



2019 ANNUAL REPORT

ANNUAL REPORT 2019

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:

OUR VISION

A welcoming community where all refugee women have access to a safe and stable home.

OUR MISSION

Carty House provides a first home and a helping hand to refugee women in need in the Ottawa area. We assist them in pursuing their claims and adjusting to their new life on arrival to Canada through the provision of accommodation, as well as through material, financial and psychological support.

OUR VALUES

Our values guide all our work at Carty House and speak to the type of home environment we are working to create for the residents and our community. These values are incorporated in all aspects of our work, including planning, decision-making and most importantly, how we interact with our residents, community partners, staff and volunteers. Our values include:

- **Compassion:** We will suspend judgement and strive to understand the perspectives and situations of others.
- **Respect:** We will respect differences and the privacy of our residents and work to create mutual respect among residents and within the community.
- **Integrity:** We will practice responsible and sustainable management of resources and ensure compliance with set guidelines, principles and laws.
- **Collaboration:** We will work closely and transparently with all our stakeholders to maximize our reach and offer the highest quality of service.

- Innovation: We will seek new ideas and ways to invest in and develop skills, services and systems that consider current and future challenges and opportunities.

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 2019 REFUGEE SITUATION

According to the United Nations High Commissioner for Refugees (UNHCR), the number of displaced people reached 70.8 million in 2019 – the highest level seen by the UN Refugee Agency in its almost 70 years. This equates to 37,000 people a day being forced to flee their homes because of conflict and persecution. Of those who have been displaced, 25.9 million are refugees – about half of whom are women. At the start of the year, there were also 3.5 million asylum seekers – people receiving international protection but awaiting the outcome of their claim to refugee status. The UNHCR estimates that these figures are conservative, as they do not fully reflect the vast number of people displaced by the ongoing crisis in Venezuela. Over 4 million Venezuelans have left their country due to the conflict, making this one of the world’s largest recent displacement crises. Although the majority are considered to be in need of international refugee protection, only around half a million have formally applied for asylum.

The ongoing growth in the number of people displaced worldwide stresses the need for durable solutions for refugees. In 2018, the [Global Compact on Refugees](#) was adopted by the UN with the aim to transform the way the world responds to refugee situations. To follow up on this commitment, the first [Global Refugee Forum](#) took place in Geneva, Switzerland in December 2019. This historic event saw more than 3,000 people come together to share good practices and contribute with financial support, technical expertise, and policy changes to help reach the goals

of the Global Compact. Participants included representatives of governments, international financial organizations, businesses, civil society, and humanitarian and development organizations, as well as refugees themselves.

Canada continues to be a world leader in responding to the refugee situation. In 2018, Canada welcomed more refugees than any other country – taking in 28,100 of the 92,400 refugees who were resettled globally – and pledging to resettle a further 29,950 refugees in 2019. The number of people claiming asylum in Canada also increased from 55,388 in 2018 to 58,378 in 2019, as did the number of claims that were accepted; in 2019, 59% of claims were accepted, up from 55% in 2018.

Despite Canada's support for newcomers, refugees and refugee claimants still face significant challenges once they arrive. A record backlog in asylum claims means that the average wait time for claims to be processed is approximately 22 months. At the local level, provincial cuts to Legal Aid Ontario's funding meant that many refugee claimants were at risk of losing legal support and representation during the complex hearing process. While the federal government stepped up to cover the gap in funding with a one-time investment of \$26 million, a long-term plan to ensure the program's sustainability is still needed. The soaring cost of housing in Ottawa and other major cities in Canada poses another barrier to refugees' ability to integrate into society. Two reports released by Employment and Social Development Canada in August highlighted the extent to which refugees are being forced to turn to homeless shelters due to a lack of affordable housing options.

These challenges emphasize the critical role Carty House continues to play in the lives of refugee women in Ottawa. Carty House not only provides a safe and stable space for these women to start their new lives in Canada, but also the material, financial, and emotional support they need as they navigate the many difficult changes they inevitably face. In 2019, funding from the Catholic Centre for Immigrants (CCI), a generous donation from long-time funder the Congregation of Notre Dame (CND), and the commitment of both regular and new donors who

support Carty House through donations of time and money ensured Carty House was able to sustain itself and support its residents.

