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Creating Positive changes in women's lives



Immigrant Women Services Ottawa
Services pour femmes Immigrantes d'Ottawa



2019 - 2020 ANNUAL REPORT

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The following pages of this annual report highlight the work and achievements of IWSO during the 2019-2020 FY. Positive changes were created in the lives of close to 3,000 immigrant and racialized women and their children in the City of Ottawa and surrounding areas.

None of the successes of the year or the tremendous impact of IWSO services within the community would have been possible without the dedication and commitment of IWSO staff who continue to go above and beyond their call of duty.

By providing crisis & counselling supports to women and their children fleeing violence; settlement & integration services to newcomer women; training and linking interpreters and translators to bridge the language gap wherever it exists; providing skills building classes such as computer and language training; Care for Newcomer Children; mobilizing volunteers; accounting and administration, all staff in their various capacities, contributed to making IWSO a beacon of hope for immigrant and racialized women.

Message

from

the Executive Director & Chairperson

During the 2019-2020 Fiscal year, we achieved many successes in the delivery of our services and the advancement of our Mission and Vision. In the first three quarters of the year, we continued to work with our existing and new partners in order to expand our services and to provide targeted programming and support to meet the unique needs of immigrant and racialized women many of them newcomers and/or survivors of violence and who often, continue to experience marginalization, discrimination, and racism.

True to our vision of achieving social and economic equality for immigrant and racialized women, we also worked on bridging the wage gap for our staff. A grant from Women and Gender Equality (WAGE) has enabled us to put in motion our plan to diversify our funding and close the salary gap for our dedicated and committed staff, all of whom are themselves immigrants, refugees, and racialized women.

During the third quarter of the fiscal year, we, like everybody else, were plunged into uncharted waters by the onset of COVID-19. Our dedicated staff quickly transitioned, at a time when clients needed them the most, to providing much needed services remotely by phone, email, internet, etc. Indeed, in the time of unprecedented crisis, our staff stepped up, showing their understanding of the new situation and reaffirming their commitment to serving clients under difficult circumstances.

We are pleased to work with such a diverse, highly skilled, and committed group of Board members. Being diverse means that Board members represent different racial, ethnic, and linguistic backgrounds reflective of IWSO's clientele. Highly skilled is reflected in our extensive qualifications acquired abroad and here in Canada, coupled with work experiences in many different professional fields.

The Board worked on a new, ambitious five-year Strategic Plan. This was accomplished through the initiative of one of our Board members who secured the support of Deloitte which donated numerous professional hours and their expertise to this process. We will ensure that the plan is successfully implemented and carefully monitored.

Our Program and Policy Committee reviewed and updated many policies that required changes, given the new realities of working remotely.

We also engaged professionals within the community on volunteer basis, to sit on some of our committees: for example, two professional fund developers joined the Fund Development Committee, an evaluation specialist joined the Advisory Committee for the Evaluation of the Settlement Program, and a communications specialist joined the ad-hoc Communications Committee.

Our heartfelt thanks go to all those who, in various ways, have supported IWSO. Your continued support will enable us to provide services that will ensure that immigrant women and their children live in safety, experience inclusion, contribute socially and economically, and are part of a thriving community.



Mercy Lawluvi
Executive Director



Mechthild Meyer
Board Chair



BOARD OF
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2019 - 2020

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IWSO's Mission

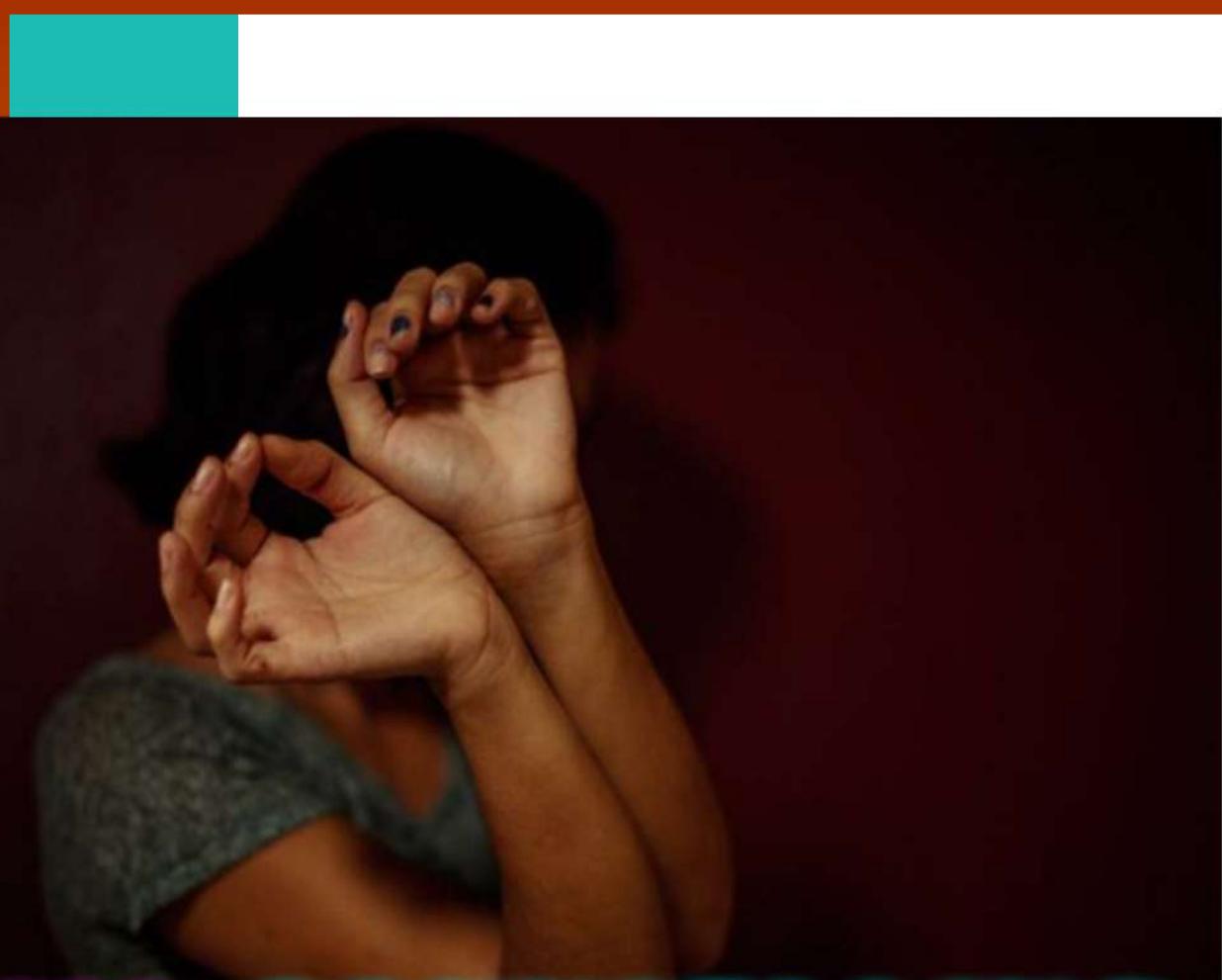
To provide immigrant and minority women and their families in the City of Ottawa and the surrounding area, with the supports and tools to achieve their full potential as members of Canadian society and to participate in the elimination of all forms of abuse against women and children.

