

Nelson House of Ottawa Carleton

AGM- Tuesday SEPTEMBER 24, 2024



NELSON HOUSE
OF OTTAWA CARLETON



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“Leaving (Nelson House) was bittersweet.”

“My kids thrived in the shelter.” “It was scary, terrifying, to start again.”

“It felt like my home.”

“When I arrived I was shy, but all of them helped me...now I am not shy, I am really happy.”

“My awareness of domestic violence has increased.” “I know I will need to set and reinforce boundaries.”

“I feel powerful and ready.”

« l'aide que j' ai reçu était au delà de ce que j'attendais je dis un gros ,merci

“Without their help, this process would be a lot harder for me and my children.”

“Je remercie beaucoup ce foyer qui m'a donné de l'aide m'a accueilli et m'a appris à m'aimer moi même et à avoir confiance en moi. »

Nelson House Annual General Meeting Agenda

September 24, 2024

1. Welcome and opening remarks
2. Voting Procedure
3. Approval of the Agenda
4. Approval of the Minutes of the 2023 AGM
5. Executive Director's Message
6. Staff - Operations Report
7. Message from the Board of Directors- Board Chair
8. Board Committee Reports
9. Financial Statements
10. Appointment of the auditors
11. Resolution to approve the Board Slate
12. Her Story
13. Adjournment



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Nelson House 2024 AGM

1. Welcome and opening remarks
2. Voting Procedure
3. Approval of the Agenda
4. Approval of the Minutes of the 2023 AGM



"I had everything I needed, but what helped me the most was the emotional support all staff gave me."

Nelson House 2024 AGM

5. Message from the Executive Director

Looking Back – The Year in Review

Introduction

This report outlines Nelson House's activities and achievements over the past year, highlighting our impact in addressing gender-based violence (GBV) and intimate partner violence (IPV) in Ottawa.

The Urgent Need for GBV and IPV Services in Ottawa

The need for Nelson House's services remains critical. In March 2023, IPV was declared an epidemic in Ottawa. Tragically, in 2022, our city witnessed seven femicides, all victims being Indigenous or racialized women, emphasizing the disproportionate impact on marginalized communities.



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“I’m so glad a place like this exists. This was my first time in a shelter, adjusting to starting over felt like mountains to climb.”

5. Message from the Executive Director contd...

2023-2024

- Provided safe shelter to over 41 women and nearly 35 children
 - Responded to over 1,000 crisis calls
 - Supported 89 women and families in transitional housing
-

Ongoing Challenges

- Significant fundraising needs, limiting our capacity
- Housing crisis leading to longer shelter stays
- More complex and intersecting crises and needs in the shelter
- Systemic gaps in housing, immigration, legal support, healthcare, addiction and mental health services

Collaboration for Change: The CSWBP and other Organizations

Dedicating time to engage with local organizations providing GBV services.

OPS- new recruit training campaign

MCCSS and Justice Canada- Delegation from Kazakhstan

City of Ottawa's Community Safety and Well-Being Plan (CSWBP).

We emphasize the importance of VAW/GBV voices where policy and program development is taking place.



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5. Message from the Executive Director contd...

Future Focus:

Resource Development / Strengthening & Diversifying Partnerships

Priorities:

Advocating for increased funding at all government levels

Deepening sector-relevant collaboration:

- Enhancing referral pathways and access
- Collaborative Initiatives/Diversify Resources
- Developing innovative prevention programs

Addressing systemic barriers in housing, legal aid, and mental health services

Amplifying survivors' voices in our work and advocacy

Enhancing staff development:

- Streamlining onboarding
- Expanding mental health support
- Diversifying training opportunities
- Prioritizing professional growth and well-being
- Adapting practices to address evolving resident issues



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Nelson House Annual Statistics Comparison

YEAR	CRISIS CALLS	TURNAWAYS	WOMEN	CHILDREN	THSP
2018-2019	712	485	54	59	60
2019-2020	1165	838	56	59	76
2020-2021	574	358	34	31	108
2021-2022	904	495	50	51	119
2022-2023	868	655	42	34	101
2023-2024	1000	667	41	35	89



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6. Program Report- Frontline

1. Housing Achievements:

- 7 families and 3 single women housed in the past year
- 3 additional families moving into safe housing this month
- Successful advocacy in resolving housing issues (arrear, evictions, subsidy ineligibility)

2. Improved Housing Sector Relations:

- Overcame Housing Registry challenges
- Built strong connections with housing providers in Ottawa

3. Resident Support:

- Addressed complex mental health and severe medical needs
- Increased one-on-one support and collaboration with external agencies



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Frontline contd...

