



Immigrant Women Services Ottawa
Services pour femmes Immigrantes d'Ottawa



ANNUAL REPORT 2017 - 2018

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MESSAGE FROM THE CHAIRPERSON AND THE EXECUTIVE DIRECTOR



Mechthild Meyer
Chair Board of Directors



Mercy Lawluvi
Executive Director

“Thirty years ago, a small group of women took a huge leap of faith and established a service for immigrant women who were fleeing violence here in Ottawa. From a small beginning of two part-time staff, IWSO has since then, grown in leaps and bounds and now has a staff of 31 dedicated women who serve almost 3,000 immigrant and refugee women and their children each year. There have been several expansions over the years including the addition of Language Interpretation & Translation Services and Settlement & Integration Services and a host of programs and activities to meet the unique needs of the women we serve. As a result, IWSO has grown to become one of the leading women’s organizations in Ottawa.

The 2017 - 2018 fiscal year was filled with many successes. Our staff worked diligently to provide the much needed and often critical services to our clients. Throughout the year, we were committed to giving immigrant and refugee women hope and renewed feelings of strength and confidence and empowering them to succeed. We also worked diligently within the community to raise awareness of issues affecting immigrant women and enhanced our capacity for more collaborative work with community partners to ensure the best outcomes for our clients.

The Board of Directors continued their work to advance IWSO's Mission. We grew to 14 members, and expect to be at capacity of 15 members in 2018-19. The Board revised the By-Laws to comply with Ontario's current legislation and adjusted the Governance Manual accordingly. We spent additional time on considering the ideal board composition in terms of gender and introduced a Board skill and background assessment process. As a result, we hope that the Board is more reflective of the women IWSO serves and has the skill set needed to govern successfully. We also reviewed our new strategic plan and discussed the best way to promote the organization in our current media-driven times. Rather than gala events, we decided to participate more actively in online opportunities, such as Giving Tuesday and the Ottawa Social Impact Award. This likely increased IWSO's visibility and may have contributed to PAYPAL's decision to list IWSO as one of six Canadian women's organization to receive a proportion of donations during their International Women's Day Campaign in March, 2018. Overall, donations and successful responses to funding submissions increased and IWSO is in a much more financially stable position. Looking ahead (as chair and co-founder of the organization), I am truly inspired to be working with such a

dynamic Board of committed women and staff at IWSO.

Our sincere thanks go to all those who supported us in diverse ways during the year. In particular, we thank our dedicated staff and interpreters for their commitment and hard work; our many volunteers who gave so freely of their time and expertise; our funders who provided financial resources and our many donors, supporters, and friends who made financial and in-kind contributions to the Agency.

To our Board of Directors, we appreciate your unflinching support and strategic guidance of the Agency.

As we pave the way forward into the new fiscal year, we are committed to work towards the equitable and accessible participation of immigrant women in all aspects of our society. We hope to expand our partnerships and deliver new programs to meet the ever-changing needs of clients.

Your support will enable us to continue to create positive changes in women's lives.

”

BOARD OF DIRECTORS

Mechthild Meyer

Chair

Sally Dimachki

Vice Chair

Laurie Jaeger

Past Chair

Juliet Woodfield

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Yael Kolet

Secretary

***Betina Kuzmarov**

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Pia Chin

Member

Tasha Truant

Member

Sadaf Kachalia

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Carmen Abela

Member

Hedied Azad

Member

Bernadette Betchi

Member

Martina Dionne

Member

Joan Gullen

Life Member

*Resigned during the year

MISSION, VISION, MANDATE

IWSO's Mission

Immigrant Women Services Ottawa (IWSO) exists to provide immigrant and visible minority women and their families in the City of Ottawa and the surrounding area with the supports and tools to achieve their full potential as members of Canadian society and participate in the elimination of all forms of abuse against women and children.

IWSO's Vision

The elimination of all forms of abuse against women and children and achieving social and economic equality for immigrant and visible minority women.

IWSO's Mandate

- Empower immigrant and minority women in the City of Ottawa to participate in the elimination of all forms of abuse against women.
- Provide culturally responsive crisis counselling and language interpretation service and facilitate abused woman's access to other community services.
- Provide other services and/or programs that will assist immigrant women in their journey to attain their full potential.

