



ANNUAL REPORT

2022

■ ■ ■ Building  
■ ■ ■ Healthier  
■ ■ ■ Tomorrows

# 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 legal system. Our more than two dozen programs work to break the cycle of poverty, addiction, mental illness, homelessness and crime.

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Ministry of Social Development and  
Poverty Reduction  
Ministry of Children & Family  
Development  
Public Safety Canada  
Women and Gender Equality,  
Canada







**CLIENTS SERVED**  
**We served  
10,242 clients,  
of which 1,567  
were children.**

**THANK YOU  
TO OUR VOLUNTEERS!**  
**173 volunteers gave  
7,523 hours of support  
to EFry and our clients.  
Your dedication makes  
much of what we do  
possible.**



## A message from EFry's Chair and CEO

To best support those we serve, EFry strives to offer a connected continuum of programs and services responsive to gender, equity, poverty and trauma to meet the needs of women and children. Our goal is to provide the mix of supports vulnerable women and their children need to face the challenges ahead and regain stability in their lives.

Services and resources focused on women are few and far between, yet gender-informed supports are vital for vulnerable women to address the trauma that nearly all EFry clients have faced. Increasingly, public funding is earmarked for co-ed services. Women's organizations often struggle to be sustainable with our narrower focus. Ensuring EFry will be able to support women and children for many years to come has long been a cornerstone of our strategic planning and is why our investment in purpose-built places for program delivery, and safe spaces for women and children, are critical.

The theme of this year's annual report is *Building Healthier Futures*. After more than a decade of planning, fundraising, fostering partnerships and construction, we are thrilled to have finished building our new five-storey facility for women and children in Surrey. The Rosewood brings together shelters, housing, program space and a fully integrated, multidisciplinary medical clinic called the EFry Health Centre.

Opening a health centre is a new frontier for EFry, which is leading to the creation of a new sister society, EFry Health Services. The deep poverty our clients, particularly children, experience can cause lifelong negative health impacts. The EFry Health Centre, built thanks to the generosity of our donors, will provide health care through the multi-focused lens of gender, poverty, equity and Indigeneity, and will be connected to EFry's and other community-based supports.

Other notable activities this year included supporting clients impacted first by the heat dome and then by the devastating floods in Abbotsford and Chilliwack. We launched new programs to support women serving their sentences in the community through our Pathways Not Prisons decarceration initiative and introduced a new initiative to help younger women return to employment or school.

Our advocacy work included raising awareness of the appalling conditions under which youth are incarcerated in BC through coalition-building and with the Human Rights Commission of the United Nations. As well, we partnered with youth formerly in government care to bring forward a class action lawsuit calling for their right to have the same provision as children not in care to access higher education through the Canada Learning Bond, and better lives through the Disability Savings Bond.

As always, our ability to do this work is made possible only thanks to our donors, funders, volunteers and staff. Your support is deeply appreciated and instrumental in helping so many to build healthier, stable lives in our communities. Thank you.

