



**REXDALE WOMEN'S CENTRE**  
Annual Report  
2016–2017





# About Rexdale Women's Centre

## Mission

We support immigrant, refugee and newcomer women and their families to become fully participating members in Canadian society. As a leader in our sector, we enhance our clients' self-sufficiency and competence by providing essential services and facilitating access to community resources.

## Vision

Our vision is for immigrant, refugee and newcomer women and their families to effectively settle and integrate into Canadian society. We are committed to working with our clients to be self-sufficient and financially secure. They will live happy, safe, healthy and socially engaged lives in which they are honoured and respected for who they are regardless of their background.

## Principles

Equity is the foundation of RWC's principles. We value equity, inclusion, and dignity for all women and their families regardless of their background, religion, point-of-view or position in life. Seeking to achieve fairness and justice for all, we recognize the individual needs of our clients while ensuring that we treat them with dignity and respect. We demonstrate the value of diversity through our honest, caring and ethical interactions and practices.

## At Rexdale Women's Centre...

- We believe that we improve women's lives by serving women and their partners, children, parents, and other family members;
- Our approach to service delivery is holistic and responsive to client and community needs;
- We believe that every new person living in Canada can contribute to our society by being provided with the services, programs, and tools to integrate easily and to participate fully in our society;
- We value the diversity within our agency and within our community;
- We believe that every woman has the capacity to be self-sufficient and financially secure and to live a life that is healthy, happy and socially active;
- We operate with honesty and integrity, and treat everyone with honour and respect;
- We encourage the development of caring and harmonious relationships within our agency and within our community;
- As an organization, we focus on what will best serve our clients' needs;
- We believe that well-being within individuals, families, and communities is the foundation for well-being within our society;
- We promote the principles of access and equity in all that we do.



# Chairperson's and Executive Director's Message 2016-2017

**38,113**  
*Total Services Provided*



**11,431**  
*Total Individuals Assisted*



**As we bring our 39th year of service to a close, we look back at the milestones and our accomplishments with pride.**

This annual report is a snapshot in time as well as a celebration of our organization's impact on the lives of our clients and the communities we serve. Our clients' testimonials affirm our mission to support their journey to become fully participating members in Canadian society. We value equity, justice and inclusion for all our clients; this is the heart of our success.

Rexdale Women's Centre is a leader in the community and our sector. We are passionate, creative, innovative, and we operate with integrity.

**We are passionate.** This year alone - 11,431 individuals accessed and benefitted from the many programs we delivered across the greater Toronto community. Our clients received more than 38,000 services which helped them to overcome the challenges they faced. We are proud to have assisted our clients to settle and integrate into the community; helped women to overcome the violence in their life; worked with men to change their abusive behavior towards their female partners; assisted seniors to feel respected and less isolated; assisted children to succeed in school; taught our clients to speak English and helped them function on their own; facilitated our clients' access to the labour market and to find employment. We are proud to have assisted our youth to build skills and become emerging leaders and we improved our clients' health and wellbeing by offering physical movement and health activities and teaching our clients how to make this a part of their everyday life.

**We are creative.** We introduced new programs to address emerging client needs. We extended our services to more refugee and vulnerable newcomer communities. We partnered and collaborated with many other service organizations to deliver services in new areas and communities.

**We are innovative.** We have adapted our services to meet the needs of emerging refugees and vulnerable newcomer communities. The "Do You Know" project informed Syrian – Arabic speaking women about domestic violence. In "Rexdale Domestic Violence Collaborative – Breaking the Cycle a Co-ordinated Service Response for Abuse Women" we worked with five partner organizations to address the systemic barriers faced by women experiencing intimate partner violence. In "Recognizing and Responding to Intimate Partner Violence for Resettlement Assistance Programs in Ontario", we partnered with sector leaders and refugee assistance program centres in the province to develop resources and an online training tool for organizations working with refugee women experiencing intimate partner violence. These projects brought about social and systemic changes resulting in long-term impact in the lives of women.

**We operate with integrity.** Our guiding principles are the cornerstone of our organization. We believe in justice for our clients; we recognize their individual needs and we treat them with dignity and respect. We believe that every client can contribute to our society by being provided with the services, programs and tools. The well-being of our clients fosters a vibrant and prosperous community.

This year also marked the beginning of our new strategic plan - *Making a Difference: 2017-2020*, which will guide us for the balance of this decade and lead us into the next. The plan not only reflects the work of our Board of Directors and staff; it acknowledges the support of many - community stakeholders, service partners, government, financial supporters and the private sector - in achieving our goals for the betterment of the individuals we serve.

In this turbulent world, with war and conflict forcing millions to seek safe havens, the need for our services is even greater than ever. Rexdale Women's Centre's professional and dedicated staff and volunteers work tirelessly to build a better future for women and their families. We will continue to provide programs thoughtfully and we will prudently launch new, relevant and impactful programming in response to community needs.

Our scope and reach have grown over the years to extend across the city of Toronto, but our mission has remained the same – to empower women to make real changes that result in a better life for them and their families regardless of background. Our commitment to this mission, to helping some of the most vulnerable people in our society obtain self-sufficiency and pride, is very evident throughout this organization. And we are proud to be working with the extraordinary and dedicated people of Rexdale.

This was a year to reflect on our past, celebrate our present but also position us for the future. It has been an honour to work and serve you this year. We will continue to strive and achieve new milestones and extend our reach throughout the community and beyond.