OUR HISTORY

Brief History of Immigrant Women Services of Ottawa

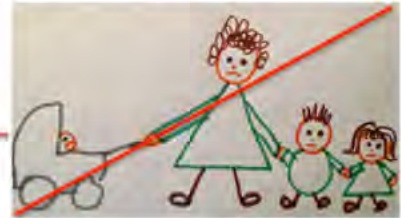
www.immigrantwomenservices.com

1985

OCISO Settlement Agency

Immigrant Women's Centre (2 FTP)

Trying to assist many immigrant  fleeing violence
Small grant to develop pamphlet on wife abuse
(Spanish, Vietnamese): "We cannot publish it, don't have a contact for women who need help"



1986

Immigrant Women's Committee to End Wife Abuse: Advocacy and Coordination (1986 - 1989):
Settlement (OCISO; Catholic Immigration Centre, CIC)
Health (Dalhousie CHC, Civic Hospital Emergency Dep.)
Women's org. (Multicultural Women's Association; Latin American Women's Congress; Interval House)
Multicultural orgs. (Canadian Ethnocultural Council, Council of Philippino Canadians)
Regional Coordinating Committee on Wife Assault

Committee is formed; meets regularly to advocate for services; writes grants to secure funding; First grant **received in 1988** from Canadian Heritage for a coordinator position

1988

Immigrant and Visible Minority Women Against Abuse (IVMWAA)
Coordinator position

IVWAA splits from OCISO to become independent women's organization with separate location and own Board of Directors

1989

Crisis counsellor position:
1/2 Spanish 1/2 Vietnamese

Cultural interpreter position:
1/2 Spanish 1/2 Vietnamese

2002

Immigrant Women Services of Ottawa (IWSO)

IVWAA renamed: becomes IWSO; More funding is secured and services are expanded
2008 Settlement services are added

2008

Crisis Intervention & Counselling
(VAW + children)

Settlement & Integration for women and their children

Language interpretation & Translation: available in 60 languages; interpreter training

Social support

Computer training; Job search

Children's services

2018

30th ANNIVERSARY!



IWSO - with currently 31 staff - continues to respond to the needs of immigrant & refugee women by adding services, advocating, and being involved in numerous VAW and settlement integration networks in the region, provincially and nationally.



IWSO STAFF



Crisis Intervention and Counselling

During the 2017/18 fiscal year, our Crisis and Counselling Team, which consists of professionally trained multilingual crisis counsellors, therapeutic counsellor, and housing and transitional support workers, continued to provide crisis and counselling services to abused immigrant women and children who witnessed violence. Our team strives to provide a safe, caring, warm and welcoming environment for the women and children fleeing violence and abuse or dealing with trauma.

In the past year, 378 women, who immigrated from over 40 countries, were assisted and provided with safety plans. The team provided 3500 hours of direct services and 580 hours of advocacy. It also provided 2565 hours of crisis intervention and short term counselling, and 340 hours of therapeutic counselling.



CRISIS COUNSELLING

Transitional & Housing Support Program

The IWSO 'Transitional and Housing Support Program' aims to secure safe and affordable housing for women fleeing violence. This program is offered in partnership with Western Ottawa Community Resource Center (WOCRC). This year, 131 women sought help, 92 were assisted in applying and transferring to social housing. Safety and Transitional Plans were created and 64 women found and maintained housing.

Therapy Group

The Therapeutic Group helps survivors of violence identify their inner strength to cope and heal. The participants also share their experience and support each other through the group sessions. This year, in partnership with Amethyst Women Addiction Center, a 10-weeks 'Self-Esteem Therapy Group' was held and 13 women participated. The group was facilitated by the therapeutic counsellor, addiction counsellor and assisted by a placement student.