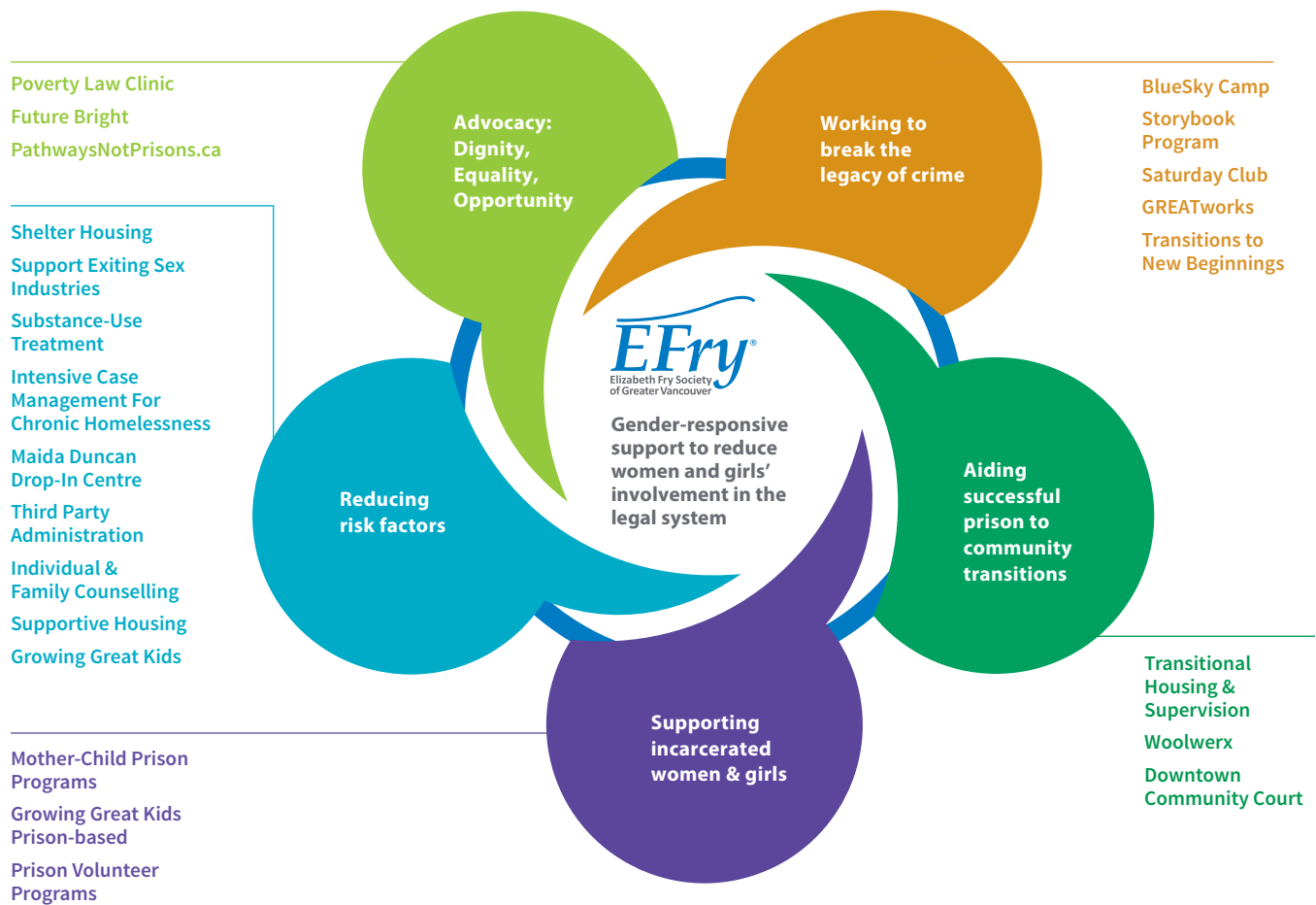
Sincerely,

Shawn Bayes  
CEO, EFry

Jessica Dickson  
Board President

# Building... Brighter Futures

EFry's interconnected programs and services are informed by our Theory of Change, which was developed to provide women and children with whatever combination of supports they need to build stable lives in our communities.



# Building... Housing Options

From emergency shelters to stable, long-term housing, having a safe place to stay is the most fundamental of human needs. Between the extreme lack of affordable housing in our region and the challenging life circumstances experienced by our clients, demand for both shelters and all manner of housing has been steadily increasing. In particular, we are seeing a dramatic spike in the number of homeless children in need of our help.

## Shelters

EFry shelters are operated at houses in residential neighbourhoods, to help women and children feel more settled as we support them in accessing a permanent home. EFry has operated three shelter homes for over a decade. Demand skyrocketed when COVID began, leading us to introduce a hotel-based shelter program to fill some of the gap. This year, our shelters helped 564 women and 185 children.