IWSO's Vision

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

IWSO's Mandate

- To empower immigrant and minority women in the City of Ottawa to participate in the elimination of all forms of abuse against women and children.
- To provide culturally responsive crisis counselling service and a language interpretation service which will facilitate an abused woman's accessibility to other community services.
- To provide other services and/or programs that will assist immigrant and minority women in their journey to attain their full potential as members of the Canadian society.



CRISIS COUNSELLING

During the year in review, our Crisis and Counselling Services Team (CCS), which is made up of multi-lingual, multi-disciplinary, professional counsellors, continued to create a safe, supportive, non-judgemental and empowering space for immigrant and racialized women survivors of violence and their children who had witnessed violence. Our dedicated crisis counsellors are very knowledgeable about the intersections of gender-based violence with race, ability, education, religion etc. and are able to effectively provide supports that tackle the specific barriers faced by the women seeking services.

Our unique focus on assisting survivors of violence is further enhanced by our ability to provide interconnected services such as language interpretation and translation supports through the IWSO language services department and settlement and employment services through the IWSO Settlement department, all of which allow these women to confidently integrate into the society and economy. Our services are culturally responsive, trauma-informed, and led by highly trained and empathetic staff.

Total hours of direct services April 2019- March 2020



This year, the CCS team served 377 new clients fleeing violence as of March 31, 2020. These women came from 35 countries and speak 32 languages. They were served in person and virtually during the last few weeks of the fiscal year due to COVID-19.

Within the year, the crisis team provided 3,437 hours of direct services of which 2950 hours were for crisis intervention and short-term counselling; Therapeutic Counselling (400) hours; Intake assessment, parenting and support groups (620 hours).

The CCS team also supported women through indirect services (566 hours) which included information, referral and advocacy for women who are victim/survivors of violence and their children.

Children Who Witness Violence Program

This program consists of individual one-on-one counselling and group counseling with children and mothers. It also offers parenting workshops, advocacy, and support services. Children who witness the violence in their home are potentially adversely affected for a lifetime. Post-Traumatic Stress Disorder is fairly common among victims of domestic violence. For children, these patterns play out into adulthood, as they are more likely to become abusers themselves and repeat this cycle of violence (Heise, 1998). This program helps the children who witness violence to find ways and strategies to relieve stress while their mothers seek out more substantial supports. This year, 9 children benefited from this program and 31 are on the waiting list.

Transitional Housing & Support Program

The Transitional Housing and support Program is provided in partnership with Western Ottawa Community Resources Center.

This program assists women who are living in abusive relationships and who wish to find safe, secure and affordable housing where they can live with their children in a violence free environment. With the onset of the pandemic, the instances and intensity of domestic violence increased. With women and children stuck at home during the lockdown and sharing the same space with the perpetrator, home was no longer safe for many and this resulted in an increase in new and old clients contacting the crisis department to seek support in their efforts to flee the violence.

121 women sought Transitional Housing Support during the year, 104 eligible women were assisted with support in the submission of their housing application, 104 received safety and transitional plans and 74 women found and maintained safe housing.



Support Groups For Survivors of Violence

This support group is for women who have or are experiencing any controlling, violent and/or other abusive behaviour by their intimate partner. Women who attend the group may have left an abusive relationship or are currently with their partner. This group gives women the opportunity to share their experiences, learn from one another in a safe supportive atmosphere, and offers them a place to meet other survivors, break social isolation as well as create supportive networks. Attending support groups also enhances women's self-confidence, their decision-making capacity and empowers them to retake control of their lives.



“After an eight-year marriage in my country, my family and I immigrated to Canada. My marriage was a very difficult one as I experienced physical, sexual and financial abuse. While in Canada, the abuse continued but I dared not call the police because my husband threatened to take away the children and send me back to my country. I was isolated and unable to communicate in either English or French. There was not enough money to purchase food or clothing for the family.