Children Who Witness Violence Program

Our 'Children Who Witness Violence Program' is provided in partnership with Family Services Ottawa (FSO). This program offers children and mothers a chance to speak freely about the violence they have witnessed and experienced. Most importantly, children are given the opportunity to address their psychological, emotional and physical needs. IWSO considers this program an important step towards breaking the cycle of violence at home. The children are offered individual one-on-one counselling and also group counselling with their mothers. This year, 16 children and 13 women benefitted from this program. Parenting workshops, advocacy and support services were also provided. The 10-week Parenting Workshops were provided in the fall and 12 women participated in the group. We are especially grateful to Family Services Ottawa for thirty years of partnership for this program.

Support Group

Support groups provide a safe, non-judgmental and friendly environment where women can interact with other survivors of violence. Support groups are highly beneficial as clients gain support from other women, gather information, and build their social networks. This opportunity to learn and share with others has fostered clients' self-confidence and restored their sense of empowerment. In this fiscal year, 22 women participated in two 10-weeks Support Groups. These groups were facilitated by crisis counsellors and placement students.

Women Legal Clinic

The Legal Clinic provides an opportunity for abused immigrant women to access legal information, and resources and learn about their legal rights. We are grateful for the commitment of our pro-bono lawyers Odette Rwigamba and Claire Tremblay.

Placement Students

Two placement students joined our crisis team during the year in review. Aida El-Hawz in the BSW program at Carleton University, and Nada Eltawil in the Master of Education in Counseling Program at the University of Ottawa.

CRISIS & COUNSELLING SERVICES

Client Testimonial

"I was desperate and broken when I came to IWSO in 2014. I married my husband in Ottawa and my child was born in 2013. My husband refused to sponsor me, and due to several problems, the police, CAS and Immigration Canada were involved. I was in the process of being deported. CAS got my child and referred me to IWSO.

The moment I came to IWSO, I got a crisis counselor who speaks my language which is crucial to me. It allowed me to express myself in my mother tongue and made things much easier. I felt that I was understood much better. The crisis counselor immediately referred me to the shelter and immigration lawyer. My counselor also broke my fear towards CAS (which made me understand that the role of CAS is not separating mother and children) and advocated for me to get my child back. Then I was referred to the children who witness violence program where I learned how to protect and rear a child in Canada through the Parenting Workshop.

At the same time, my crisis worker provided counseling to me, encouraged and supported me while I was in great pain to leave my husband. She also guided me to become stronger, more positive, how to face and handle difficulties, how to set up good examples for my child and how to prepare myself towards a bright future etc.

I was also referred to attend the violence against women support group to learn safety and women rights, to build up my social network, to know community resources etc.

Finally now I am safe and settled in Ottawa with my child. I want to express my greatest gratefulness and thankfulness to my crisis counselor, children counselor, therapeutic counselor and lawyers at IWSO. They are all professional, helpful, supportive and always try their best to serve the client. I hope more people will support IWSO and let them help more people."

CRISIS & COUNSELLING SERVICES IN NUMBERS



378

immigrant and refugee
women served



3500

hours of direct services
were provided



580

hours of advocacy



2565

hours of crisis intervention
and short term counselling



35

women attended
Support Group and
Therapeutic Group



340

hours of therapeutic
counselling



16 children helped &
13 mothers benefitted



02

Placement Students

SETTLEMENT AND INTERGRATION SERVICES



In a recently published on-line opinion article entitled "Refugees Face Enormous Barriers in Canada, Particularly Women" by Amea Wilbur, Manager of Programs at Pacific Immigrant Resources Society - a non-profit organization that provides services for immigrant women and young children, there was a powerful passage that resonated with our staff here at IWSO:

"Refugees deal with poverty, and often don't understand our systems, culture and processes — and can face discrimination. Many struggle with language barriers. And losing one's home leads to other questions like: How do I start over? What's my purpose? Where do I belong?...It's even harder for refugee women. They no longer have access to family support networks. ...Women are more likely to act as caregivers — and are often less immediately employable. As such, it's difficult for them to access programs, community and job opportunities. This makes it harder for them to integrate into their new country. This can lead to isolation and depression."



This excerpt clearly captures the reality we see every day in the Settlement & Integration Team at IWSO. We see firsthand how immensely difficult it is for newcomer women to settle and integrate in Canada due to many factors that the women have no control over, nor any support to overcome.