Thank you

Linli Chee  
*Chairperson*

and

Fatima Filippi  
*Executive Director*



# Women and their Families in the Community



## Rexdale Women's Centre Theory of Change

By 2034, as a result of our work, women in the GTA are healthy, happy, productive, succeeding and contributing to their communities. They are able to make real changes that result in a better life for the families they may have. We recognize and value that women are all unique, complex and multi-dimensional.

# Who We Assist

## CLIENT DEMOGRAPHICS FOR: APRIL 1, 2016 TO MARCH 31, 2017

INDIVIDUALS SERVED	TOTAL INDIVIDUALS
New Clients	6,535
Previous/ Returning Clients	4,896
<b>Totals</b>	<b>11,431</b>

## SERVICES PROVIDED

DIRECT SERVICES (ONE-TO ONE)	TOTAL SERVICES	TOTAL INDIVIDUALS
Needs Assessment and Referrals	8,121	6,816
Information & Orientation	25,345	9,934
Employment	718	440
<b>Totals</b>	<b>34,184</b>	<b>17,190</b>

GROUP SERVICES	TOTAL OF SESSIONS	TOTAL UNIQUE INDIVIDUALS	ATTENDANCE
Information & Orientation Group Activity	2,902	4,057	27,782
Community Connections Group Activity	777	771	13,820
Language Training Enrollment	250	140	11,050
<b>Totals</b>	<b>3,929</b>	<b>4,968</b>	<b>52,652</b>

Overall Total Services	38,113
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COUNTRY OF ORIGIN	%
South & Central Asia (Afghanistan, Bangladesh, India, Pakistan, Sri Lanka, etc.)	42%
Middle East (Iraq, Iran, Syria, etc.)	16%
Africa (Somalia, Nigeria, Ghana, etc.)	18%
North America (Canada, USA)	6%
Caribbean (Jamaica, Dominican Republic, St. Vincent, etc.)	5%
Central- South America (Mexico, El Salvador, British Guyana, Colombia, Ecuador, Chile, etc)	4%
Eastern – Western Europe (Russia, Poland, Hungary, Italy, etc.)	2%
Asia (China, etc.)	3%
Others	4%

AGE	%
Children and Youth (Up to 24 years of age)	18%
Adults (25 to 64 years of age)	69%
Seniors (65 years +)	13%

GENDER	%
Female	57%
Male	43%

Employment  
Related  
Services

Successful  
acquisition of  
training/ job  
& career  
information  
leads to ...

...  
FINANCIAL  
SECURITY

518

*Clients Served*

# Employment Services

## Short Term Supportive Counselling

Women need support in order to make informed decisions as they may not have information in order to overcome personal obstacles and crisis. Without critical pieces of information, women may not have the confidence to make the decisions that are right for them. We provide culturally, and linguistically appropriate support for women when they encounter difficulties in moving ahead.

## Employment Support Groups for Women

Connecting, practicing and learning are some methods utilized by the participants to develop realistic employment goals. For women, especially, immigrant women and women from racialized communities with foreign credentials gainful employment is elusive. We assist women who are seeking to enter the workforce, or who are looking to establish themselves in the profession for which they have been trained.

## Employment and Career Counselling

Securing employment is one indicator of an individual's ability to contribute to society. Immigrant women, women from racialized communities, and refugee women face additional barriers to finding employment and re-establishing their careers when they settle in Canada. We provide assistance to women to determine their career and employment goals.

Linkages are made with other employment related services in the community, English language classes, training, apprenticeship and volunteer opportunities. With the right connections and supports, women spend less time trying to navigate numerous services and eligibility criteria.



“I came to Canada as a refugee from Nigeria with no knowledge and work experience. I needed assistance on how to find jobs. I received support to prepare resumes, cover letters, as well as job search and job interview. I felt empowered with knowledge and confidence. Thanks to RWC’s program, I was hired as a personal support worker.” – *Folakemi*

### English Language Instruction

The ability to communicate in English is one indicator that newcomers and immigrants are successfully settling and adapting into their community. The ability to understand and speak English enables newcomers to fully participate in life in Canada. In the Canadian labour market, English is mandatory and a second language is an asset. Individuals destined for the labour market, regardless of level of expertise, need to be able to read, write and speak English. We offer English classes to individuals who are in need.

Classes are available to newcomers who are new to Canada. We offer various part-time and full-time classes ranging from Literacy and levels 1 to 4. The program aims to build day-to-day English language skills with emphasis on orientation and information for newcomers about Canadian systems and services. In addition, we provide program participants opportunities to learn and practice English by utilizing the aide of computers. As a support to participants, we offer free on-site care for children ranging from six month to five years of age.



**Helping our clients to  
achieve employment  
and financial security**

Community  
Engagement  
Services

Engagement/  
networking/  
volunteer  
opportunities  
lead to ...

...  
SENSE OF  
COMMUNITY



## Welcoming Communities

The Welcoming Communities program offers social support to newly arrived immigrants, in order to ease the stress of starting life in a new country. The program facilitates newcomers' integration into Canadian society and local community life and creates connections and promotes understanding between newcomers and the broader community. One integral component of the program is to match and/or pair newcomers with a settled Canadian volunteer in an arranged social relationship, where there is a sharing of information about the community and its resources. In addition, group activities, such as Cooking Clubs, Movie Nights, and English Conversation Circles, connect newcomers' to the broader community and establish social supports for integration.

