



“Creating positive changes in women’s lives”

infomail@immigrantwomenservices.com
www.immigrantwomenservices.com





Annual Report

2015-2016

— **Together in Service** —



Acknowledgements

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

- Immigration, Refugee, Citizenship and Immigration (formerly Citizenship & Immigration Canada)
- Ontario Ministry of Community and Social Services (MCSS)
- Ontario Ministry of Citizenship, Immigration and International Trade (MCIIT)

To our many donors, we convey our sincere thanks for your contribution. We express our thanks to the students of all 3 Willis College campuses who raised \$2,500.00 towards our services during their 16 days Orange the World Campaign. We also wish to express our gratitude to Oak Computing who successfully acquired 9 donated computers from Merkburn Holding Limited for IWSO's Computer Lab.

Volunteers continue to play a significant role within IWSO and this year is no exception. Thank you to our many volunteers who have contributed to the programs and activities of IWSO such as the Art and Craft Class, Administration, the French Conversation Circles and Yoga Classes.

Thanks to those who supported our Annual Roses and Candles Gala. These included TD Canada Trust and Willis College who bought corporate tables, Landmark Cinema, Good life Fitness, The Works, Barefoot Bubbly, Yuk Yuk's Comedy, Kania, Zen for You, Sunlife Financial (Connie Tang) and Vanitea Room who all contributed to the Swag Bags that were distributed to all guests. Thanks also to the following media outlets which promoted the event: Ottawa Magazine, Roger's Daytime Ottawa, Mirch Masala and Afrika.

Special thanks to Rima Aristocrat, the President/CEO of Willis College who was the Honorary Chair of the Gala; Star Tools – Doctors Rock & Roll for Charity for their musical performance and Sandra Tisiot who served as the mistress of ceremony.



Message from the Chairperson and the Executive Director

Reflecting on the year 2015-16, we are truly satisfied with our accomplishments in spite of the many challenges we encountered. Both the Board and staff demonstrated a level of determination, responsiveness and reliability in ensuring the mission and vision of IWSO was achieved.



IWSO's philosophy is developing partnerships in service delivery and 2015-16 was no exception. We worked in partnership with several agencies including World Skills Inc. – Job Search Workshops, Western Ottawa Community Resource Centre - Support Groups for Women and Family Services Ottawa/ á la famille Ottawa with whom IWSO has had a relationship for more than twenty years offering programs for Children who Witness Violence. This report highlights IWSO's activities and programs delivered throughout the year.



The arrival of 1,112 refugees from Syria resulted in many mainstream agencies working in partnership with the settlement agencies to aid in the re-settlement of the new arrivals. Working together in service delivery proved to be very effective and beneficial to those in need.

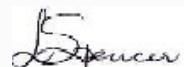
These opportunities allowed us to develop programs which made a difference and were responsive to the needs of the clients, strengthen ties with other local agencies while learning from each other and develop a community approach to service delivery. Our hope is to develop partnerships with other institutions to assist us in raising the awareness of IWSO's services and programs to women and children in the community. As we move into the next year, IWSO is ready to embrace any new challenges including the change in leadership at the Executive level. After giving more than twenty years to IWSO, Lucyl will be retiring from IWSO. We are very confident of our ability to rise to this new change, minimize the disruption in service delivery and succeed in our efforts as we work together in service delivery helping those who are most vulnerable.

Thanks to the Board of Directors for their contribution in guiding the direction of the agency. Thanks to the Staff for their dedication to service. Thanks to our Volunteers, Funders, Donors, Program and Activity Sponsors and Service Partners for all their support during the year.

Together In Service.

A handwritten signature in black ink that reads "M Cooman".

Magdalene Cooman
Chairperson, Board of Directors

A handwritten signature in black ink that reads "L Spencer".

Lucyl Spencer,
Executive Director

Board of Directors

The IWSO Board is comprised of a dedicated group of women who contribute numerous hours towards helping the agency to fulfill its vision. The following are those who participated on the board during the year. Unfortunately due to other commitments 5 members resigned during the year.

Magdalene Cooman Maxwell
Chairperson

Adrienne Rigg
Member-at-Large

Ajit Tiwana*
Vice Chairperson

Olga Arnaudova
Member

Laurie Jager
Vice Chairperson

Moneeza Waji*
Member

Bidyumala Roy*
Treasurer

Tess Porter
Member

Ursula Rudden
Treasurer

Rosana Veliza*
Member

Sally Dimachi
Secretary

Yael Kolet
Member

**Resigned during the year*





This report is a statistical representation of the services, programs and activities undertaken during the 2015/2016 year. Services offered by IWSO were the Crisis and Counselling Services directed towards women and children who experience violence in their lives. The Language Interpretation Services bridged the communication gap between service providers and clients who were

Settlement & Integration Services



412
Number of women served



475
Needs Assessments



724
Number of return visits by women



425
Women attended 26 Info Sessions



1,169

Newcomer children accessed Care for Newcomer Children (CNC)

Women Registered
237

Successfully Completed

160



Skills Not Mastered

68



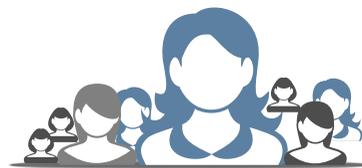
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9



COMPUTER TRAINING PROGRAM

Crisis Intervention &

363



immigrant & refugee women

RECEIVED



3,286
hours of direct service



53 women



out of 127 served were able to find and maintain housing

unable to communicate in either English or French, whereas the Settlement and Integration Services empowered newcomer immigrant and refugee women, including victims/survivors of violence, to overcome barriers specific to their settlement & integration experience in order to facilitate their full participation and contribution to the Canadian society.