No two clients are alike. Each woman brings her own story with her own immigration obstacles and needs based on her motivations for seeking immigration. Not surprisingly, therefore, the striking success of our Settlement and Integration Services lies in our personalized approach. Our Settlement & Integration team members are **dedicated** to personalizing the services for each client so that she may feel empowered and prepared to make decisions for herself and her family during the immigration and settlement journey. This exceptional one-on-one service is without judgement or bias - always ensuring a respectful discussion to meet the needs of each newcomer woman we serve.



SETTLEMENT AND INTERGRATION SERVICES



We served **558** newcomer women
Responded to **786** return visits
Settlement activities: **1509** women participated



Childcare

1831 newcomer children

166 women
graduated from
computer training



343 newcomer women attended
26 information sessions



382 needs assessments and
settlement plans were conducted



CLIENT TALKS ABOUT OUR SERVICES

"I was a hairdresser in my country of origin. I was socially active and financially independent. After I got married I moved to Canada in 2015. The limitation of my English language made me become isolated and depressed. I had to take medication and stopped going to English classes. I felt so lonely and sad.

I heard of IWSO as I had a crisis situation that I was dealing with at that time. From the moment I walked through the door I felt welcome. Everybody was so understanding and kind. The respect and hope that was given to me was amazing. I was surrounded by wonderful women that were ready to help me.

Through IWSO's group sessions and English classes, I built my knowledge and made friends. They increased my social integration and my ability to cope with the stresses allied with my life in Canada. More importantly I got my confidence back.

With IWSO's help and support I succeeded to get a volunteer position in a hair salon and after a couple of weeks, I received a job offer at the same place.

IWSO also translated my foreign driving documents free of charge and I was able to take the driving test. I obtained my driving license and recently bought a car. I will always be grateful for what IWSO did for me and I wish I would have known IWSO sooner and didn't waste two years of my life in isolation and social deprivation".



SETTLEMENT AND INTERGRATION SERVICES

Care For Newcomer Children (CNC)

Children are at the centre of everything we do at the CNC. Every day, we are responsible for positive, thought-provoking activities and the constructing of welcoming environments between children, educators, and families. Our playroom encourages early learning and is built upon the understanding that every child is **competent**, capable, curious, and rich in potential. We believe that every child deserves a safe and caring environment in which to grow and reach their maximum potential. Each child experiences



challenges when moving to a new country; we ensure that in our playroom, each child feels safe and happy to have the time to spend playing and making new friends.



This year, a total of 1831 children between the ages of 19 months and 13 years accessed the CNC Program, while 669 families were able to experience the peace of mind in knowing that their children were in quality care while they received the services they needed.



400
Toddlers



899
Pre-school



532
School age





COMPUTER TRAINING

According to a September 2017 article in Canadian Newcomer online magazine: 'Not having the basic knowledge or enough knowledge of computer programs and equipment is a problem many immigrants face when they arrive in Canada'. In fact, after the language barrier and the lack of recognition of **foreign** education and work experience, it is probably the third most common operational barrier." IWSO has responded to this learning

need by providing free computer training to newcomer women. We are pleased to offer three levels of computer training, as well as a volunteer-led drop-in computer class for those women who need extra practice. 166 women graduated this year and not surprisingly, this continues to be a flagship **program** at IWSO that is recognized around the city.

ACTIVITIES FOR WOMEN

Our activities and classes are scheduled seasonally, allowing us to change our calendar four times a year. This flexibility allows us to adapt our programming quite frequently in response to the needs of our clients. During this fiscal year, we offered English Conversation Circles, Advanced English Writing, Canadian Workplace Communication & Culture, Canadian Citizenship Test Preparation, Job Search Workshops, Sewing Class, Knitting Class, Painting Class, Theatre Class, and Yoga. We are proud to have offered this incredible spectrum of classes that appealed to a wide variety of women. There is truly something for everyone. A valuable addition to our schedule is our Tea & Topics information sessions. These sessions enable the newcomer women to learn about topics that are critical to their successful **settlement** and integration in Ottawa. Many themes have originated from conversations with the women themselves including: Women's Health, Law, Education, Parenting, Employment, Finances, and Community Resources.