# 563

*Clients Served*



## Helping our clients to build a sense of community and belonging

“Rexdale Women’s Centre was able to bring change in my life by registering me for English and Yoga classes, and fitness program. I am taking care of myself and my family in a better way. These services empowered me and gave me the confidence to believe in myself. In few months, I will be ready to apply Canadian Citizenship.” – *Harjinder*

# Community Engagement, Civic Participation, Leadership and Volunteering

**Our Community Engagement program enables us to increase public awareness about our programs and services, as well as build quality relationships with the community members.** Our community engagement and volunteering program have encouraged connections with more than 3,630 community members per year.

We conduct presentations and participate in community events to achieve our goals. This past year we conducted 53 community presentations, 22 community events, and 55 information booths at malls, schools and places of worship.

Volunteering provides opportunities for individuals to contribute their time and expertise for a cause they believe in; and/or utilize their skills and experiences; and/or improve their Canadian job opportunities or, fulfill degree obligations. Volunteers have been instrumental in enabling us to successfully execute community events, increase public awareness, assist with research and policy development, and assist with community development and partnerships with local agencies and other service providers.

## Community Kitchen

In partnership with North York Harvest Food Bank and Toronto Public Health, Rexdale Women's Centre offers free hot meals once per month for community residents. Individuals enjoy a hot meal prepared by trained volunteers; they socialize with other community members and learn more about community services. Community Kitchen Program is run by volunteers who received safe food handling training, as well as nutrition information, in order to prepare delicious and healthy meals. 482 individuals participated in the Community Kitchen and 36 volunteers contributed to making this program a success.

“As a volunteer, I learned and developed important skills that will benefit me in the field. I gained a great deal of knowledge in regards to administration, group facilitation and navigating myself through government websites, documentation and applications.”

– Amanda

**This past year we  
organized 35 group  
sessions for volunteers.  
A total of 638 individuals  
volunteered their time and  
contributed 28,212  
hours of support.**



# Ethno-Cultural Seniors

**Canada's population is aging and communities are working hard to address the needs of this emerging group.** Seniors from diverse cultural groups have limited access to community resources and services. Increasingly, immigrant and ethno-cultural seniors struggle with isolation caused, in part, from limited financial means to go out, or from being left alone all day or not knowing about how to access services. Feelings of isolation impact their ability to function and lead to increased health risks.

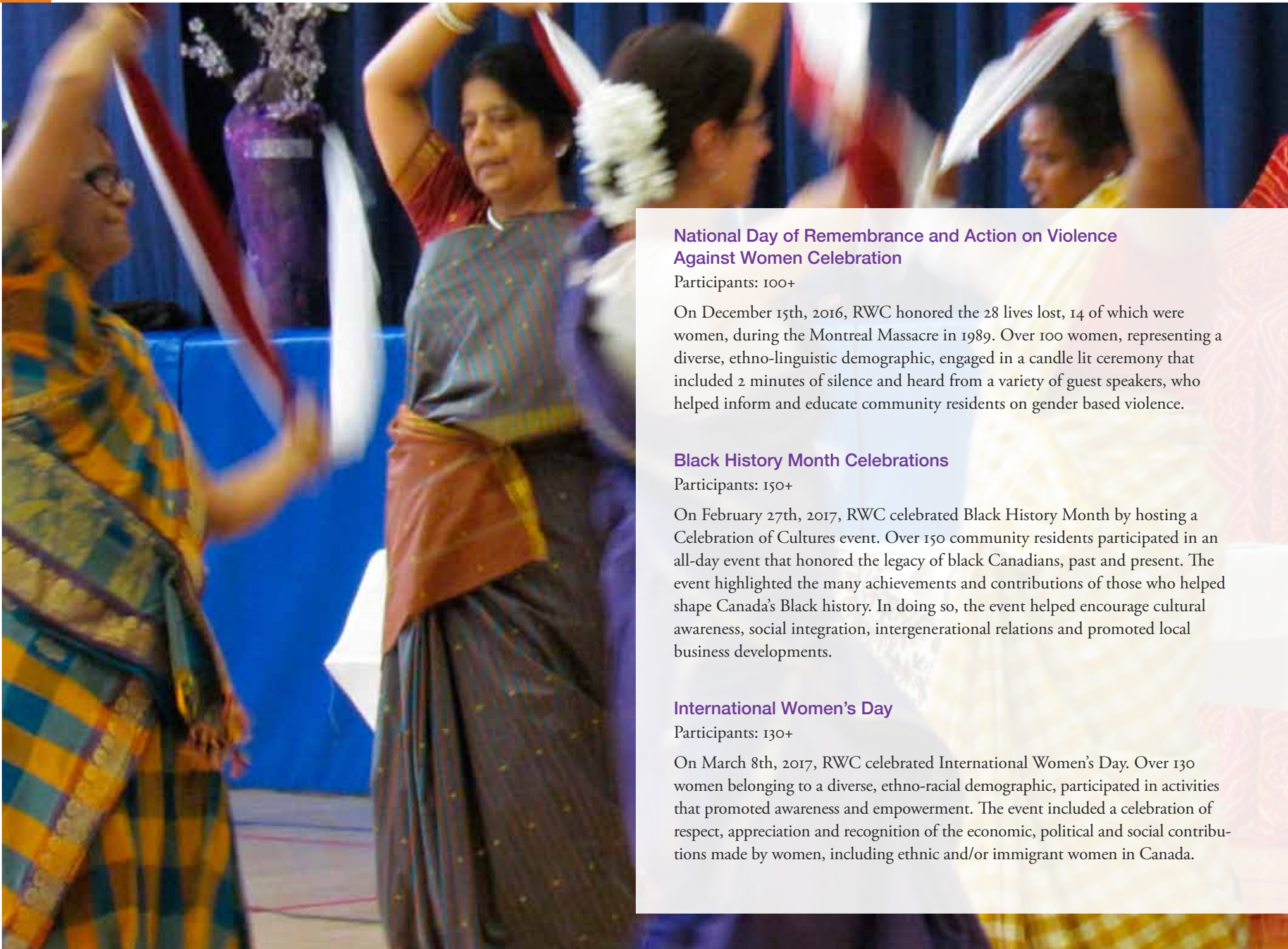
We offer many programs and services for ethno-cultural seniors in their own language. We assist seniors to settle into Canada, to engage with other seniors from other cultures, to share views, ideas, traditions and to learn new skills. We provide assistance in establishing social recreational groups, fitness and yoga classes, computer and internet training, leadership development, civic engagement and community matters, social events and activities, community and educational workshops, excursions, and information on community resources. Through these activities, immigrant and ethno-cultural seniors build social supports and connect with other seniors of Afghani, Assyrian, Gujarati, Italian, Punjabi, Hispanic, Sri Lankan, Urdu and West Indian origin.