One day, I went out with my neighbor and returned home 10 minutes late to cook dinner. My husband was very angry and he shouted and swore at me. Then, he took up a knife in the kitchen and chased after me. The children, our 5-year-old son and 6-year-old daughter, witnessed the incident were horrified and screamed for help. The next-door neighbor, upon hearing the screams, called the police.

I was referred to IWSO by the Victim Crisis Unit of Ottawa Police. Upon arrival at IWSO, I talked to the crisis intake worker who was an angel, she gave me safety plan for me and my kids and she helped me to find a space at a local shelter and then the housing worker helped me to find social housing. My IWSO crisis worker also helped me to enroll my children in school, obtain legal help, and get counselling for myself and my children. My kids cried often, experienced nightmares, and were extremely fearful. I was plagued by sleepless nights, nightmares, lack of energy and appetite. By participating in counselling sessions and engaging in support group sessions, my kids and I eventually overcame these problems.

“When I look back, the day that I came to IWSO was the day that changed my life. It was my turning point. I came here one year ago, you helped me to get safe housing, Ontario Works, legal aid, counseling for my children and I. I made new friends and was sent to learn English. Our lives changed positively and greatly because of you! I want to thank everyone, and I will help other abused women in the future just like you helped me”.



377

Number of women served



3437

Hours of direct services



12

women attended Support Group



400

hours of therapeutic counselling



9/40

Children who witness violence Program



566

hours of indirect services



SETTLEMENT and INTEGRATION SERVICES

This Department provides one of the core services to newcomer Women. During the year in review, the Settlement & Integration team worked tirelessly to provide targeted and key services to newcomer women. Services such as Initial Assessment of Settlement Needs; Information and Orientation sessions both individual and in-group settings and on topics to address the needs of newcomer women; Referrals, Short-term Crisis Counseling using solution-focused and strengths-based approaches; Computer training; English Conversation Classes, support services such as Interpretation and Translation; Care for Newcomer Children (CNC) and many other activities. The settlement team is dedicated to serve and assist newcomer women to overcome the immense difficulties that they experience as they adapt and integrate into their new environment. We personalize the services to each individual case with highest regards to the client's situation, and to empower each client to take control as she and her family go through their settlement journey. Our goal is to support newcomer women to build their agency to thrive in our communities.



IWSO sewing class graduation

For this fiscal year, two Settlement counsellors provided services to 559 new clients and 957 returning visits. 18 information sessions attended by 230 newcomer women, were conducted on topics such as Employment, Housing Issues, Women's Health, Mental Health, Finance, Education, and many other topics. The number of sessions and attendance were less than anticipated due to the COVID-19 pandemic and the lock down in the third quarter.



ACTIVITIES FOR WOMEN

In addition to the core services mentioned above, we offer a variety of activities and programs to meet the needs of newcomer women. We offered informal English Conversation Classes throughout the year, and we are so proud to have had 304 participants who attended the classes this year. An advanced English Writing class was regularly held once a week for those who have higher language proficiency and wanted to focus on improving their English writing skills. We also offered other activities such as; Sewing, Knitting, Art & crafts classes to enable immigrant women to develop their skills in these areas. Strategically, we were flexible to change or alternate the programs depending on the identified interests of clients at the time. This enabled clients to participate fully with interest and regularity. Our ability to offer a spectrum of classes and activities that were engaging, fun, and skills building created opportunities for newcomer women to break the cycle of isolation that they often experience and help them to make new friends and to network.

COMPUTER TRAINING

The computer training program at IWSO offered three (3) levels of training to assist newcomer women to acquire needed computer skills which increased their chances of finding and keeping suitable employment. Eligible newcomer women were welcomed to take the classes at their comfort level; Beginner, Intermediate or Advanced. We also provided drop-in computer classes for those who needed extra practice.

For 2019-2020, 255 newcomer women acquired/upgraded their computer skills - Beginner level: 73 participants, Intermediate level: 93 participants, and Advanced level: 89 participants.



CARE FOR NEWCOMER CHILDREN (CNC)

The lack of childcare is a significant barrier to accessing services for newcomer parents. IWSO's Care for Newcomer Children program (CNC) breaks down this barrier because the program enables newcomer parents to drop off their children at the CNC while they access settlement services provided within the building. The CNC program also helps to increase the attendance and enrolment of the parents in all programs and activities offered at IWSO and the other IRCC funded organizations such as Catholic Centre for Immigrants (CCI), and World Skills Employment Centre. Children and families, who visit our CNC program, come from different ethno-cultural backgrounds and our program is often the first experience for children and families in a childcare setting in Canada. Special efforts are made to support children who are new to the country and experiencing separation from their parent(s) for the first time. Children in our care at the CNC, benefit from being part of a safe, caring and fun environment. Our CNC staff, who are certified Early Childhood Educators, are dedicated and responsible. The program encourages early learning and is built upon the understanding that every child is competent, capable, with a curious mind and able to make new friends. With the