INDUSTRIAL SEWING PROJECT

With the tremendous success and enthusiasm shown by newcomer women for our Sewing Club (picture below), we took the initiative to explore advanced options for them. We noticed that many of the women had previous sewing skills from their country of origin and really enjoyed participating in our sewing club and interacting with other immigrant women who shared the same passion. Many showed an earnest desire to find employment in this field despite their low level of language proficiency.



SETTLEMENT AND INTERGRATION SERVICES

Industrial Sewing Project

After much research and outreach efforts connecting with employers in the sewing sector, we realized that having industrial sewing skills greatly increased the odds for newcomer women to secure employment in the field. Armed with this knowledge, and based on the needs of our clients and the prospective employers, we set goals for an Industrial Sewing Project. These were:

- Provide training opportunities for newcomer women with low level language proficiency
- Incorporate industry specific language training on site
- Connect industry technical skills with language and reinforce with concrete practical application.
- Support newcomer women to apply their talents and become job ready
- Connect newcomers to local employers
- Meet employment needs of stakeholders

We then sought and formed partnerships with Taggart Family YMCA/YWCA, The City of Ottawa, World Skills Employment Centre, and Make Sew Create, an Ottawa-based industrial sewing training centre.

A pilot project was started in September 2017 and out of 36 applicants, five lucky newcomer women were selected to participate in the 3-month training program. Four of the women successfully graduated and secured employment almost immediately after completing the training.

Since the pilot, two other sessions have been completed and have been equally successful.

This is an innovative and successful initiative undertaken by committed partners to meet an identified need.

NEW

INITIATIVE

LANGUAGE INTERPRETATION SERVICES

IWSO is committed to providing language interpretation to service providers working with women who are survivors of violence and other individuals unable to communicate in either of the official languages of Canada. To fulfill this commitment, the Language Interpretation Services at IWSO provides services in over 70 languages and dialects and has a roster of 168 professionally trained interpreters. Our interpreters also receive training in topics such as domestic violence, sexual violence, human trafficking, and anti-oppression.

In the 2017-18 fiscal year we received requests for spoken language interpretation services in 33 different languages, with Arabic, Somali and Farsi being the highest demanded and representing 45%, 12% and 7% respectively.

Interpreter Professional Development and Training

This fiscal year, we successfully facilitated 10 professional development sessions. Experts on various subjects are invited to present on a topic and create discussions in order to maintain and/or update our interpreters' skills and knowledge in different fields relating but not limited to interpretation services,



healthcare, law, and immigration. These Professional Development sessions are critical in keeping interpreters' knowledge and skills updated and current. With updated knowledge, our interpreters provide language services with increased accuracy and efficiency.



Core Interpreter Training-site visit of Police-VCU and PAR units

Services Users' Testimonials

"The interpreter was very professional clearly enjoys her work. She is incredibly helpful" Tracie, Sexual Assault, Partner Abuse Care Program

"Have had excellent service from the interpreters as well as positive feedback from clients" Jennifer, Pinecrest Queensway CHC

"The interpreter did an exceptional job interpreting. He was warm, friendly and patient. Thank you!" Anna, CAS

"The service was great. The interpreter presented himself in a professional manner. Thank you!" Woody Aspilave, Ottawa Police

"IWSO interpreter was fantastic! I would recommend her services in the future without hesitation". Jinette, CAS

"Professional and amazing interpretation, everything said during service. Thank you". Marisa, ILSO