**WE'VE SERVED  
5X more homeless  
children in the  
past 3 years. 59%  
more children  
than last year.**



## Who's in Our Shelters

In the past 3 years, the number of homeless children EFry serves has grown five-fold. We're seeing a large spike in elderly clients too. Why? There are virtually no other homeless shelters that accept children and none are designed for seniors. To have capacity to support them, we have been forced to refer more single women to co-ed services.

## Emergency Heat Shelter

As the heat dome created deadly conditions for the unhoused, EFry opened an emergency heat shelter at the Maida Duncan Drop-in Centre to provide clients with a safe place to escape the record-breaking temperatures. Our hotel program saw a large influx of families seeking help, as car and tent-sleeping became unsafe in the heat. Many stayed on following the heat dome and were supported in accessing long-term housing.

## Flood Evacuations

November's historic floods required emergency evacuation of EFry's Abbotsford programs to Chilliwack. Our dedicated team focused on safely transferring clients, even as their own roads home were flooded. Many waited days for the water to subside, staying in hotels or with coworkers and covering the shifts of staff who were trapped at home. Eventually, EFry got creative in returning them home by helicopter so they could support their families. We are grateful to our staff for their selfless work, and to BC Helicopters for getting them home.







A variety of plants flourish in Mazarine Lodge's community garden.

## Supportive Housing

Supportive Housing serves women who need substance use, mental health or life skills support, in addition to housing. Women progress at their own pace and receive help finding independent housing when they are ready. Mazarine Lodge offers 44 bedrooms and Legacy Manor has 37. This year, 104 women participated in the supportive housing programs.

## Accessing and Keeping Affordable Housing

EFry operates Reaching Home programs to find stable housing for women experiencing long-term or episodic homelessness. This year, we added two short-term projects to help women impacted by the lost employment and inflation faced by many people since the start of the pandemic, to enable women to keep their housing and care for their children. 201 women, with 165 children, were supported in finding and keeping housing. A further 343 women, with 321 children, received crisis grants to avoid eviction, keep utilities, or pay for children's needs.

**Permanent housing was found for 65% of shelter clients.**



## A New Rapid Housing Project Coming to Burnaby

EFry was chosen to operate a new 49-unit affordable housing development for women and single mother-led families at risk of homelessness, opening its doors this fall. The first project of its kind in Burnaby, it was made possible through collaboration of all levels of government.

Burnaby Rapid Housing Initiative L to R: Burnaby Councillor Sav Dhaliwal, Burnaby Mayor Mike Hurley, Canada's Minister for Housing and Diversity & Inclusion Hon. Ahmed Hussen, EFry CEO Shawn Bayes, MP Terry Beech, MLA Katrina Chen.





# Building... An Innovative Facility for Women and Children



## A 10-Year Vision Brought to Life

The completion of EFry's new five-storey, 57,000 square foot building marks the culmination of more than a decade of work. It is the largest project in our history, and we hope it will serve as a model of one-stop supports for marginalized women and children.

The concept of a single building with a shelter, affordable housing, programming and a multidisciplinary health clinic, which offers case management-supported pathways to EFry's and other community services, was developed after consultation with our clients about support gaps and barriers to access.

The early generosity of private donors who shared our vision made it possible for us to move forward and to engage with community partners, governments and public health. All our donors were instrumental in helping make this facility a reality. Like the woman we take our name from, we had an early champion, Lilli Luking, a donor who encouraged us forward, supported our vision, and promoted what it could offer to others.



## Donors

Anonymous Donors (3)	Maria Marina Foundation
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City of Surrey	Al Roadburg Foundation
Dawson Sawyer Development Ltd.	Rogers Family Foundation
Dr. Bik May Wai and Dr. Chung Nin Lam Endowment Fund	Shaw
Government of Canada, Canadian Mortgage and Housing Corporation and Homelessness Partnering Strategy	Surrey Homelessness & Housing Society
Gramercy Developments Ltd.	Telus
Lakewood Developments Ltd.	Al and Linda Tuningley
Doris Luking	University of British Columbia, Faculty of Dentistry
Jerry and Lilli Luking	Debbie and Lee Williams
	Riitta Wrede

## What's Inside

Our new building is located on 137th Avenue in Surrey, down the street from Surrey Memorial Hospital and easily accessed by transit. It provides:

- 60 shelter beds program funded by BC Housing.
- 57 affordable apartments for women and children, with 15 operated by the Fraser Region Aboriginal Friendship Association.
- 3,000 square feet of flexible programming and event space.
- The EFry Health Centre.