Counselling Services



RECEIVED



578
hours of
indirect service

2,810 hours of crisis
counselling & short
term support

351 hours of therapeutic
support

125 hours of sexual
assault counselling



22 children

accessed the Children Who
Witness Violence program

Language Interpretation Services



11
Number of newly
trained interpreters



ASSIGNMENTS BY LANGUAGE

Arabic	1370
Farsi	653
Somali	372
Spanish	345
French	304
Russian	182
Urdu	145
Amharic	129
Other	980

Financial Statements



KPMG LLP
150 Elgin Street, Suite 1800
Ottawa ON K2P 2P8
Canada
Telephone 613-212-5764
Fax 613-212-2896

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, 2016, 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, 2016 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.

A handwritten signature in black ink that reads 'KPMG LLP' with a horizontal line underneath.

Chartered Professional Accountants, Licensed Public Accountants

August 18, 2018

Ottawa Canada

Financial Statements *(cont'd)*

IMMIGRANT WOMEN SERVICES OTTAWA

Statement of Financial Position

March 31, 2016, with comparative information for 2015

	2016	2015
Assets		
Current assets:		
Cash	\$ 87,585	\$ 203,629
Accounts receivable	52,163	34,779
Prepaid expenses	13,447	20,362
Short-term investments (note 3)	124,448	10,000
	<u>277,643</u>	<u>268,770</u>
Long-term investments (note 3)	51,732	162,538
Tangible capital assets (note 4)	1,853	3,994
	<u>\$ 331,228</u>	<u>\$ 435,302</u>
Liabilities and Shareholders' Equity		
Current liabilities:		
Accounts payable and accrued liabilities (note 5)	\$ 14,635	\$ 16,176
Deferred revenue (note 6)	148,471	222,924
	<u>163,106</u>	<u>239,100</u>
Net assets:		
Investment in tangible capital assets	1,853	3,994
Unrestricted	166,269	192,208
	<u>168,122</u>	<u>196,202</u>
Commitments (note 8)		
	<u>\$ 331,228</u>	<u>\$ 435,302</u>

See accompanying notes to financial statements.

On behalf of the Board:

U. Budden Director
J Saeg Director



Financial Statements (cont'd)

IMMIGRANT WOMEN SERVICES OTTAWA

Statement of Operations

Year ended March 31, 2016, with comparative information for 2015

	2016	2015
Revenue:		
Grants and subsidy payments:		
Ministry of Citizenship, Immigration and International Trade base funding	\$ 431,057	\$ 413,941
Ministry of Community and Social Services Base funding	399,479	383,115
Pay equity	8,437	8,106
Citizenship & Immigration Canada - Settlement Program	293,752	293,752
United Way/Centraide Ottawa	14,164	56,682
Ministry of Citizenship, Immigration and International Trade - SV & HT	-	28,803
Ministry of Citizenship, Immigration and International Trade - Digital	3,499	25,390
Ministry of Citizenship, Immigration and International Trade - LIS	40,225	-
Ontario Women's Directorate	-	8,037
Crime Prevention Ottawa	-	2,491
Purchased services	52,026	54,754
Miscellaneous (note 7)	45,727	39,210
Job Search	29,983	36,077
Fundraising	23,399	4,657
Interest	4,138	4,088
	1,345,886	1,359,103
Expenses:		
Salaries, personnel costs and benefits	889,469	916,455
Purchased services	227,253	206,996
Rent	78,916	78,656
Professional fees	33,615	25,295
Office supplies	21,544	21,216
Photocopying and printing	17,732	22,803
Fundraising	14,673	3,206
Miscellaneous	18,001	18,928
Travel	12,720	4,409
Telephone	12,016	11,602
Staff professional development/resources	9,960	13,408
Translation	9,337	11,531
Capacity building	7,674	9,667
Insurance	5,253	4,008
Outreach	3,415	1,455
Advertising	2,917	5,574
Bank charges	2,709	2,976
Amortization of tangible capital assets	2,141	2,601
Postage and courier services	2,023	2,356
Support groups	1,426	2,256
Harmonized sales tax	1,094	1,014
Client emergency fund	78	-
	1,373,966	1,366,412
Deficiency of revenue over expenses	\$ (28,080)	\$ (7,309)

See accompanying notes to financial statements.

Annual Roses & Candles Gala and 2015 Community Awards

The Annual Roses and Candles Gala was attended by over 200 individuals from the community. Rima Aristocrat as Honorary chair of the gala shared with the guests her inspirational life story and the successes achieved through perseverance while juggling work and family responsibilities. Special guest, MP Kim Rude, member of parliament for Northumberland-Peterborough South, presented a special message from Sophie Grégoire Trudeau, wife of Canadian Prime Minister Justin Trudeau.

One of the highlights of the evening was the presentation of IWSO 2015 Community Awards. These awards were presented to the following:

- **Service Provider Award** – Community Housing - accepted by Ginette Tremblay & Stephen Osmond.
- **Community Leader Award** – Legal Aid Ontario – accepted by George Macpherson.
- **Volunteer Award** – Resettlement Resource Service Volunteers – accepted by Paul Dietz.
- **Volunteer Award** – Claire Tremblay (lawyer).
- **Business Award** – Odette Rwigamba Law Office - accepted by Odette Rwigamba
- **Business Award** – Connie Tang of Sun Life International.
- **Youth Leadership Award** - Hodan Egale of the Somali Canadian Youth Centre.

The evening ended with Star Tools – Doctors Rock & Roll for Charity who provided music for dancing.