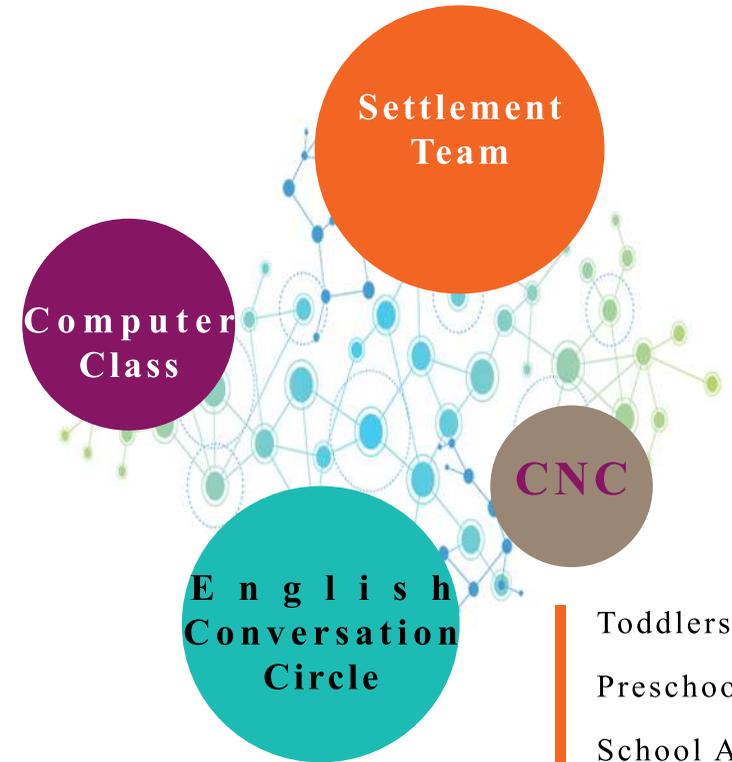


onset of COVID-19, the CNC staff quickly transitioned to provide virtual activities to the children so that their parents could participate in online classes.

The CNC provided childminding services to 1833 children and supported 750 Families in total from April 2019 - March 2020

Level 1: 78
Level 2: 79
Level 3: 80

Total attendance: 304



New Clients: 559
Returning clients: 957

Toddlers: 474
Preschoolers: 812
School Age: 547
Total: 1833

SETTLEMENT STORY

Yolanda first came to IWSO in February 2019 as a newly arrived immigrant woman seeking support. She informed the settlement counsellor that she felt completely alone and isolated and she did not know anyone other than her spouse. Her priority at the time was to find a job. She stated that she was facing financial difficulty as she was completely dependant on her husband and had no other source of income and her husband used this fact to control her, often making her face severe financial hardship. The Settlement Counselor provided crisis intervention to help reduce the high level of anxiety and stress that Yolanda exhibited. Over time, the Settlement counsellor made referrals to meet Yolanda's immediate and long- term needs. She was referred to the IWSO crisis department for supports regarding the financial abuse she was experiencing. Focussing on her settlement needs, the settlement counsellor referred Yolanda to other programs to assist her attain her goals. As a newcomer, Yolanda benefited tremendously by joining information sessions (Tea & topics) to learn about Canada and specifically Ottawa, the resources available to her, how to access them and learn how the Canadian system works. Yolanda told her settlement counsellor that the more information she received, the more empowered she became. She also joined many IWSO activities such as the Computer Training Program where she completed all three levels of proficiency thus setting herself up for success in her job search efforts. She also joined the Job Search Workshops, offered in partnership with World Skills Employment Centre, where among many other topics, she learned about the importance of having a targeted resume and cover letter, Canadian workplace culture and having the right mindset in obtaining employment. She also participated in mock interviews to acquire interview skills and her confidence grew in leaps and bounds. In order to mitigate feelings of loneliness and isolation which she experienced as a newcomer, Yolanda attended many other activities, such as painting, sewing, and knitting classes. She connected with many other newcomer women and made many friends. She stated that these activities gave her a sense of belonging and it was great to meet other immigrant women just like her trying to find their way in a new environment. With her great love for children, Yolanda also volunteered at the IWSO CNC program where she gained some Canadian work experience.

Yolanda soon felt confident and empowered enough to start applying for jobs and attending interviews. She reached her goal by independently applying for and successfully becoming employed in the hospitality industry. She informed her settlement counsellor that she enjoys her job considerably and continues to expand her networks and most importantly, she is financially independent.

“ Thank you IWSO for giving me hope when I thought there was none. I will forever be grateful for all the support provided to me at IWSO. ”



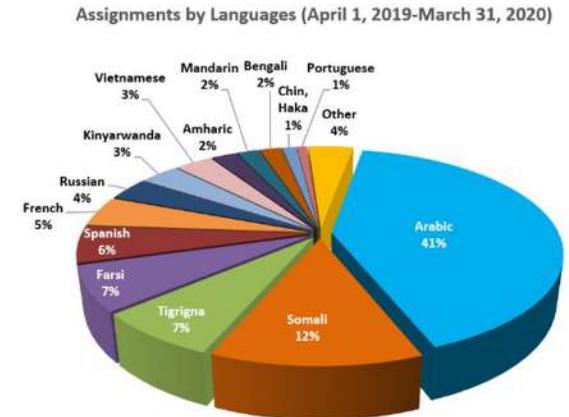


Language & Interpretation Services

Language and Interpretation Services of IWSO strive to diminish the language barrier between service providers and women who are victims/survivors of violence and/or other individuals unable to communicate in either one of the official languages of Canada.

With a dynamic team of professional interpreters and personnel who are committed to developing and updating services to meet new challenges and demands, LIS offers language interpretation services in over 70 languages that are provided 24/7, throughout the year, including holidays and weekends.

During the 2019-20 fiscal year we received spoken language interpretation requests in 28 different languages, with Arabic (1253 assignments), Somali (370 assignments), and Tigrinya (221 assignments) being the highest demanded and representing a share of 41%, 12% and 7% respectively of the total assignments (see below).