## Introducing the EFry Health Centre

Virtually none of our clients have regular access to primary care. Women told us of their challenges navigating the healthcare system and the impacts of poverty on their health and that of their children. For poor single mothers, even a visit to a walk-in clinic can be prohibitively difficult, requiring transit rides when they or their children are ill, only to wait many hours for the possibility of seeing a doctor who may prescribe a medication they cannot afford or a test that is difficult to access. As a result, most only receive care in emergency situations. In response, this one-stop, multidisciplinary health centre, integrated into a client service hub, was designed specifically to support the needs of poor women and children, many of whom are racialized.

With plans for opening underway, the EFry Health Centre brings together primary care professionals, dentistry provided by UBC Faculty of Dentistry, mental health supports, occupational therapy, a no-cost pharmacy, nutrition and food, and linkages to community supports. All services will be gender-sensitive, culturally safe and trauma-informed. It is expected to serve 3,300 vulnerable women and children.



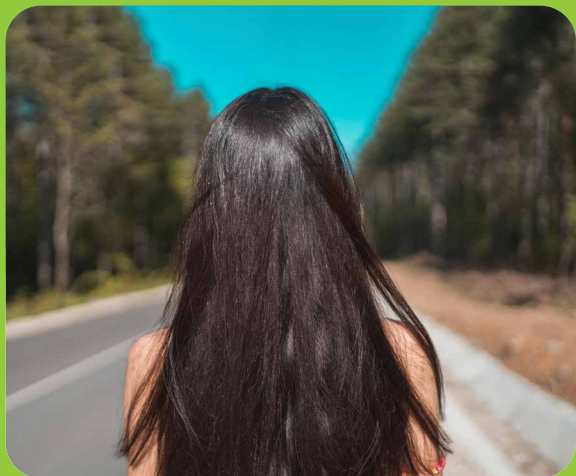
## Growing Great Kids

Growing Great Kids offers enriched parenting and child development support to foster better outcomes for children. Available to families in the community, and to incarcerated mothers, this year service expanded to include online virtual support. Women in need of a device can borrow one from our tablet library. Overall, 42 mothers and 35 children took part.

## Child Development Research Study

EFry partnered with Simon Fraser University's Health Policy Centre to undertake a multi-year qualitative and quantitative study on the effectiveness of the Growing Great Kids program in supporting vulnerable children to meet developmental milestones.

# Building... Pathways to Decarceration



## CARE Virtual Counselling Program

Substance use challenges are a leading cause of women coming into conflict with the law. To help address this health issue, EFry developed an online virtual counselling program. Called CARE (Counselling, Alternatives, Resources, Education), this no-cost program serves as an alternative for Crown to charging women, or for judges' sentences. Completing the program allows for charges not to go forward so women would not have a criminal record. CARE was piloted in the Victoria court and is expanding in the coming year. Women without a device may borrow one from the EFry Tablet Library.

## Record Suspension Program

A criminal record is a significant barrier to building a stable life: employment, housing and even volunteer opportunities are severely limited. Pursuing a pardon can be prohibitively expensive for the poor. Through a four-year grant from Public Safety Canada, EFry will support more than 1,800 qualifying women in pursuing record suspension at no cost. To promote accessibility for women located throughout BC and across the country, applications can be made online. EFry is partnering with another EFry in Southern Ontario to administer the project.

## Helping Women Navigate the Court Process

Navigating the court process can be challenging. To support women at the Surrey Court, BC's busiest for women, EFry has a worker onsite to identify community sentencing options, crisis housing programs and support alternatives to charges. Through targeted intervention, EFry seeks to reduce the use of imprisonment, administrative offences, and to increase the ability of women to rectify their personal circumstances for themselves and their children. The program assists approximately 25 women per month. EFry deeply appreciates the Justice Education Society of BC generously sharing their space at the courthouse to enable our program to operate.



