



# Carty House

*A first home and helping hand for refugee women in Ottawa*  
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<http://cartyhouse.org/>

## ANNUAL REPORT 2016

Sister Maureen Killoran of the Congregation of Notre Dame (CND) founded Carty House in 2001 to respond to the needs of female refugee claimants arriving alone in Ottawa. In 2009, it was recognized as a charitable organization with the following mission and objectives:

### Mission Statement

Carty House's mission is primarily to assist female refugee claimants and female convention refugees to pursue their claims and/or adjust to their new life on arrival in Canada through provision of accommodation and material, financial, and psychological supports.

### Objectives

1. To operate and maintain a temporary communal residence home for female refugees.
2. To provide residents with referrals to education, counselling, and other support services including language instruction, employment training, job search programs, health referrals and informational programs on Canadian culture and life.

Carty House is unique as a communal home, as it receives no funding from any level of Government.

## **Overview of 2016 Refugee Situation**

Where refugees and displaced people are concerned, 2016 was a year of firsts. According to the U.N. refugee agency's *Global Trends* report, the number of forcibly displaced people worldwide in 2016 was 65.3 million people, more than ever previously recorded. A third of these (or 21.3 million people) were refugees, while 40.8 million people were displaced inside their own countries.

The number of refugees dying at sea also reached record levels. The death toll in the Mediterranean Sea surpassed a previous record high of 3,800 by late October, a number that would rise to at least 5,000 confirmed deaths in the Mediterranean Sea by the end of 2016

But 2016 also marked collaborative responses to the crisis, like the first-ever special U.N. summit on refugees and migrants, which saw the 193 U.N. member states adopt the New York Declaration: a pledge to protect displaced people and an outline for two global compacts, on refugees and on migration, scheduled for implementation over the next two years.

Making headlines along with the scale of the refugee crisis was Canada's resettlement of 25,000 Syrian refugees by February (a pledge made in 2015). Media and governments alike took note of the aggressive four-month resettlement timeline and the private sponsorship program used in Canada, which is now being considered as a model for nations around the world. By the end of 2016, nearly 39,000 Syrian refugees had arrived in Canada under the Trudeau government. Canada resettled a total of 46,700 refugees in 2016, the highest number since 1978, when the Immigration Act came into effect.

Although the continuing signs of Canada's open borders make it easier for Carty House to fulfil its mission, there are still several barriers to integration. These include the high costs of living, language proficiency, lack of credential recognition, and the psychological trauma that comes with having to leave one's home and starting anew in another country. Refugees and refugee claimants must also address health and wellness issues, navigate the immigration and refugee process and plan their financial independence. The lack of affordable housing options available in Ottawa and other major cities makes financial independence an increasingly difficult goal.

Funding from the Catholic Centre for Immigrants (CCI), a generous donation from the Congregation of Notre Dame (CND), grants from the May Court Club of Ottawa and Shopper's Drug Mart, and the generosity of many volunteers and donors (including the 37 first-time donors who contributed to Carty House in 2016) all worked to ensure Carty House residents felt supported and prepared to navigate their Canadian journey.

The scale of the current refugee crisis has made it clear that everyone from the U.N. down needs to rethink how to better protect and care for refugees. Carty House reaffirms its commitment to prioritize the safety, care and support of its residents.

### **Relations with the Congregation of Notre Dame (CND)**

The Carty House property is owned by the CND, Visitation Province, located in Bedford, Nova Scotia. In 2016, the CND covered the cost of many repairs and upgrades to the building including a new bathroom on the third floor, new flooring in the dining room and in all entrances.

Unfortunately we were not able to meet with Sister Nina Glinski of the Leadership and Administration Team in 2016. We look forward to meeting and working with the new Leadership and Administration team in 2017.

We sincerely thank the CND for their on-going support and generous level of funding

## **2016 Personnel**

In 2016, our staff included:

- Executive Director Juliet Schimpf (hired July 2016)
- Refugee Services Coordinator Louise Ebeltoft (Hired November 2016)
- House Coordinator Glennie-Ruth Allum Graves (Retired November 2016)
- Program Coordinator Michelle Kwan (Contract ended September 2016)
- Part-time bookkeeper Tara-Lee Harris (10 months)
- Part-time bookkeeper Diana Nunes (2 months)

Carty House would not be able to provide the many services it does without the help of our many loyal, caring and committed volunteers. They provide countless valuable hours of help. Their contributions include: Communications and Fundraising committee work, cultural outings, driving lessons, ESL tutoring, job search, résumé writing and coaching, maintenance and repair, gardening, painting, social media postings, spring-cleaning, website updates, support and friendship.