LANGUAGE INTERPRETATION SERVICES IN NUMBERS



520

Telephone Assignments



308

Group Interpretations



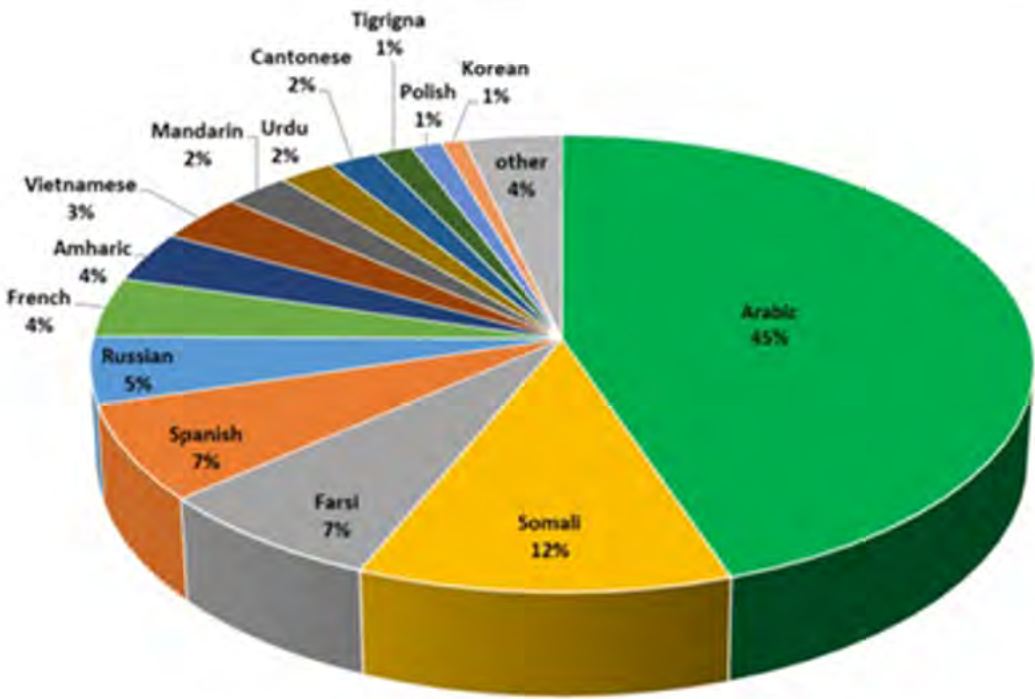
2506

Face-to-face Sessions



737

Messages Relay



**Other: Chin, Dari, Swahili, Burmese, Cantonese, Romanian, Thai, Kirundi, Bengali, Hindi, Japanese, Korean, Tamil, Khmer, Polish, Portuguese, Punjabi.*

Assignments by languages (April 2017-March 2018)

VOLUNTEERS

Volunteers are an inseparable part of the IWSO family and the main backbone to many non-profit organizations. The number of hours contributed by volunteers continues to grow as they recognize the tremendous impact of their contribution.

During the 2017-2018 fiscal year, the number of hours contributed by volunteers surpassed 3,800 hours and is almost double the hours contributed in the previous year.

Classes like English Conversation and English Writing, Drop-in Computer class, Arts & Crafts, French Conversation and Yoga are all facilitated by highly skilled and certified volunteers. Child care services have tremendously benefited from volunteer assistance.

There is a mutual benefit in volunteering. While IWSO's clients and staff appreciate and benefit from the wealth of volunteer services, some of the volunteers acquire work experience in Canada, while others are satisfied by giving back to the community and in helping to make a positive change in someone's life.



Volunteer Contribution Hours in 2017 & 2018





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INDEPENDENT AUDITORS' REPORT

To the Board of Directors of Immigrant Women Services Ottawa

We have audited the accompanying financial statements of Immigrant Women Services Ottawa, which comprise the statement of financial position as at March 31, 2018, the statements of operations, changes in net assets and cash flows for the year then ended, and notes, comprising a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.



We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

In our opinion, the financial statements present fairly, in all material respects, the financial position of Immigrant Women Services Ottawa as at March 31, 2018 and its results of operations, changes in net assets and cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

KPMG LLP

Chartered Professional Accountants, Licensed Public Accountants

Ottawa Canada

June 26, 2018

FINANCIAL STATEMENT

IMMIGRANT WOMEN SERVICES OTTAWA

Statement of Financial Position

March 31, 2018, with comparative information for 2017

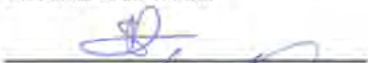
	2018	2017
Assets		
Current assets:		
Cash	\$ 108,490	\$ 43,910
Accounts receivable	35,902	88,731
Prepaid expenses	15,007	12,653
Short-term investments (note 3)	22,845	42,419
	182,244	187,713
Long-term investments (note 3)	96,182	71,233
Tangible capital assets (note 4)	19,024	21,058
	\$ 297,450	\$ 280,004