¹ <https://www.unhcr.org/figures-at-a-glance.html>

² <https://www.unhcr.org/news/press/2019/6/5d03b22b4/worldwide-displacement-tops-70-million-un-refugee-chief-urges-greater-solidarity.html>

³ <https://www.unhcr.org/statistics/unhcrstats/5d08d7ee7/unhcr-global-trends-2018.html?query=canada>

⁴ <https://www.canada.ca/en/immigration-refugees-citizenship/corporate/mandate/policies-operational-instructions-agreements/timely-protection-privately-sponsored-refugees.html>

⁵ <https://irb-cisr.gc.ca/en/statistics/protection/Pages/RPDStat.aspx>

⁶ <https://irb-cisr.gc.ca/en/information-sheets/Pages/refugee-protection.aspx>

⁷ <https://globalnews.ca/news/5748961/newcomers-homeless-canada-studies/>

RELATIONS WITH THE CONGREGATION OF NOTRE DAME

The Carty House property is owned by the CND, Visitation Province, located in Bedford, Nova Scotia. In 2019, the CND covered the cost of many repairs to the building including an extensive remodel of the Carty House kitchen. We sincerely thank the CND for their on-going support and generous level of funding.

2019 BOARD MEMBERS

2019 New board members

- Tatheer Ali
- Caitlin Williams
- Christine Nabukeera
- Arelis Medina-Recio

2019 Board Resignations

- Sophia Lowe
- Stacey Travers

2019 Changes to the Executive Committee:

- Arelis Medina-Recio - Treasurer
- Caitlin Williams – Vice Chair

2019 Committees

- Diana Martin - Chair Fundraising
- Kris Kelly - Chair Communications
- Janice Anderson – Chair Human resources

PROGRAM AND HOUSE ACCOMPLISHMENTS

RESIDENTS

In 2019, Carty House housed eleven residents between the ages of 27 and 51. The residents came from Burundi, Rwanda, Nigeria, Democratic Republic of Congo, and Cameroon. Staff helped 2 residents to move into their own apartment units and town homes. Most residents were refugee claimants, convention refugees, and permanent residents. All the residents who attended refugee hearings, had positive rulings. Some are still awaiting their hearings.

SERVICES PROVIDED

Carty House staff provided more than 3000 services and supports such as ESL, health care, vision care, dental care, job interviews, employment search and coaching, applications for work permits, schooling, permanent residency, proper nutrition, health and fitness, budgeting, legal aid, family reunification and housing. We provide referrals to counseling, legal services as well as dental and medical. We also support residents through the refugee claim process including any costs associated such as transportation. We are always looking for new, fun and interesting ways to engage the women and help them through the numerous challenges embracing a new life in Canada brings.

Carty House is fortunate to partner with various agencies throughout the year and are always looking for new organizations to engage with. Through these partnerships we can share resources, network together and provide our residents with up to date supports, information and care. We are thankful to Sandy Hill Community Health Care Centre who have been a tremendous help in providing health care to our residents. Refugee 613 has been a huge proponent in bringing together agencies from across the city to find new ways and solve challenges to support new comers to Canada. Along with some of our long-established partnerships, such as Experica and World Skills for job mentorship programs, Matthew House Furniture Bank which provides furniture for residents moving out, and the time-honoured “Dress For Success” that outfit women for employment, our residents are in good hands.

SUCSESSES

One thing is for sure, the women at Carty House are always busy! Every resident is enrolled in classes or are working or both! Several have successfully taken professional training programs such as Teaching Certificate, Early Childhood Education and Nursing with quite a few completing programs and leading to full time employment. We always appreciate in celebrating these accomplishments including the joy in those who have been reunited with their families after years of waiting. Each and every one works very hard at completing their studies and finding employment.