**Other: Cantonese, Hindi, Urdu, Punjabi, Kirundi, Japanese, Polish, Korean, Swahili, Serbian, Turkish, Creole, Malayalam, Thai.*

Language and Interpretation Services in Numbers



579

Telephone Assignments



182

Group Interpretations



1778

Face-to-face Sessions



490

Messages Relay



03

Video (VRI)

CORE INTERPRETER TRAINING

We trained thirteen (13) new interpreters within the 2019-2020 fiscal year. A total of three site visits took place during the training - to the Police-VCU Unit; Court House-DVC; and the New Directions Program-PAR.



Core Interpreter Training class of 2019-20 fiscal year.



Core Interpreter Training-site visit to New Directions Program- (Partner Assault Response).

Core Interpreter Training - site visit to Police-VCU and PAR units.



Core Interpreter Training - site visit to Court House - for DVC component.

During this fiscal year, we successfully facilitated nine (9) monthly professional development sessions that were very interactive and based on topics that were of interest to interpreters. The objective of these sessions is to update interpreters on different subjects including the fields of healthcare, law, etc. and create the opportunity for skills improvement as well as to exchange ideas and experiences.

In these sessions, the interpreters have the opportunity to ask questions to the guest speaker who is an expert in the field.

A Professional Development session in February 2019. Lawyer Sarah Rimbach (AJEFO - Association des juristes d'expression française de l'Ontario) was our guest speaker for the session and the topic for the session was "The Landlord and Tenant Board: A Guide for Interpreters".



TRANSLATION SERVICE

In the 2019-2020 fiscal year, LIS also provided translation services to many service providers such as Children's Aid Society, Harmony House, Interval House, lawyers and individuals.



SOME COMMENTS

FROM OUR SERVICE PROVIDERS

“The IWSO interpreter is extremely professional yet very kind and patient with myself and my client. I look forward to working with her again. It was a pleasure working with her”.
Inunaya, Boghossain Morais, LLP

“Excellent service”, *Stonve, City of Ottawa*

“The interpreter was very helpful and assisted client well. I was able to get the necessary information”. *Jennifer, LAO*

“Very good, excellent experience with interpreter. Would recommend her to work with others”. *Diane, CAS*

“The IWSO interpreter was perfect. She was patient and did her job well!” *Sahar, Nelson House.*

“The interpreter was very professional and did a great job!” *Alison, CFS*

“The IWSO interpreter is very professional in her approach. It was a pleasure having her services”. *Cindy, Family Services Ottawa.*

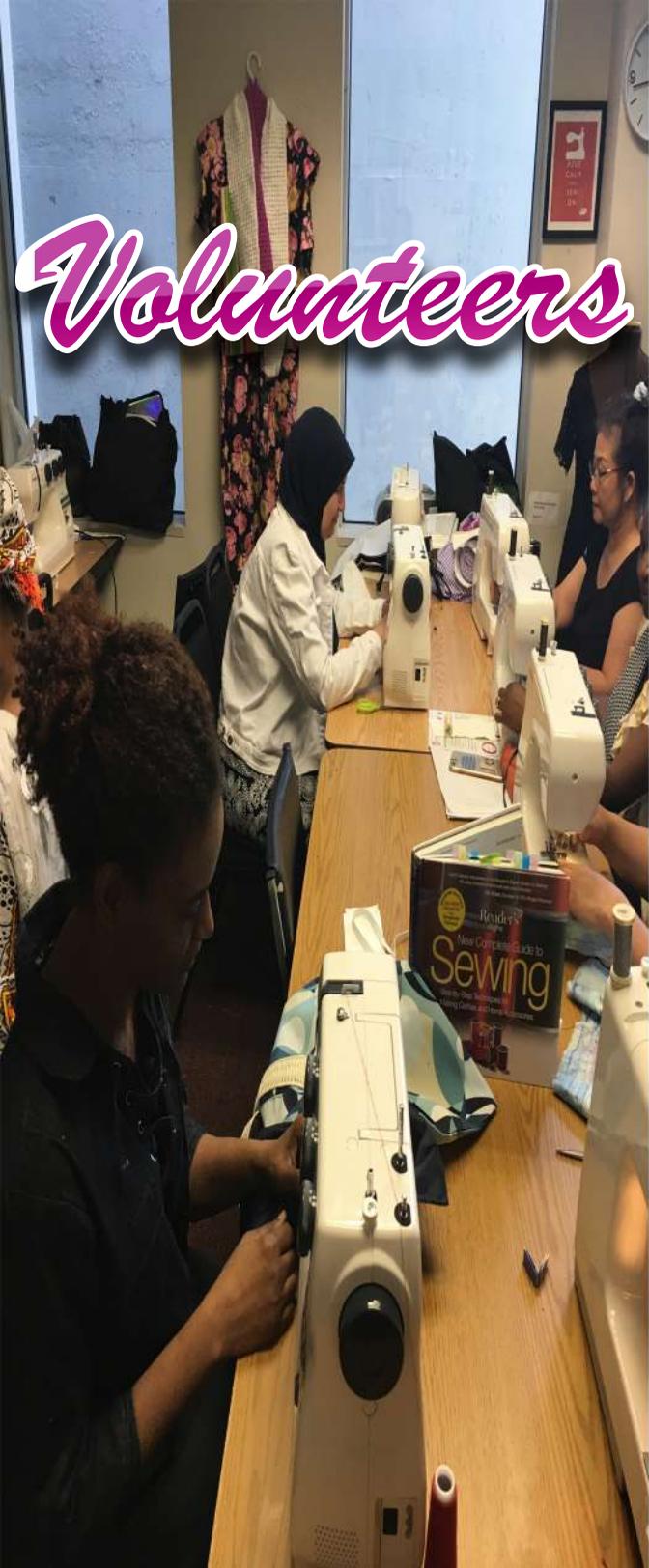
“The interpreter was very friendly, good rapport with family”. *Leigh Ann, CAS*

“IWSO interpreter was courteous, professional and conducted herself appropriately”. *Ben, CAS*

“I was very satisfied with the performance of the interpreter”. *Bernadette, Carling Family Shelter*



Volunteers



This fiscal year our volunteers continued to play a crucial role in our organization and our community at large. They brought both social and economic benefits to the organization through their volunteer work. Without the dedication of our volunteers, many programs offered, would not be available for the clients. This fiscal year the volunteers contributed more than 4500 hours of their time and expertise to IWSO.