# 574

*Clients Served*

“My husband passed away in May 2016 and my life was on a downhill. Without this useful programs or seniors, I don't know where I would be now. I was going to be admitted to seniors home before I found this program. Now I am active, happy and involved.” – Felicia





### **National Day of Remembrance and Action on Violence Against Women Celebration**

Participants: 100+

On December 15th, 2016, RWC honored the 28 lives lost, 14 of which were women, during the Montreal Massacre in 1989. Over 100 women, representing a diverse, ethno-linguistic demographic, engaged in a candle lit ceremony that included 2 minutes of silence and heard from a variety of guest speakers, who helped inform and educate community residents on gender based violence.

### **Black History Month Celebrations**

Participants: 150+

On February 27th, 2017, RWC celebrated Black History Month by hosting a Celebration of Cultures event. Over 150 community residents participated in an all-day event that honored the legacy of black Canadians, past and present. The event highlighted the many achievements and contributions of those who helped shape Canada's Black history. In doing so, the event helped encourage cultural awareness, social integration, intergenerational relations and promoted local business developments.

### **International Women's Day**

Participants: 130+

On March 8th, 2017, RWC celebrated International Women's Day. Over 130 women belonging to a diverse, ethno-racial demographic, participated in activities that promoted awareness and empowerment. The event included a celebration of respect, appreciation and recognition of the economic, political and social contributions made by women, including ethnic and/or immigrant women in Canada.



### South Asian Heritage Celebrations

Participants: 200+

On May 27th, 2016, RWC organized a South Asian Heritage Celebration that highlighted the historical contributions made by the South Asian community in the development of Canadian society. Community residents engaged in cultural performances including South Asian song and dance, shared experiences and resources, all of which provided an opportunity to familiarize the participants with South Asian culture, heritage and traditions.

### Seniors' Month Celebrations

Participants: 200+

Ontario has dedicated the month of June to celebrate and recognize the contributions seniors have and continue to make in our communities. On June 20, 2016, RWC organized a senior's event which included games, music and yoga/fitness exercises. More than 200 seniors participated at the event and were provided with opportunities to network with other seniors.

### "Month13, What Next?" for Refugees and Newcomers

Participants: 110+

On November 20th, 2016, RWC hosted a "Month 13th" event that educated refugees, newcomers and other community members on the community resources and supports available to help meet their needs. The purpose for this "meet and greet evening" was to connect newcomers with existing community resources. 108 newcomers were provided with an opportunity to connect with over 11 different community partners that were hosting information booths.





### **The Fitness for Life (FFL) Project**

Participants: 250+

The Fitness for Life (FFL) project assisted 250 individuals with their health plan needs. The FFL project included both, health and well-being workshops and free exercise and recreational classes that aimed to increase opportunities for sports, recreational participation and the development of fundamental movement skills, leading to physical literacy for immigrant and newcomer women, older adults and seniors. Guided by a fitness team that included a kinesiologist and certified fitness/recreational specialists, the FFL project promoted healthy and active lifestyle changes.

### **Let's Have Fun**

Participants: 220

Funded by the Ontario Seniors' Secretariat – Senior Community Grant Program, the “Let's Have Fun” project helped increase the participation of 220 low income, marginalized and isolated ethno-cultural seniors, by offering physical and socio-recreational activities that were culturally appropriate. The project activities helped the seniors' improve their self-confidence, emotional and physical well-being and connected them with others to reduce social isolation. The project encouraged leadership and intergenerational activities that included field trips, fitness sessions and health related workshops.







### Yoga Project for Seniors and New Moms

Participants: 350+

In 2016, 316 seniors and 43 new moms attended yoga classes that helped participants relax their mind and body. The yoga classes encouraged physical strength and flexibility, social networking, stress reduction and healthy lifestyles.