Our automated reminder system enables women in our Surrey Court Navigation Program to sign-up to receive text reminders of key dates.

## Advocating for Incarcerated Youth's Rights

Incarcerated youth in BC who exhibit mental health needs, such as suicidal thoughts, are commonly punished with prolonged isolation, meeting the UN definition of solitary confinement, rather than being provided mental health care treatment. Girls, and particularly Indigenous girls, are predominantly impacted by this isolation which worsens mental health. EFry continues to call for change, including bringing this issue before the Human Rights Commission of the United Nations.

# Building... Training and Employment Opportunities

Ready to take STEPS to the future you want?



## Helping Women Take STEPS to Employment and Education

Our new STEPS program helps women and girls aged 15-29 who are not employed or in school to overcome roadblocks and enter training, education or work in their field of interest.



## Woolwerx Expands Product Line

EFry's social enterprise, Woolwerx, was able to resume in-person sales this year and participated in numerous craft fairs, where our products are very popular. Woolwerx employed 6 women who spent 3,376 hours producing artisanal wool and fleece products, such as yarns, dryer balls and ornaments. This year, we

introduced a new product line to use 'dirty' waste fleece: Wonder Wool Gardening Pellets that provide natural water retention and nutrients for plants. Our online store had sales from as far away as the USA and the UK.

### CLIENT VOICES:

*"The STEPS program caught my attention because I wanted to change in my life. I was interested because of the focus on education. I had just quit drinking and was ready to turn my life around, so it spoke to me. It's been an amazing experience. I got my driver's license, began volunteering, and am even enrolled in school. EFry staff have gone out of their way to support me. I'm so much more motivated now, seeing all I've accomplished."*

– STEPS PARTICIPANT

## CELEBRATING 30 YEARS WITH EFry!

EFry is fortunate to have many longstanding staff members on our team. We are deeply grateful to three staff who have dedicated their careers to EFry. Three decades have flown by and we look forward to many more years of them sharing their passion and expertise with us. Thank you to Niru Turko, Director of Social Justice and Equity, Narinder Bhatia, Information Technology Manager, and Bonnie Moriarty, Director of Homelessness and Housing Initiatives. This year, Bonnie also received the Community Social Services Award of Excellence in the Leader category. This prestigious award recognizes individuals who have made outstanding contributions to the social services sector.

Left to right: Niru Turko, Narinder Bhatia, Bonnie Moriarty







# Building... Brighter Futures for Kids

EFry's JustKids initiative encompasses specialized programs, research and advocacy focused on meeting the distinct needs of children and youth who experience parental incarceration, homelessness and substance use.



## Blue Sky Summer Camp

This year's day camps sessions focused on hosting the kids in our shelters to provide them with an opportunity to enjoy a variety of fun activities and field trips to outdoor spaces around the Lower Mainland. We welcomed 54 campers this year.

## Future Bright

EFry helped 305 children sign-up for the Canada Learning Bond to help fund education and training after high school. This represents a collective pre-interest total of \$610,000 into the Registered Education Savings Plans of low-income children.



## Supporting Children's Rights

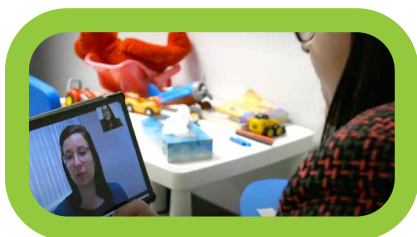
EFry took part in this year's annual General Assembly of Child Rights Connect, the international organization charged with advising the United Nations on matters pertaining to the rights of children. As part of the committee focused on children impacted by parental incarceration, EFry shared insights and learned from leaders around the world committed to protecting vulnerable children.