## **2016 Board Members**

The following new members joined current members Bernadette O'Neill, Caitlin Williams, Jaime Lenet, Julie MacGarvey, Lorna Book, Tobi Cohen and Lisa Nesbitt (Lisa is on a one-year leave of absence starting August 2016):

### 2016 New board members

- August - Kris Kelly, Linda Nesrallah and Stacie Travers
- November - Hannah McGeachie, Natalie Scott and Michelle Maloney
- December – Zeenat Chisti

### 2016 Resignations:

- March - Osman Naqvi (served two years and seven months)
- April - Caroline Pestieau (served eight years and nine months)
- August - Ann Henders, and Lisa Fudge-Lunetta (both served full three-year terms); Josée Samson-Savage and Liz Majic (each served one year)

Lorna Book continued as Chair of the Board, Jaime Lenet joined the Executive committee as Secretary, replacing Lisa Fudge-Lunetta and Julie MacGarvey continued as Treasurer.

## Program and House Accomplishments

### Residents

- In 2016, Carty House housed thirteen new residents between the ages of 25 and 70.
- The new residents came from Burundi, Democratic Republic of Congo, Haiti, Afghanistan, Central African Republic, Senegal, Djibouti, Uganda and Colombia.
- A total of 17 residents were housed at Carty House during 2016.
- Four residents were convention refugees, one was government-sponsored and twelve were refugee claimants.
- Staff helped eight residents to move into their own apartment units and rooming homes.
- All the residents who attended refugee hearings had positive rulings.

### Services

- ESL, health care, vision care, dental care, job interview preparation, and job search coaching
- Assistance with filling applications for work permits, drivers licences, school enrolment, and permanent residency
- Workshops on proper nutrition, health and fitness, budgeting, legal aid, family reunification and housing.
- Referrals to agencies such as “Dress For Success” and the Furniture Bank.
- Support for several residents through the refugee claim process.
- Accompaniment of qualifying residents to Refugee Board hearings in Montreal.

### Successes

- A majority of residents graduated from ESL classes.
- Several residents graduated from professional training programs such as Early Childhood Education, Personal Support worker and Leadership courses.
- During the year, residents found jobs in the health care field as Personal Support Workers, and one was hired as a medical receptionist.
- One resident wrote articles for the Carty House newsletter; another spoke at Parliament Hill; several obtained their driver’s licences.

### Challenges

- Little housing availability in Ottawa for residents leaving Carty House.
- Increasingly longer wait times to get independent housing resulting in the women staying at Carty House for longer periods, with many more residents staying for more than a year.
- Achieving independent living is an ongoing source of frustration for those who are ready to live independently in Canada.
- Raising funds to pay for permanent residency applications
- Raising funds to pay for family member sponsorships.

## Volunteers

Numerous dedicated volunteers have assisted residents and helped maintain the Carty House property by

- Delivering ESL tutoring
- Offering free piano lessons, delivering hats and mitts
- Helping with budgeting, CV writing, employment search and interview coaching
- Giving swimming lessons, offering driving lessons and undertaking spring cleaning
- Running knitting classes and baking classes
- Participating in fundraising activities
- Painting, renovating and gardening
- Cooking and serving gourmet dinners
- Coordinating cultural outings: This year residents genuinely enjoyed a real taste of Canadian culture with sleigh rides, a visit to a Sugar Bush, cutting down their first Christmas tree and tobogganing

## Facilities

- During the year, Carty House experienced several maintenance related issues and setbacks including three floods which damaged the kitchen, living room and basement.
- A new bathroom was installed on the third floor
- The dining room was re-carpeted
- New flooring tiles were installed in the front entrance halls
- The kitchen received a fresh coat of paint
- Purchases included a new washing machine, light fixtures and a microwave.
- We also received many wonderful donations such as toiletries, new carpets and a new vacuum cleaner.