4. In-house Programming:

- Offered diverse sessions including:
 - Self-defense
 - Art therapy
 - Yoga and mindfulness
 - Supporting children
 - Self-esteem and boundaries
 - Mental health and trauma
 - Identifying red flags
 - Budget-friendly grocery shopping
 - Community services and supports

5. Current Occupancy:

- 8 women and 6 children currently residing at the shelter
- 1 open space available for a single woman



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Children's Program

1. Client Needs:

- Diverse needs and trauma backgrounds
- Increased support for neurodivergent children
- Multiple children on the spectrum within single families

1. Staffing Changes:

- Reduction in Andrew Fleck hours due to citywide funding cuts
- Maintained Lydia (12 hours/week) through fundraising
- New hires: Laura and Kylie (combined 20 hours/week)
- Challenges: Less childcare availability, staff spread thin during weekdays



Children's Program contd...

Summer Programming:

- Successful activities led by Kylie and Laura
- Collaboration with Harmony House:
 - Air-conditioned charter bus excursion to Upper Canada Village
 - Discounts provided by Parks of the St. Lawrence
 - Invited ex-resident families to fill vacant spots
 - Highlights: Animal visits, especially cows
 - Goal: Make this an annual event

Back-to-School Support:

- School registration and safety planning for new schools
- Annual backpack donations from Na'Amat:
 - Filled with school supplies for current residents

New Monthly Recreational Activities:

- Initiated by Lydia
- High participation rate
- Examples:
 - Painting and pizza night
 - "Glam Jam" makeup session
- Anticipation for future events



Transitional Support

Staff Transitions:

- Kim covered TSW role during maternity leave
- Maryanne served as interim TSW for three months
- Sam returned to TSW position in July 2024

Key Challenges and Achievements:

1. Housing Registry:

- Multiple staffing and procedural changes created barriers for survivors
- TSW participated in advocacy meetings with VAW sector organizations
- Successfully built positive relations with new Registry staff and housing providers
- Achieved safe housing for many women and won appeals

2. Safety Planning:

- Increased focus on general community safety, not just partner-related
- Addressing GBV threats, especially for women living alone



Transitional Support contd...

3. Housing Support:

- High interest in Canada Ontario Housing Benefit (COHB) program
- COHB funding delays impacting new applications
- Continued support navigating The Housing Registry
- Slower housing process, especially for external TSW clients

4. Partnership with Family Services Ottawa (FSO):

- Providing Transitional and Housing Support to FSO clients
- TSW on-site at FSO on Fridays for in-person meetings
- Nelson House clients can also meet at FSO office
- Partnership working well, with referrals based on TSW availability

5. Court Support:

- Accompanied women in criminal and family court proceedings
- Support provided for both in-person and virtual court appearances

6. Additional Support:

- Assisting with snowsuit fund applications
- Delivered school supplies to clients in need

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7. Message from the Board of Directors



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8. Board Committee Reports

- Fundraising Committee
- Governance Committee
- Health and Safety Committee
- Human Resource Committee
- Finance Committee

Fundraising Committee



The Fundraising Committee has worked closely with Nelson House staff over the last year to build a forward-looking plan.

Nelson House staff, especially the Executive Director and the Fundraising and Communication Coordinator, have been instrumental in identifying the pipeline and priorities.

Below is a summary of the work completed to date and a high-level overview of the fundraising plan.

Due to stagnant funding from the Ministry of Children and Social Services, higher operational expenses, and the need to set aside funds to repair and maintain an ageing building, Nelson House seeks to raise \$500,000 prior to March 31, 2025 to maintain operations and to preserve and augment the reserve funds established in 2024.

Currently, roughly half (\$250,000) is in the pipeline, resulting in a \$250,000 gap of new funding needed.



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Priority Areas:

1. Annual Campaign - individual donations, one-time gifts, monthly donations, legacy gifts.
2. Corporate Sponsorship - including room sponsorship.
3. Events and Third-Party Events - including Galas.
4. Grants.