### Celebrating Community Environment Days

Participants: 180+

Funded through TD Friends of the Environment Foundation, the “Celebrating Community Environment Days” project helped introduce newcomers to the idea of utilizing outdoor spaces and parks. RWC organized 8 field trips to local parks that were attended by 182 community members. RWC organized educational sessions/workshops to inform newcomers about various outdoor options and their usage. 98% of the participants reported that they established a greater sense of “ownership” of their community space/park. Presently, RWC is in the process of sharing project findings with other service providers/stakeholders and community at large.



Life Skills  
Services

Skill  
development/  
mentorship/  
role models  
lead to ...

...  
SENSE  
OF  
SELF-  
CONFIDENCE



389

*Clients Served*

## Support for Women and Families

### Parenting and Family Supportive Counselling

Raising healthy children can be a difficult but a rewarding challenge for parents. For newcomer, refugee and single parent families, the challenges may be greater than anticipated. Financial resources may be inadequate and families may be at greater risk of poverty and isolation. Newcomer, immigrant and refugee parents need support to raise healthy children in a new country with different culture, values and language. We provide support for parents to cope with the many challenges and rewards of raising healthy children.

### Nobody's Perfect Parenting Groups

Many parents and grandparents lack the social networks and supports for positive parenting. Connecting, sharing and building skills with peers are often effective tools in addressing the lack of confidence, and skills when parenting. We offer parenting groups for parents with children from birth to six years of age. In these groups, participants learn about child development, effective discipline methods, information on Canadian institutions and service. Participants share skills, views, ideas. Many develop social support networks once the group is finished.

# Helping our clients to build necessary skills and self-confidence

## Eating for Two Prenatal Nutrition Program

This program is offered to expectant and new moms and promotes the healthy development of their children by encouraging healthy pregnancies and reducing the risk of low birth weight babies. The program supports women who have limited social support and who may be new to Canada. RWC staff provide information and referral services, connect moms to resources in the community and provide support for day to day living and challenges. We offer this program in partnership with the Etobicoke Brighter Futures Coalition, Toronto Public Health, and the Rexdale Community Health Centre.

## Feeding With Love

This program provides a continuum of care for women and their children from birth to twelve months of age. The program promotes healthy eating for women and their babies. RWC provides information and referral services, connects moms to resources in the community and provides support for day-to-day living and challenges. We offer this program in partnership with Toronto Public Health, Albion Public Library and Rexdale Community Health Centre in offering the program for newcomer women and women living on low-income.

“I am a 22-year-old newcomer woman who arrived in Canada in October 2016. I am expecting to be a mother for the first time, with no family support in Canada. I attended the Nobody is Perfect Program to get support and knowledge. I feel the program has prepared me to recognize and deal with my child’s behaviour and also gave me the opportunity to meet other parents and build support.” – *Zahara*

# Newcomer Settlement Services

**Newcomers, refugees and immigrants need assistance to connect to resources and services in the community because of limited knowledge of the Canadian service delivery systems and/or a limited ability to speak English or French.**

Newcomers need assistance in finding suitable housing, learning English, registering their children in school, obtaining equivalency of official education documents, job search and employment. We offer services in 20 different languages at various locations throughout the city. We provide information, referral and access counselling with regards to services such as health, housing, employment, training and education, legal aid, finance, social services, and immigration issues. Our staff act as a liaison between clients, government departments, cultural/community groups.

## **Newcomer Workshops and Information Sessions**

Workshop sessions are designed to provide newcomers, immigrants and refugees with information, orientation and support to assist in their integration into the community. Workshops sessions run throughout the year and are available in 20 different languages. Registered participants may qualify for transportation assistance. Free child minding also available.

## **Settlement Services in Language (SSIL)**

SSIL is a joint initiative between RWC and the Toronto District School Board-Language Program. The goal of the project is to improve settlement service delivery for newcomers and their families by having staff working directly at the English language program. Our staff facilitate access to information and students become aware and are able to access the full range of services and community resources.

## **English Language Instruction**

The ability to communicate in English is one indicator that newcomers and immigrants are successfully settling and adapting into their community. The ability to understand and speak English enables newcomers to fully participate in life in Canada. In the Canadian labour market, English is mandatory and a second language is an asset. Individuals destined for the labour market, regardless of level of expertise, need to be able to read, write and speak English. We offer English classes to individuals who are in need.

Classes are available to newcomers who are new to Canada. We offer various part-time and full-time classes ranging from Literacy and levels 1 to 4. The program aims to build day-to-day English language skills with emphasis on orientation and information for newcomers about Canadian systems and services. In addition, we provide program participants opportunities to learn and practice English by utilizing the aid of computers. As a support to participants, we offer free on-site care for children ranging from six months to five years of age.

# 9,487

*Clients Served*

## Employment Services for Men

RWC's employment-related services for newcomer men help to enhance employment-related skills and access to the Canadian labour market. These employment related skills help newcomer men establish connections and supports needed to enter the labour market. Services include pre-employment counseling, and help address barriers to employment by encouraging them to explore employment opportunities, occupational / essential skills training, networking, internships, mentorships, work placements and preparation for the credential assessment process. In addition, we provide assistance in resume writing, preparing for job interviews and conducting information sessions/workshops.

## Library Settlement Program (LSP)

LSP is a joint initiative between RWC and Toronto Public Library. The goal of the project is to improve settlement service delivery for newcomers and their families by having staff work directly at the libraries. Our staff assist newcomer families to become aware and able to access the full range of library services and community resources.