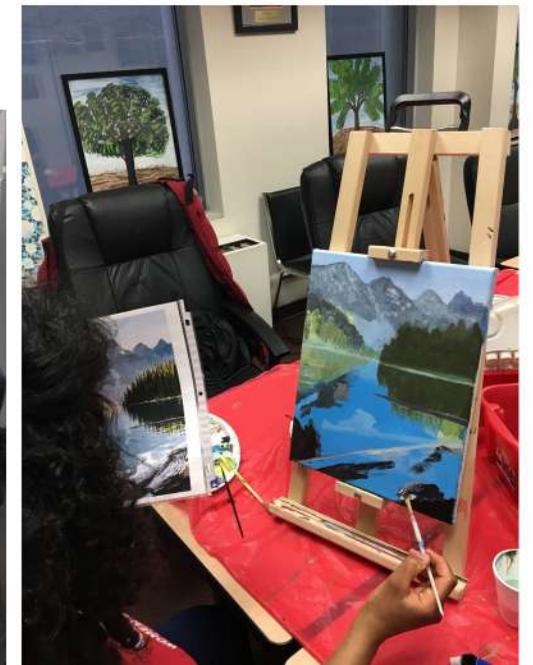
Volunteers assisted in facilitating activities and classes in the settlement department, Care for Newcomer Children (CNC) program, administration, and many other areas as needed for the programming of our services.

English and French Conversation, Yoga, Painting, G1 driving test preparation class, Citizenship test preparation class, Sewing, and Knitting are the classes and activities that are all facilitated by certified and dedicated volunteers. The activities that volunteers provided helped the clients to build new and vital skills as well as the therapeutic effect, especially for newcomer women who have fled from violence or war. Sewing and knitting clubs continued to be very popular, well attended, and productive. The knitting class produced many ponchos, scarfs, hats, bags, and blankets and the sewing club proudly produced skirts, dresses, aprons, bags, ponchos which were all highly appreciated by visitors during our "Giving Tuesday Bazar" fundraiser.



This fiscal year we increased our volunteering capacity by engaging senior volunteers in the Elder Abuse Awareness project, a project that promoted senior leadership and enabled them to actively and meaningfully engage with other seniors in the community and reduce the factors that lead to abuse, isolation, and vulnerability among senior women. The senior volunteers helped the project coordinator and formed a Steering Committee for the project and organized community consultations with other female seniors within the community. They helped in creating working groups in the development of the awareness and prevention of elder abuse information and support sessions including outreach strategies, and social activities such as arts & crafts.

We truly appreciate the dedication and initiative of volunteers who so willingly contribute their time and energy to further our mission.



IWSO Partnership

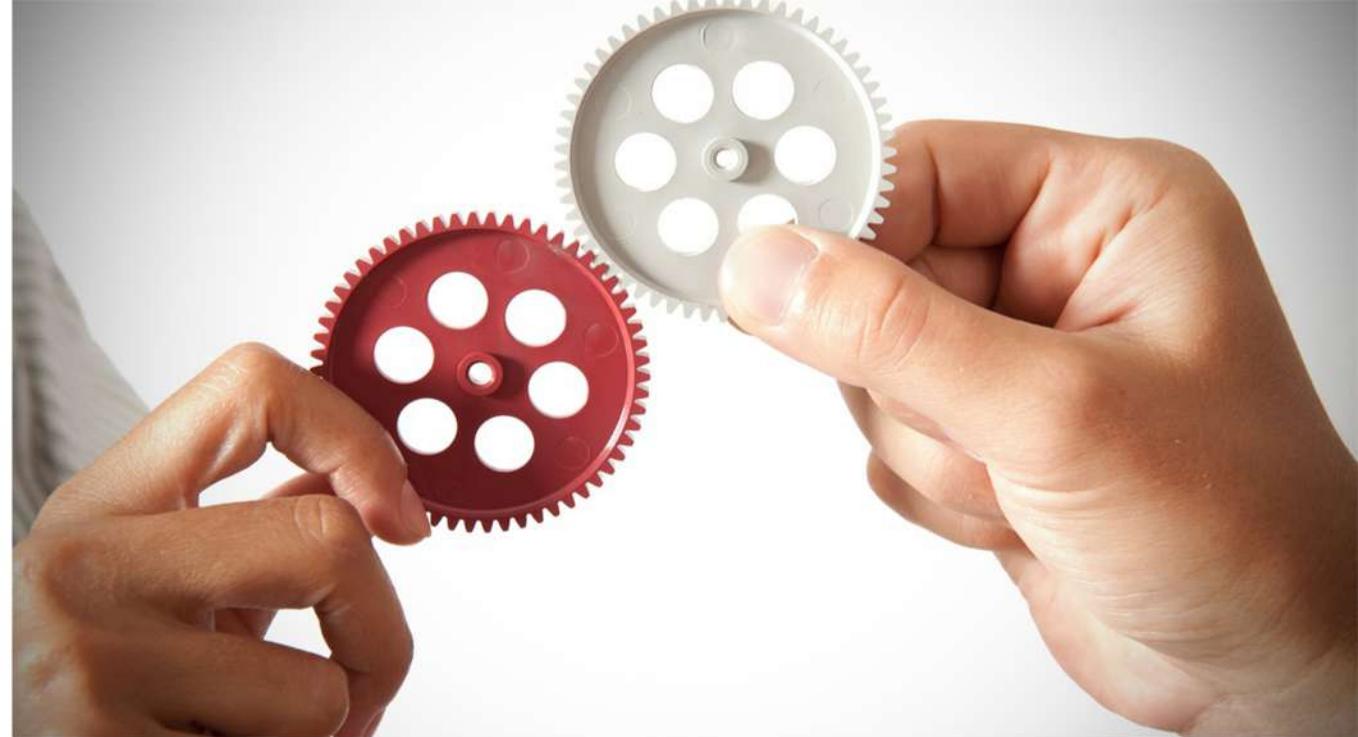
IWSO partners on an ongoing basis with many community and regional organizations in its provision of services and activities for immigrant women. These include Family Services Ottawa, World Skills Employment Centre, Western Ottawa Community Resource Centre, The Ottawa Police, Family Services Ottawa, Catholic Family Services and many others. During this fiscal year, we added a few new partnership opportunities to our list to enhance and expand the services we provide to our target group.