## **2016 Board Objectives**

1. Create two ad hoc committees for staff recruitment and for board recruitment to fill three vacancies on the Board due to end-of-term positions
2. Recruit an Executive Director and new Program Coordinator to reflect a changed staffing model
3. Address selected topics from the Welcome Home Support Program Evaluation report written by Mary Peters in March 2014
4. Ensure a high occupancy rate of residents in Carty House and the necessary level of service they require
5. Increase the number and the success rate of grant applications
6. Develop more partnerships with like-minded Ottawa organizations

The Board was very successful in meeting its six objectives for 2016. Of the Welcome Home Support Program Evaluation Report (Mary Peters 2014) targets, Carty House met the following:

<b>Metric</b>	<b>Target</b>
<i># accessing services</i>	- Access public transit - Make medical / legal appointment
<i># with a perceived sense of inclusion</i>	- Participate in Carty House activities - Welcome new residents
<i># in employment/schooling</i>	- Attend school - Maintain employment such that able to maintain secure housing

### **2016 Board Committees**

Carty House has several active committees responsible for the financial stability of Carty House and for promoting our presence in the community. These include Finance, Fundraising, Communications and one ad Hoc committee for recruitment/board renewal. Board members chair all committees.

<p><u>Executive</u></p> <ul style="list-style-type: none"> <li>○ Chair: Lorna Book</li> <li>○ Vice-Chair to August 2016: Lisa Nesbitt</li> <li>○ Secretary to August 2016: Lisa Fudge-Lunetta</li> <li>○ Secretary Aug to Dec 2016: Jaime Lenet</li> <li>○ Treasurer: Julie MacGarvey</li> </ul> <p><u>Finance</u></p> <ul style="list-style-type: none"> <li>○ Lorna Book (ex-officio)</li> <li>○ Julie MacGarvey</li> <li>○ Josée Samson-Savage (to August 2016)</li> </ul> <p><u>Fundraising</u></p> <ul style="list-style-type: none"> <li>○ Liz Majic (Chair) to August 2016</li> <li>○ Kris Kelly (Chair Sept – Dec 2016)</li> <li>○ Caitlin Williams</li> <li>○ Tobi Cohen</li> <li>○ Jaime Lenet</li> <li>○ Julie MacGarvey</li> <li>○ Jackie Romero</li> <li>○ Betsy Schuurman</li> <li>○ Laura Griffin (to July 2016)</li> <li>○ Juliet Schimpf (Nov &amp; Dec 2016)</li> </ul>	<p><u>Communications and Outreach</u></p> <ul style="list-style-type: none"> <li>○ Tobi Cohen (Chair)</li> <li>○ Lisa Nesbitt to July 2016</li> <li>○ Lorna Book to August 2016</li> <li>○ Stacie Travers</li> <li>○ Stephanie Claros</li> <li>○ Karishma Vaz</li> </ul> <p><u>AdHoc Board Recruitment - June</u></p> <ul style="list-style-type: none"> <li>○ Bernadette O'Neill</li> <li>○ Caitlin Williams</li> </ul> <p><u>AdHoc Board Recruitment - November</u></p> <ul style="list-style-type: none"> <li>○ Julie MacGarvey</li> <li>○ Lorna Book</li> </ul> <p><u>AdHoc Executive Director Recruitment</u></p> <ul style="list-style-type: none"> <li>○ Caitlin Williams</li> <li>○ Lisa Fudge-Lunetta</li> <li>○ Lorna Book</li> <li>○ Miriam Rawson</li> </ul> <p><u>AdHoc Refugee Services Coordinator Recruitment</u></p> <ul style="list-style-type: none"> <li>○ Juliet Schimpf</li> <li>○ Linda Nesrallah</li> <li>○ Lorna Book</li> </ul>
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## Fundraising Committee

2016 was a busy year for the Fundraising Committee as well as a year of change. The Fundraising Chair and valued board member, Liz Majic, was required to leave Ottawa as her job location changed. Kris Kelly filled the position in the Fall of 2016.

The Fundraising Committee has a number of revenue streams. The first is grants and major donations. Carty House continues to be well funded by the Congregation of Notre Dame (CND) and The Catholic Centre for Immigrants (CCI Ottawa). In 2016 Carty House also received grants geared to improving women's health from the Maycourt Club of Ottawa and from Shopper's Drug Mart's 'Swim for Stability' program.

The Committee held a number of fundraising events in 2016. These included the Green Door Gala, the annual raffle and participation in 'Ride for Refuge'. We were also the sole beneficiary of proceeds from a benefit concert put on by the folk band 'The Wooden Sky'. These events all went a long way towards raising the funds required to operate Carty House as well as to raise awareness in the community about our cause.