As well, EFry is supporting former children in BC's foster care system with a class action human rights lawsuit seeking compensation for the Canada Learning Bond/Canada Disability Savings Plan payments they should have received. Children in care did not receive the same access to benefits as their counterparts, further disadvantaging them into adulthood.

# Building... Access to Supports

## Expansion of Services in Victoria

Our Victoria office expanded its offerings to include the EFry Tablet Library, which lends tablets to women without devices who participate in either our CARE online counselling program, also based in Victoria, or virtual Growing Great Kids parenting and child development program.



## New Office in Vancouver's Downtown Eastside

EFry moved our Downtown Eastside location to a new space on Pender Street, which will enable us to offer enhanced services and supports for women and their children in the area.

## Access to Social Assistance Benefits

EFry's Third-Party Administration program supports people in accessing the social assistance benefits to which they are entitled. We supported 1,439 clients this year.



## Enhancing Case Management Supports

EFry is firmly committed to responsive client care and undertook an independent review of our case management processes to ensure their fit with increasingly complex client needs. The results are driving evolution in our practices and tools, to ensure optimum care and results.

## Poverty Law Clinic

EFry's poverty law clinic provides no cost support with legal matters related to housing and income security. We served 651 clients this year.

## Substance Use Recovery

EFry operates four bed-based programs focused on substance use recovery, with Ellendale Cradle and Transitions to New Beginnings, assisting expectant and new mothers. This year, 227 women were supported through these treatment programs. New mothers cared for 18 babies during their stays. Parenting and child development support was also available to program participants through EFry's Growing Great Kids program.

# Thank you

to all our donors for your generous support.

## \$100,000 +

Lea Galloway  
MariaMarina Foundation

## \$50,000 +

Allen Tuningley  
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## \$20,000 +

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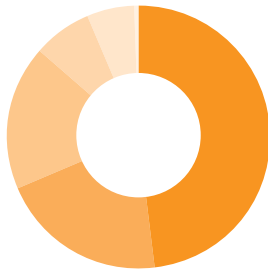
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*We also thank the 75 donors  
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# Financials

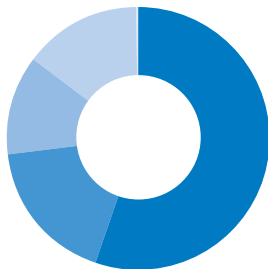
April 2021 – March 2022



## EXPENSES

**19,437,596**

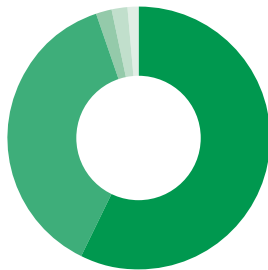
Women at risk	\$ 9,386,049
Community justice	\$ 3,962,263
Families at risk	\$ 3,478,654
Youth at risk	\$ 1,387,032
137th Street Project	\$ 1,134,832
Management and policy	\$ 88,766



## REVENUE

**\$ 20,022,078**

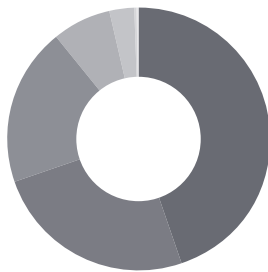
Provincial government contracted programs	\$ 12,738,492
Federal government contracted programs	\$ 4,141,757
Grants, donations, and other income	\$ 2,781,526
Rental income	\$ 335,155
Investment income	\$ 25,148



## ASSETS

**\$ 15,928,711**

Current assets	\$ 9,142,365
Capital assets	\$ 5,979,617
Prepaid rent	\$ 299,343
Investments held at fair value	\$ 291,024
Restricted cash	\$ 216,362



## LIABILITIES & NET ASSETS

**\$ 15,928,711**

Current liabilities	\$ 7,163,146
Net assets	\$ 3,978,118
Long-term debt	\$ 3,065,766
Deferred capital contributions	\$ 1,166,127
Deferred contributions	\$ 477,690
Deferred rent obligation	\$ 40,000
Replacement reserve	\$ 35,120
Deficiency in equity-accounted organization	\$ 2,744

# Join Us!

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