- In addition to partnering with World Skills Employment Centre (WS) to provide job search workshops for women, IWSO entered into a new partnership with WS for the implementation of the **Career Pathways for Visible Minority Newcomer women Program**. The goal of the program is to facilitate the economic and social integration of racialized women through networking and Job matching. This continues to provide many training opportunity for

visible minority women.

- IWSO entered into a new partnership with the Ontario Council of Agencies Serving Immigrants (OCASI) for the delivery of their new project **'Building Leadership Capacity to Address Gender Based Violence Against Non-status, Refugee and Immigrant Women'**. IWSO is the Ottawa Regional partner of this 5-year national project based in 5 cities - Toronto, Ottawa, Vancouver, Halifax and Edmonton. IWSO has been engaging in collaborative activities and knowledge exchange that focuses on the local level by way of Community Advocacy Network and at the national level by way of participation on the National Steering Committee. This project looks at the rights of non-status women survivors of gender - based violence and the creation of a blueprint of promising practices of how to support these particular survivors.

- IWSO continued its partnership with City for All Women's Initiative (CAWI)



on the **Women Reducing Poverty Together project**. This year, a document 'A Place To Call Home' was produced through the collaboration of all the partners of the project. This booklet highlighted the housing challenges of women in Ottawa and recommendations for overcoming those challenges. Through its partnership with CAWI, IWSO was part of the Gender Equality Network Canada and played a part in the drafting of the National Action Plan to Advance Gender Equality in Canada which was concluded during this year in review in Montreal.

- IWSO partnered with the Women's Economic Council in the hosting of **'Her Own Boss'** Program which focused on entrepreneurship for

immigrant women. Weekly workshops were held at IWSO from October 2019 to March 2020. This provided a great opportunity for immigrant and racialized women who wished to start their own business but lacked the knowledge and support to do so. Participation was excellent.

- IWSO partnered with Kids Up Front -a not for profit organization that collects unused event tickets to arts, cultural and sporting events and then redistributes those tickets, cost free to children and families through partnering agencies. As a partnering agency, IWSO's clients and their children benefited greatly from this opportunity.



IWSO received \$200,000 from the department of Women and Gender Equality Canada to enable us build a structure to diversify funding and close the salary gap for our staff. We are grateful for this help and expect the outcome of this investment to make a significant difference in the lives of our devoted and dedicated staff without whom none of our work would be possible.

In the photo: IWSO Board Chair Mechthild Meyer and IWSO Executive Director Mercy Lawluvi with Minister Catherine McKenna



IWSO, representing OCTEVAW at a meeting with Jill Dunlop, Associate Minister of Children and Women's Issues for the Province of Ontario and VAWCCs in August 2019.



IWSO ED – Keynote speaker at the Launch of the City of Ottawa's public forum on Women and Gender Equity Strategy.

On the left: Mercy Lawluvi with Mayor Jim Watson

On the right: Mercy Lawluvi with City Counsellor Theresa Kavangh



IWSO Staff Retreat 2019
Wellness & mindfulness.



Elder Abuse Awareness project



IWSO Bazaar December 2019



IWSO International Women's Day Event



IWSO ED Mercy Lawlivi on the panel of a roundtable discussion on entrepreneurship and gender at the Inclusion Conference held in Gatineau November 22 & 23, 2019. Others on the panel include Samia Chreim (UOttawa), Nathalie Mondain (UOttawa), Valarie Assoi (PARO) and Janet Kranz (WEC)



Full House for IWSO 2019 AGM



IWSO Board of Directors and Staff would like to thank Deloitte most sincerely for undertaking to develop our 5-year Strategic Plan for 2020-2025. Cognisant of the importance of a good Strategic Plan to enable a not-for-profit such as IWSO fulfill its mandate of empowering immigrant and racialized women and to participate in the elimination of all forms of violence against women, Deloitte made the undertaking to support IWSO with the development of its 5-year Strategic Plan and an accompanying

high-level Roadmap to provide IWSO with a clear path forward. This has been completed **at no cost** to IWSO. We are grateful to Deloitte for this opportunity and wish to recognize the hard work of the Deloitte team who worked on our Strategic Plan. Our sincere thanks and gratitude go to Tene Knibbs - Senior Manager, Josie Kafanabo - Senior Consultant, David Anthony - Partner, Celeste Tooker - Senior Auditor, Stephannie Colbourne - Analyst, Steven Nader - Consultant, and Rebecca Bond - Manager.