## Youth Settlement Services

RWC provides settlement and integration services for youth from 16 to 26 years of age within a culturally sensitive, non-discriminatory and supportive environment. We assist youth to settle, as well as build self-esteem, leadership and conflict resolution skills. We assist youth to find employment, seek out volunteer opportunities and provide peer support.



**borrow**



**play and learn**



**get hired, get smarter**



**enjoy culture**



**get access**



**relax**

“I had no social network. Rexdale Women’s Centre helped me to build my social connections and explore wide range of information to integrate in new society.”

– *Malik*



# Children's Services

## Care for Newcomer Children – Language Instruction

This program is available to parents with children from six months to five years of age who are registered and attending the English language program. Our staff assist children to participate in daily activities such as reading, story-telling, singing, creating crafts, in a welcoming and supportive environment.

## Preschool Program and Family Drop-In

The program provides structured early learning opportunities for children from two to five years of age. Parents also help to supervise the children and support the program. Weekly workshops and information sessions are held on parenting for the adult participants. Our staff assist children to learn songs, partake in dancing, drama, craft making and reading circles.

## School Readiness

Our staff work with parents who accompany their children to the program, to learn about their child's development needs as well as acquiring new or brushing up on existing skills. Guided by trained staff, the children participate in activities such as craft making, singing, dancing, drama, play/groups and reading circles. Guided by trained staff, the children participate in activities such as craft making, singing, dancing, drama, play/ groups and reading circles.

“Since attending the RWC School Readiness Program, my son has improved his speaking skills, learned more colours and started counting to six now.”

– *Sadia*

“The children’s program is very helpful for the children and parents. Every day parents and children we learn different things.”

– *Purvi*

# 795

*Clients Served*





### Syrian Refugee Hotel

RWC participated in the humanitarian initiative to resettle 25,000 Syrian refugees across Canada, by caring for more than 330 clients, for 10 weeks at one of the hotels located on the airport strip. RWC not only has first-hand knowledge of the needs of refugees and their families gained from their settlement work, but also direct experience with newly arrived Syrian families and their immediate settlement and orientation needs. We offered a variety of (re) settlement and integration services at the hotel from February to April, 2016.

Some of these services and/or activities included information sessions (RAP sessions), fitness classes, English Conversation Circles, English language classes, field trips to the mosque and Niagara Falls. In partnership with other community organizations, RWC offered services on a 24/7 basis. Upon their departure, the Syrian families expressed thanks to RWC for the role its staff members played in their efforts with settlement and integration into Canadian society.







### Summer Camp for Arabic /Assyrian Speaking Community – July 25 to Aug 17

Two weeks of summer camp was organized for the Syrian/Arabic/Assyrian communities with lots of fun-filled activities such as informational workshops, walk in the nature, fitness and wellness and trips to High Park and Scarborough Bluffs. A total of 53 adults and 43 children participated in the summer camp. The summer camp was concluded by a day of Festival to integrate and provide opportunity for further community networking and community engagement.



Violence  
Against  
Women  
Services

Family-based  
shelter and  
VAW supports  
(one-on-one  
and group)  
lead to ...

...  
**SAFETY  
FROM  
VIOLENCE/  
ABUSE**

# Helping our clients to live a life free of violence

“I immigrated to Canada eight years ago with four children. Even before my marriage, my husband was physically and psychologically abusive and in Canada the abuse continued. With support of the counselor I developed a safety plan to leave the abusive situation. I am back in school and living with my children.” – *Lucia*

## Violence Against Women Crisis Intervention and Violence Prevention

### Spousal-Domestic Abuse Support and Crisis Counselling

Immigrant women, refugee women and women of colour face specific challenges that create barriers which can make them more vulnerable to abuse. Many women seek out our services to address the violence that they are experiencing in their lives. For some women, assistance comes in the form of disclosure and respect. We provide one-on-one assistance to women who are experiencing violence in the home or dealing with a crisis in their lives. Counsellors assist women to understand the cycle of abuse and help women to develop safety plans and to address a life free of violence for themselves and their children.

### Medical and Legal Referrals and Client Accompaniment

Women who are experiencing abuse in the home, find it difficult to obtain the services they need in order to cope with their situation. Counsellors provide culturally and linguistically sensitive services in guiding women to obtain medical and legal services. Many times, our staff will accompany women as they attend appointments. Our staff will provide on-going support as women face the difficult task of navigating through the legal and court systems.

### Support Groups for Women on Spousal-Domestic Abuse

Support groups offer women a unique opportunity to gain information, share experiences, build confidence and develop safety plans when dealing with abuse. We provide women with information about their rights and how they can be supportive to other women who are experiencing domestic abuse. Support groups are designed to provide women with information and support related to domestic abuse. We assist participants to develop a safety plan and to make decisions to leave an abusive relationship.

# 1,091

*Clients Served*

## Anti-Human Trafficking of Vulnerable Women

Rexdale Women's Centre assisted more than 100 women with precarious immigration status in Canada to overcome their experiences in being trafficked. We assist vulnerable women with trauma, provided culturally sensitive and linguistic services. We supported them to develop short and long term plans for safety and well being.

## Partner Assault Response Program Groups

Ending violence against women involves working with and educating men about the different forms of abuse, the effects of violence on their children, the pattern of violent behavior and developing alternatives to physical, emotion and financial abuse. We offer groups for court mandated male offenders. In the group, we assist men to develop a better understanding the cycle of violence against women. We work with them to understand and accept responsibility for their violent behaviour and to develop alternative strategies to deal with anger and violent outbursts.