Identified next steps in the next 6 months:

1. Developing communication and marketing materials, including sponsorship packages.
2. Expanding prospect lists for priority areas 1,2,3.
3. Renewed stewardship for priority areas 1 and 2.
4. Concentrated efforts to increase awareness, and brand recognition and develop priorities 1,2,3.

Identified next steps for the next 12 months:

1. Establish an annual International Women's Day fundraising event (March 2025).
2. Establish an annual fundraising Gala (Winter 2025).



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Governance Committee

Year in Review

Priorities: to build upon prior year priorities such as focusing on recruiting several members to the Board of Directors as well as continuing to develop a renewed Strategic Action Plan for the Board.

Key achievements:

- **Re-constituted the governance committee membership** after numerous departures and re-prioritizing the work of the committee.
- Conducted an **extensive recruitment campaign** to fill 5 vacancies, successfully filling all vacancies
- Continuous review of **Board Policies to identify any gaps or necessary amendments** and made several recommendations and implemented new policies such as the new Confidentiality Agreement, mandatory for all members
- Continued work on the **Nelson House Strategic Plan** in collaboration with the Executive Director, to guide Nelson House over the next three years. It is anticipated that the new Strategic Plan will be completed by late fall 2024.

Looking Ahead

The Governance Committee's priorities over the next year will include an ongoing recruitment campaign to fill a few recent vacancies on the Board and to continue to review and make any appropriate recommendations to the suite of Policies and Procedures for the Board's governance



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Health and Safety Committee

The Nelson House Joint Health and Safety Committee members continue to work diligently to maintain a safe and secure space for women and their children, staff, visitors and volunteers. This includes maintaining health and safety inspections, building/property maintenance and repair, security and fire alarm testing, updating emergency procedures and equipment, and reviewing Incident and Serious Occurrence Reports for necessary improvements and upgrades.

The Nelson House Joint Health and Safety Committee remains committed to fostering a safe and secure environment for all residents and staff and to continue to address challenges, enhance health and safety protocols, and maintain open communication channels.

Human Resource Committee



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Year in Review

The HR Committee focused on several key initiatives this year to support the organization's strategic goals and operational needs. A significant emphasis was placed on preparing for upcoming Collective Bargaining, establishing comprehensive training programs, and ensuring pay equity across the organization.

Key achievements:

- **Collective Bargaining Preparation:** Significant groundwork including initial discussions and strategic planning.
- **Staff Training Programs:** Active role supporting the ED in future training support for staff
- **Pay Equity Finalization:** A comprehensive Pay Equity Review was completed with the assistance of a third-party consultant, using the proxy of another Shelter.
- **Job Description Reviews:** Ensuring up-to-date and accurately reflect roles and responsibilities.
- **Approval of Staffing budget:** Aligning financial resources with organisational needs and priorities.
- **Employee Relations Support:** Ongoing support for employee relations matters
- **Policy Review:** Thorough reviews of key HR policies, including those related to workplace violence and harassment.

Looking Ahead

The HR Committee's priorities over the next year will include renegotiating the Collective Agreement (CA) for Nelson House, ongoing policy review and updates and fostering employee engagement.

Finance Committee Report

1. Committee Meetings

- Met 7 times: Apr, May, Jun, Jul, Nov (2023); Jan, Feb (2024)

2. Policy Updates

- Reviewed and updated 4 financial policies
- Added new policy for 3 reserve funds:
 - a) Capital projects
 - b) Emergency operating funds
 - c) Additional unfunded beds

3. COVID-19 Funding

- Ended September 2023
- Final report submitted for Women's Shelter Canada grant



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Finance Committee Report continued...