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INDEPENDENT AUDITORS' REPORT

To the Board of Directors of Immigrant Women Services Ottawa

Opinion

We have audited the financial statements of Immigrant Women Services Ottawa (the "Entity"), which comprise:

- the statement of financial position as at March 31, 2020
- the statement of operations for the year then ended
- the statement of changes in net assets for the year then ended
- the statement of cash flows for the year then ended
- and notes to the financial statements, including a summary of significant accounting policies

(Hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements, present fairly, in all material respects, the financial position of the Entity as at March 31, 2020, and its results of operations and its cash flows for the year then ended in accordance with Canadian Accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the "*Auditors' Responsibilities for the Audit of the Financial Statements*" section of our auditors' report.

We are independent of Immigrant Women Services Ottawa in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

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



Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the 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.

In preparing the financial statements, management is responsible for assessing Immigrant Women Services Ottawa's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate Immigrant Women Services Ottawa or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing Immigrant Women Services Ottawa's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit 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 Immigrant Women Services Ottawa's internal control.



- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on Immigrant Women Services Ottawa's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

KPMG LLP

Chartered Professional Accountants, Licensed Public Accountants

Ottawa Canada

August 27, 2020

IMMIGRANT WOMEN SERVICES OTTAWA

Statement of Financial Position

March 31, 2020, with comparative information for 2019

	2020	2019
Assets		
Current assets:		
Cash	\$ 287,133	\$ 67,919
Accounts receivable	77,060	74,041
Prepaid expenses	12,929	12,395
	<u>377,122</u>	<u>154,355</u>
Long-term investments (note 3)	23,333	120,232
Tangible capital assets (note 4)	9,120	14,072
	<u>\$ 409,575</u>	<u>\$ 288,659</u>
Liabilities and Shareholders' Equity		
Current liabilities:		
Accounts payable and accrued liabilities (note 5)	\$ 78,378	\$ 30,882
Deferred revenue (note 6)	74,383	37,759
	<u>152,761</u>	<u>68,641</u>
Deferred contributions related to capital assets (note 7)	9,120	14,072
Net assets:		
Unrestricted	247,694	205,946
Commitments (note 9)		
	<u>\$ 409,575</u>	<u>\$ 288,659</u>

See accompanying notes to financial statements.

On behalf of the Board:

 Director
 Director

IMMIGRANT WOMEN SERVICES OTTAWA

Statement of Operations

Year ended March 31, 2020, with comparative information for 2019

	2020	2019
Revenue:		
Grants and subsidy payments:		
Ministry of Children, Community and Social Services (VAW)		
Base funding	\$ 433,857	\$ 438,998
Immigration, Refugees and Citizenship Canada - Settlement Program	430,513	430,513
Ministry of Children, Community and Social Services (LIS)		
Base funding	389,692	410,401
Department for Women and Gender Equality	21,236	-
Employment and Social Development Canada - Senior's Program	17,321	-
Ministry of Children, Community and Social Services (VAW)		
Pay equity	8,437	8,437
Immigration, Refugees and Citizenship Canada - capital assets	4,466	4,466
Ministry of Children, Community and Social Services (LIS) - capital assets	486	486
Purchased services	56,008	49,743
Miscellaneous (note 8)	47,244	72,119
Career pathways	39,376	-
Job Search	31,575	31,575
Fundraising	6,527	6,091
Interest	3,470	1,427
	<u>1,490,208</u>	<u>1,454,256</u>
Expenses:		
Salaries, personnel costs and benefits	1,043,697	988,512
Purchased services	171,484	206,786
Rent	83,985	79,456
Travel	11,376	10,265
Professional fees	32,179	20,419
Office supplies	10,711	23,259
Miscellaneous	10,969	18,277
Telephone	15,438	14,927
Translation	14,328	12,196
Photocopying and printing	13,591	11,226
Staff professional development/resources	6,404	5,881
Insurance	5,775	5,611
Amortization of capital assets	4,952	4,952
Advertising	7,825	5,757
Bank charges	3,666	3,684
Postage and courier services	1,333	1,313
Harmonized sales tax	1,280	1,656
Support groups	1,632	2,146
Outreach	190	405
Fundraising	-	3,067
Client emergency fund	165	136
Capacity building	7,480	7,674
	<u>1,448,460</u>	<u>1,427,605</u>
Excess of revenue over expenses	<u>\$ 41,748</u>	<u>\$ 26,651</u>

See accompanying notes to financial statements.

We wish to acknowledge our funders

- Immigration, Refugee, Citizenship Canada (IRCC)
- Ministry of Children, Community and Social Services (MCCSS)
- Women and Gender Equality Canada (WAGE)



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Women and Gender
Equality Canada

Femmes et Égalité
des genres Canada

**We acknowledge with thanks grants/
donations received from:**

- Women and Gender Equality Canada
- City of Ottawa
- United Way Centraide
- Coop Des Jardins
- Starbucks
- Bell Canada-Benevity Community Impact Fund
- Pamela Barker & the Women's Groups of Church of God Sabbath Keeping
- Majdoub Financial
- PayPal Charitable Giving Fund
- Odette Rwigamba Law Office
- Les Grillades



Thank you

and

Be Safe



New Normal