## Partner Assault Response Program – Spousal Contact

When court-mandated male offenders attend groups, we maintain regular contact with their female spouses or partners. Through these contacts, it is our goal is to ensure the safety of the women and their children. Many times, the female partners tell us that they feel safer as a result of their male spouse or partner attending the group for men.

## “Do You Know Project”: Public Education Workshops for Syrian Women Resettling in Toronto

Participants: 189

RWC received funding from the Ontario Women's Directorate - Neighbours Friends and Family Campaign, to lead and conduct educational information campaign sessions for Syrian women resettling in Toronto. From November 2016 to March 2017, a total of 8 workshops were delivered in GTA that were attended by a total of 189 Syrian refugee women. Workshops were delivery in partnership with Working Women Community Centre and Malton Neighborhood Services. Participants in the workshops were provided information on violence against women, women's rights, how to assess risk, safety planning, and service in the community.

## Take Back the Night and Women's History Month Celebration

Participants: 40+

On October 20th, 2016, RWC celebrated Women's History Month by hosting a *Take Back the Night* event that helped encourage awareness on sexual violence and harassment. The celebration engaged over 43 women, all of which represented a diverse, ethno-racial and linguistic demographic. Promoting victim supports and services, the event included a presentation and panel discussion on sexual violence and harassment and provided opportunities to share, celebrate, commemorate and empower women.



# Systems and Social Change

## Protocol for Supporting Survivors of Intimate Partner Violence in Ontario Resettlement Assistance Program Centres



Advancing Recognition and Response  
*Violence Against Women & Resettlement Services in Ontario*



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

Western



Centre for Research & Education on  
Violence Against Women & Children

OCASI  
Ontario Council of Agencies Serving Immigrants



### Rexdale Domestic Violence Collaborative (RDVC): Breaking the Cycle: A Co-ordinated Services Response for Abused Women

Funded through the Status of Women Canada, the *Rexdale Domestic Violence Collaborative (RDVC): Breaking the Cycle: A Co-ordinated Services Response for Abused Women* project is promoting a comprehensive and effective response to domestic violence in North Etobicoke. The project is based out of the Rexdale Community Hub and includes a partnership between the Rexdale Women's Centre (Lead), Rexdale Community Legal Clinic, Rexdale Community Hub, Legal Aid Ontario, Albion Neighborhood Services and Toronto Employment and Social Services. Simultaneously, all engaged partners will help develop a one-stop, accessible, case-management model of service delivery which includes coordinated assessment and referral teams within the Hub. A place-based manual will be shared as a best practice in providing services to victims of domestic violence in North Etobicoke. This work is critical and will address service gaps, increase access and ultimately, improve outcomes for women who are or, at risk of experiencing domestic violence in our community.

## Toronto West Local Immigration Partnership (TWLIP)

The TWLIP is a collaborative initiative to enhance local delivery of services for newcomers, while promoting the innovative and efficient use of community resources through improved coordination among social service agencies as well as other community stakeholders. The geographical area of the Toronto West LIP quadrant extends north from Lake Ontario to Steeles Avenue West, west to the Mississauga boundary and Highway 427, and east to the Humber River, Dufferin Street and along the CP rail line. TWLIP is comprised of partner agencies: Delta Family Resource Centre, Job Start, Social Planning Toronto and Rexdale Women's Centre. Each partner agency operates out of 4 geographical areas: North Etobicoke, Central South Etobicoke, Black Creek and York-South Weston. Together in collaboration, the four partner agencies are responsible for the development and implementation of a Toronto West settlement strategy to improve newcomers' access to settlement services and other community programs, and to improve newcomers' transition into the labour market.

## Recognizing and Responding to Intimate Partner Violence for Refugee Resettlement Assistance Programs in Ontario

Given the recent arrival of many new refugees to Ontario a clear need has arisen to better understand and respond to incidents of intimate partner violence that refugee women are experiencing. Incidence of violence in these communities has been compounded by resettlement stress on the family, the impact of war and geo-political violence and the traumatic conditions that a number of these refugees have had to endure as they fled their home country.

Despite the profound barriers that we know refugee women face when attempting to address or leave situations of violence, we identified that there has been limited specialized training for frontline workers in resettlement centres. In July, 2016 Rexdale Women's Centre and the *Recognizing and Responding to Intimate Partner Violence for Refugee Resettlement Assistance Programs in Ontario* proposed to develop distinct, gender-based, and culturally appropriate tools which will address the needs of refugee women who have or are currently experiencing violence while accessing the service of a resettlement assistance program.