CHALLENGES

We are still experiencing housing issues for Carty House residents due to the shortage of affordable housing. It seems the waiting list and wait times are ever increasing leading to frustration for both the residents and staff. The women are staying at Carty House for longer than 15-18 months, and therefore we can't service as many new comers, but we continue to support our residents as new challenges arise with longer stays. The affordable housing crisis is affecting many agencies throughout Ontario and one that will remain for an unforeseeable future.

FACILITIES

A big heartfelt thank you goes out to the Congregation of Notre Dame who paid for our new roof as well as to the many wonderful and generous donations of furniture, blankets, kitchen supplies, toiletries, gift cards, cleaning supplies, new vacuum, socks, clothes, and numerous other types of gifts and contributions.

PERSONNEL

In 2019, the staff included Louise Ebeltoft as Manger of Operations and Refugee Services, Part time book-keeper Charity Chavez as well as our newly welcomed and most appreciated Outreach Coordinator-Michelle Miller who started with us in June. Michelle brings with her a lot of valuable experience and enthusiasm. Welcome aboard Michelle! We are very happy to have you on our team!

VOLUNTEERS

Volunteers continue to be an integral part of our supportive community. In 2019, they assisted on our Fundraising/Communications Committee, office support, technical support, database work, graphic design, building maintenance, kitchen upgrades, gardening, weekly grocery shopping, and material donation management. Volunteers also assisted at our Carty House events such as our Gal-entines evening, annual Gala Dinner, Community Picnic, and Ride for Refuge. Our new part-time Community Outreach Coordinator started in June and has been coordinating our volunteers since then. In the fall, we welcomed an intern for the semester from the University of Ottawa Centre for Global and Community Engagement.

COMMUNICATIONS

Our ability to communicate with our supporters increased with the hiring of a part-time Community Outreach Coordinator in June. This position enabled us to devote more time to sharing information through social media, our website, and our quarterly newsletter. Our Fundraising/Communications Committee continues to meet monthly.

Staff and volunteers participated in a variety of events that highlighted who we are and what we do. These events included:

Ottawa Newcomer Health Centre Fair – May

World Refugee Day 2019 sponsored by UN High Commission on Refugees - June

Carty House Annual Dinner – June

Carty House Community Picnic - September

Dominion City Brewery Safer Shores event - September

Volunteer Ottawa Expo – October

Ride for Refuge – October

Anniversary event for Congregation of Notre Dame - November

The Wooden Sky annual benefit concert - December

Carty House is active on Facebook, Twitter, and Instagram. Our newsletter, the Carty House Chronicle, is published 3 times a year. In 2019, we invested in a new Customer Relationship Management database which will help us to communicate more efficiently.

FUNDRAISING

As noted above, the hiring of a part-time Community Outreach Coordinator in June enabled Carty House to devote more time to raising necessary funds.

This year we printed Carty House Donation Cards that donors could use to inform someone that they donated in their name. We hope to increase the awareness of these donation cards in the future to celebrate birthdays, anniversaries, and in memory of loved ones.

Carty House continues to receive generous support from the Congregation of Notre Dame, and the Catholic Centre for Immigrants (CIC Ottawa) continues to support our work.

Our individual donors continue to be the backbone of our fundraising foundation.

Carty House also received amazing support from Dominion City Brewery which hosted a refugee awareness event as well as brewed a limited supply of a special brew, Safer Shores, with a portion of the proceeds going to Carty House. The annual Ride for Refuge brought in some additional funds, as did the annual benefit concert of the band The Wooden Sky.

The fundraising goal for our Annual Appeal was \$10,000 and we were able to raise over \$16,000.

<u>SOURCE OF REVENUE</u>	<u>AMOUNT</u>
General Donations	\$22,766
Catholic Centre for Immigration NSP	\$31,589
Annual Gala Dinner	\$965
Dominion City Brewery Safer Shores sales	\$2,500
Wooden Sky Benefit Concert	\$1,500
Ride for Refuge	\$500
Grants	\$2,000
Annual Appeal	\$16,174



Kris Kelly

Chair, Carty House Board of Directors