One goal of the 2016 Fundraising committee was to increase our online presence in order to increase and strengthen our donor base as well as to boost our general donation fund. To attain that objective, a tremendous effort was put into our Annual Appeal which was distributed by mail to our many donors and shared with the Sandy Hill community as part of a mail drop in November. This was a great success on both fronts. Carty House exceeded its financial goal by 50% and doubled the previous year's donation amount by 100%. We also increased the number of first time donors by 5%.

<b>Source</b>	<b>Amount</b>
General Donations	\$36,226.82
CND Donations	\$30,000.00
CCI – NSP Funding	\$20,177.06
Green Door Gala	\$3,570.00
Shoppers Drug Mart 'Swim for Stability' Fund	\$3,214.00
Raffle Income	\$3,041.82
Health & Well-Being Fund (May Court Club of Ottawa)	\$2,000.00
Ride for Refuge	\$865.39

## **Communications and Outreach Committee**

It was another busy year for Outreach in 2016. The Communications Committee diligently kept Carty House's Facebook and Twitter feeds up-to-date, posting approximately two to four items per week. Our twitter followers now number 225, up from 181 the previous year. We ended 2016 with 163 Facebook followers, up from 123 followers in 2015.

Carty House also received significant mainstream press this year. The Ottawa Citizen published an article and accompanying video in December discussing our efforts to raise \$10,000 in our Annual Appeal to ensure we could continue to support the women of Carty House. We far exceeded our goal this year and many donors cited the Citizen article as their impetus for giving.

Toronto indie folk band the Wooden Sky again performed a benefit show to raise money for Carty House. They also raised awareness about Carty House in an interview on CBC Radio. Carty House was also featured in an article about the concert on Ottawa arts and entertainment website Apartment 613.

The Carty House newsletter was issued three times, in spring, summer and fall. It was redesigned in the summer and dubbed the Carty House Chronicle. It was emailed to approximately 412 electronic subscribers, up from 330 in 2015. Another 45 supporters received the newsletter by mail.

Carty House also updated its pamphlet in 2016 and produced a Carty House promotional bookmark to help raise awareness. It was distributed at the Green Door Gala in the fall.

We also participated in a number of community outreach activities. We had an opportunity to host a table with informational material and speak to the audience about Carty House at the Wooden Sky concert. A former resident and our board chair also participated in the "human library" to talk to people about Carty House as part of World Refugee Day.

## Partnerships

Under the guidance of Lucila Spigelblatt - Deputy Executive Director and Maria-Teresa Garcia - Manager, Client Services at the Catholic Centre for Immigrants, Carty House staff successfully fulfilled the year's requirements for the Newcomer Support Program. Carty House staff delivered three workshops to a total of 37 participants in 2016. This partnership with CCI accounts for 16% of our annual budget.

Other partnerships include:

- The Refugee Network of Ottawa (ReNoO)
- Ottawa Centre Refugee Action (OCRA) and Centretown United Church – (which housed a privately sponsored refugee at Carty House)
- Carleton University School of Social Work – Social Worker Program student placement
- University of Ottawa' Michaele Jean Centre for Global and Community Engagement – student volunteers

On June 20<sup>th</sup> the Chair of the Board, the Coordinator and a past resident participated in World Refugee Day activities at Ottawa City Hall.

## 2017 Board Objectives

1. Create an ad hoc committee for board recruitment to fill vacancies on the Board due to end-of-term positions and support election of a new Board Chair
2. Identify and fill gaps in staff and board policies, procedures and by-laws (e.g. confidentiality agreement, donor privacy agreement, workplace violence and anti-harassment policy, leave policy, Executive Committee Terms of Reference)
3. Increase types of donor profiles and expand 'giving' options
4. Provide immediate and forward looking guidance on issues pertaining to house maintenance and related expenditures
5. Develop a strategic plan with stakeholder engagement
6. Support the Refugee Services Coordinator as needed to ensure that frontline services meet identified needs and that organizational and operational goals are met

We are most grateful to our donors and supporters for enabling us to undertake many programs and projects that were of great benefit to the residents.

Thank you to all staff, volunteers and board members who worked tirelessly to sustain Carty House in carrying out its mission and objectives to assist those female refugee claimants and female convention refugees who came to our door during the year.



Lorna Book  
Chair, Carty House Board of Directors