Rexdale Women's Centre and partners, Centre for Research and Education on Violence Against Women and Children, and Ontario Council of Agencies Serving Immigrants delivered and developed:

- *Recognizing and Responding to Intimate Partner Violence Resource Guide for Refugee Resettlement Assistance Programs in Ontario and accompanying webinar on how to utilize the guide*
- *Protocol for Supporting Survivors of Intimate Partner Violence In Ontario Resettlement Assistance Programs In Ontario*
- Self-directed on-line training for frontline workers and managers working with refugees: [www.rapworkers.com](http://www.rapworkers.com)

# Condensed Financial Statements

12-Month Period Ended March 31, 2017

These statements are condensed from the full version prepared by Berman, Lofchick & Lum, LLP Chartered Accountants

<b>REVENUES</b>	<b>2016-2017</b>	<b>2015-2016</b>
Government	\$ 3,279,623	\$ 3,017,273
Private Sector	\$ 528,732	\$ 527,079
Other	\$ 150,054	\$ 139,112
Capital Contributions from funders ( <i>net</i> )	\$ 61,492	\$ 55,559
<b>Total Revenues</b>	<b>\$ 4,019,901</b>	<b>\$ 3,739,023</b>
<b>EXPENSES</b>		
Salaries & Benefits	\$ 3,073,356	\$ 2,934,651
Operating and Programme Expenses	\$ 541,744	\$ 473,005
Building Occupancy	\$ 359,023	\$ 305,764
<b>Total Expenses</b>	<b>\$ 3,974,123</b>	<b>\$ 3,713,420</b>
<b>Excess Of Revenues Over Expenses</b>	<b>\$ 45,778</b>	<b>\$ 25,603</b>

A full copy of the audited financial statement is available upon request



# Our Supporters

The Rexdale Women's Centre gratefully acknowledges our financial supporters and donors.

## Funders

### Government of Canada

Citizenship, Immigration and Refugee Canada  
Department of Justice Canada  
Employment Social Development Canada  
Human Resources and Skills Development Canada  
Status of Women Canada

### Government of Ontario

Ministry of the Attorney General  
Ministry of Citizenship and Immigration  
Ministry of Status of Women  
– Ontario Women's Directorate  
Ministry of Tourism, Culture and Recreation  
– Ontario Sports Fund

### Municipal

City of Toronto

### Public Sector

United Way of Toronto and York Region

### Foundation

TD Friends of the Environment

### Private Donors

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Humber College – North Campus  
Kids up Front  
Martin Grove United Church  
Miyako Kurihashi  
Molson Canada

North American Fur Auctions  
Panera Bread  
Peter and Rebecca Smith  
Shoe Box Project  
Socacize Fitness  
Tirtho Sarkar  
Toronto Diocesan Anglican Church Women  
TD-Canada Trust-Toronto Dominion Bank  
Toronto Star Santa Claus Fund  
UM Marketing Limited  
United Way of Toronto and York Region  
– Gifts In Kind  
Woon-Chin Chee Prof Corp

## Service Partners

Albion Neighbourhood Services  
Bangladesh Centre and Community Services (BCCS)  
Burnhamthorpe Collegiate Adult Learning Centre  
Centre for Research and Education on Violence Against Women and Children  
COSTI IIAS  
Delta Family Resource Centre  
Emery Collegiate Institute  
Ernestine's Women's Shelter  
Etobicoke Brighter Futures Coalition  
George Hull Centre for Children and Families  
Humber College Employment Resource Centre  
Jane / Finch Community and Family Centre  
Job Start – Toronto West Local Immigration Partnership  
Legal Aid Ontario  
Malton Neighbourhood Services  
North York Harvest Food Bank  
Ontario Council of Agencies Serving Immigrants  
Rexdale Community Health Centre

Rexdale Community Hub  
Rexdale Community Legal Clinic  
Rexdale Library  
Social Planning Toronto  
Toronto District School Board LINC Albion Mall, Rexdale, Kenton, Civic Centre  
Toronto Employment Social Services  
Toronto Public Health  
Toronto Public Library- Albion, Humberwood, Richview  
Tropicana-Community Services Organization – AYCE Employment Services  
YWCA – Bergamot Avenue Apartments  
Working Women Community Centre

## Service Collaborators

2667 Kipling Humber Property Management Group  
3001 Finch Avenue Property Management Group  
920 Queen's Plate Property Management Group  
Action for Neighbourhood Change  
Barbra Schlifer Clinic  
Braeburn Neighborhood Centre  
Children's Aid Society  
Early Years Centre - North Etobicoke  
Ernestine's Women's Shelter  
Etobicoke North Early Years Centre  
George Brown College  
Gord & Irene Community Centre – Under Toronto P & R  
Humber College  
Humber Summit Resource Centre  
Humberwood Community Centre – Under Toronto P & R  
North Kipling Community Centre – Under Toronto P & R  
Ontario Council of Agencies Serving Immigrants  
Ontario Network for the Prevention of Elder Abuse  
Ontario Early Years Centre – Etobicoke  
Polycultural Immigrant Community Services  
Radio Latina  
Rexdale Community Health Centre  
Rexdale Community Hub  
Rexdale Community Legal Clinic  
Rexdale Employment Resource Centre  
Ryerson University  
Seneca College  
Sheridan College  
South Asian Legal Clinic  
Tamil Seniors Group at North Kipling Community Centre  
Toronto Catholic District School Board  
St. Maurice Catholic School  
Toronto District School Board – Daystrom & Kingsview Village Public Schools  
Toronto Employment and Social Services  
Toronto Fire Department  
Toronto Parks and Recreation – Humberwood & North Kipling Community Centres  
Toronto Police Services – Div. 23  
Toronto Public Health  
Toronto Victim Services  
University of Guelph at Humber  
Wesley Urban Ministries  
William Osler Health Centre  
York University  
YWCA – REACH Program

## Where to find us



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Rexdale Women's Centre  
is a registered Canadian charity.  
Charity Number 119118297 RR0001



**United Way**

Toronto

A United Way member agency