Liabilities and Shareholders' Equity

Current liabilities:		
Accounts payable and accrued liabilities (note 5)	\$ 69,151	\$ 24,283
Deferred revenue (note 6)	29,980	60,797
	99,131	85,080
Deferred contributions related to capital assets (note 7)	19,024	21,058
Net assets:		
Unrestricted	179,295	173,866
Commitments (note 9)		
	\$ 297,450	\$ 280,004

See accompanying notes to financial statements.

On behalf of the Board:



Director



Director

Vice chairperson Sally Dorancki

IMMIGRANT WOMEN SERVICES OTTAWA

Statement of Operations

Year ended March 31, 2018, with comparative information for 2017

	2018	2017
Revenue:		
Grants and subsidy payments:		
Ministry of Citizenship, Immigration and International Trade base funding	\$ 446,451	\$ 442,458
Ministry of Community and Social Services Base funding	402,824	401,419
Pay equity	8,437	8,437
Immigration, Refugees and Citizenship Canada - Settlement Program	542,314	344,387
Immigration, Refugees and Citizenship Canada - capital assets	4,466	1,272
Ministry of Citizenship, Immigration and International Trade - Digital	-	4,473
Ministry of Citizenship, Immigration and International Trade - LIS	13,404	27,981
Purchased services	88,647	79,130
Miscellaneous (note 8)	67,542	44,543
Job Search	32,857	29,242
Fundraising	5,712	882
Interest	953	2,122
	1,613,607	1,386,346
Expenses:		
Salaries, personnel costs and benefits	1,067,615	881,191
Purchased services	236,019	253,381
Rent	80,056	78,656
Travel	54,110	14,070
Professional fees	39,770	33,643
Office supplies	32,306	22,713
Miscellaneous	28,889	28,386
Telephone	13,671	12,320
Translation	12,196	9,235
Photocopying and printing	11,686	14,030
Staff professional development/resources	7,140	6,862
Insurance	5,495	5,404
Amortization of capital assets	4,466	3,125
Advertising	4,066	6,399
Bank charges	3,174	2,775
Postage and courier services	2,748	1,788
Harmonized sales tax	2,066	943
Support groups	1,075	1,499
Outreach	775	81
Fundraising	760	927
Client emergency fund	95	52
Capacity building	-	3,122
	1,608,178	1,380,602
Excess of revenue over expenses	\$ 5,429	\$ 5,744

See accompanying notes to financial statements.

ACKNOWLEDGEMENTS

We wish to acknowledge the funders of IWSO Services and Programs:

Immigration, Refugee, Citizenship Canada (IRCC)

Ontario Ministry of Community and Social Services (MCSS)

Ontario Ministry of Immigration and Citizenship (MCI)

We convey our heartfelt thanks to all our donors who supported us during the year. Special thanks go to:

- Jill Macleod & Associates
- Pamela Barker and the Women's Group of Church of God Sabbath Keeping, Ottawa
- Divertimento Orchestra
- Goss Gilroy Inc.
- George Lunan Foundation
- Turnbull Family foundation
- Starbucks (Glastone & Bank)
- PayPal
- Law Office of Odette Rwigamba
- Clair Trembley Law Office
- Novosbed
- Atomic Rooster
- Samia Ben Salah, Artist - Cover Page Painting.



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Ontario

MINISTRY OF COMMUNITY
AND SOCIAL SERVICES
MINISTÈRE DES SERVICES
SOCIAUX ET COMMUNAUTAIRES



Ontario

Ministry of Citizenship and Immigration
Ministère Des Affaires Civiques Et De L'Immigration



GOSS GILROY INC.
Management Consultants
Conseillers en gestion

George Lunan
Foundation



THE
CHURCH OF GOD SABBATH-KEEPING





Thank you!



infomail@immigrantwomenservices.com
www.immigrantwomenservices.com

3



Years

Creating Positive changes in women's lives