Vercity Real Estate Strategists  
Winners (in-kind)  
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Susan Witter

## **\$500.00 +**

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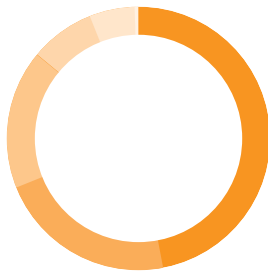
Simone Mackenzie  
Robin Mahood  
Colin Maishment  
Sandra Martindale  
Kirsty Maxwell  
Evangeline McCarthy  
Simon McVaugh-Smock  
Medical Office Assistant's Association NW Chapter #17  
Ruth Meehan  
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*We also thank the 75 donors who contributed up to \$99.*



# Financials

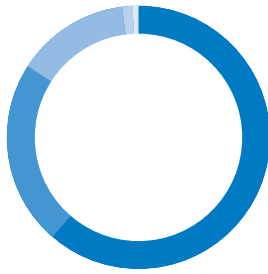
April 2020 – March 2021



## Expenses

**\$ 17,623,434**

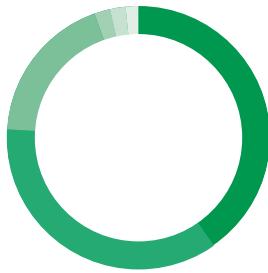
Women at risk	\$ 8,280,404
Community justice	\$ 3,901,670
Families at risk	\$ 2,987,417
137th Street Project	\$ 1,400,000
Youth at risk	\$ 1,022,897
Management and policy	\$ 31,046



## Revenue

**\$ 18,825,649**

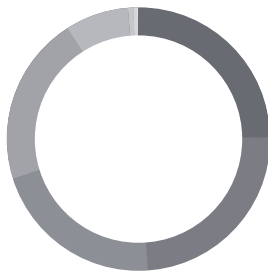
Provincial government contracted programs	\$ 11,542,939
Federal government contracted programs	\$ 4,290,520
Grants, donations, and other income	\$ 2,613,113
Rental income	\$ 242,424
Investment income	\$ 136,653



## Assets

**\$ 15,149,094**

Capital assets	\$ 6,097,889
Current assets	\$ 5,402,725
Restricted cash	\$ 2,817,494
Prepaid rent	\$ 311,772
Investments held at fair value	\$ 292,462
Other assets	\$ 226,752



## Liabilities & Net Assets

**\$ 15,149,094**

Net assets	\$ 3,788,211
Current liabilities	\$ 3,650,524
Deferred contributions	\$ 3,212,475
Long-term debt	\$ 3,208,307
Deferred capital contributions	\$ 1,191,914
Deferred rent obligation	\$ 56,000
Replacement reserve	\$ 36,891
Deficiency in equity-accounted organization	\$ 4,772



# Join Us!

Your support is what makes it possible for us to offer many of our programs. Our volunteers and donors help put women and children on pathways out of poverty and onto the road to a brighter tomorrow.