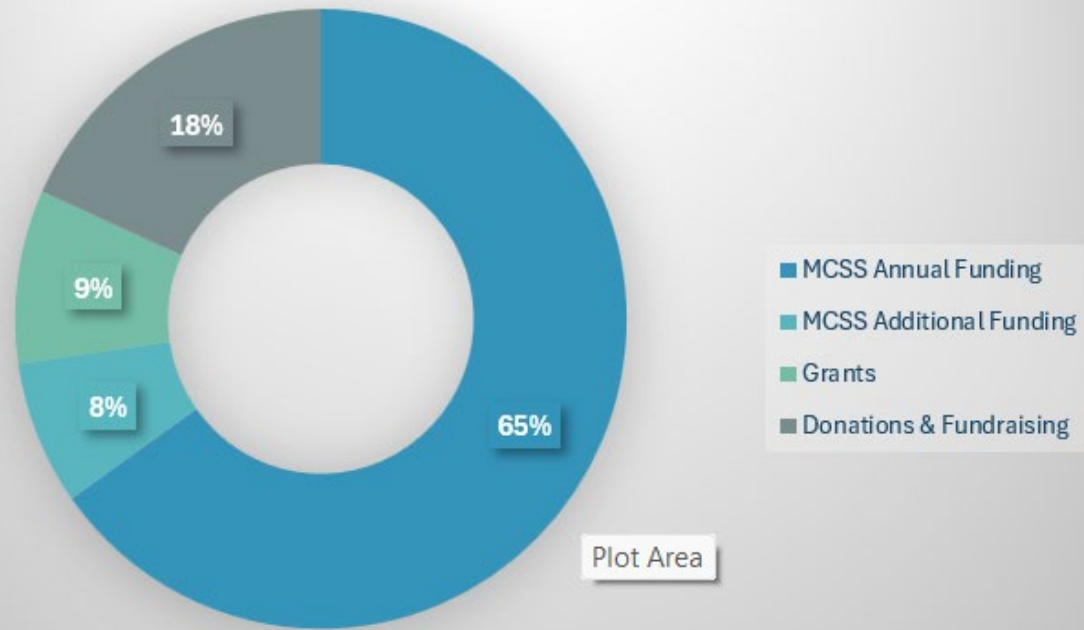
4. Meeting Schedule Changes

- Now quarterly: Jun, Sep, Dec, Mar
- Between meetings: Members review reports, address concerns with ED
- ED provides quarterly reports to the board
- Treasurer gives executive summary for significant changes

5. Investments

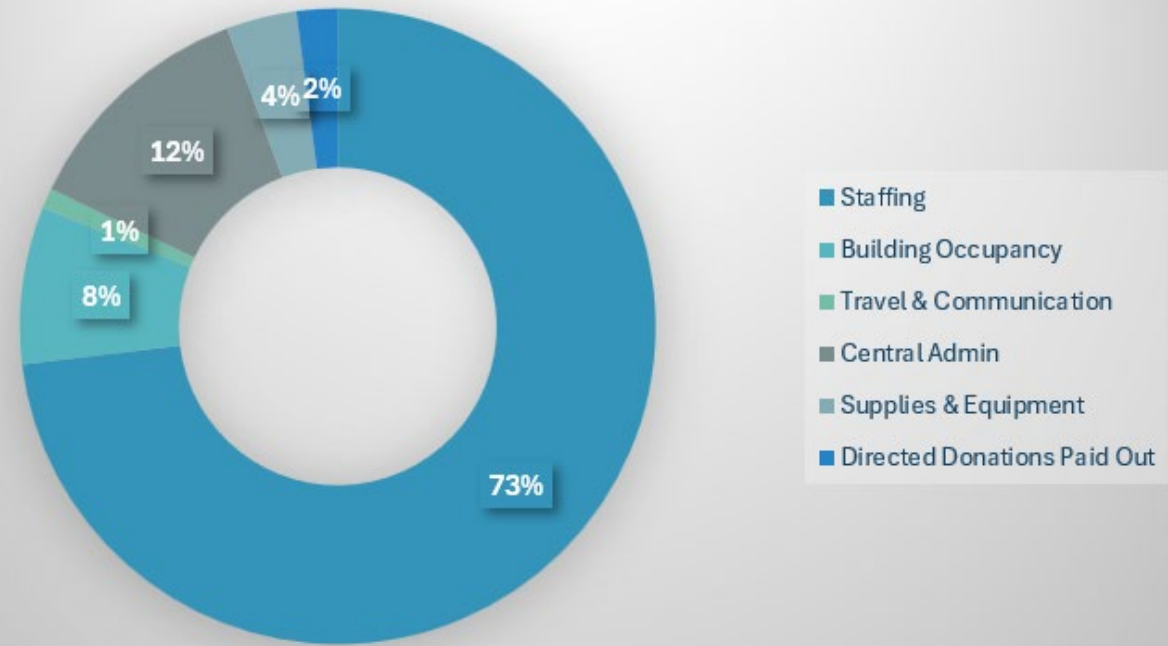
- Short-term: GICs maturing quarterly
- Long-term: Funds from house sale show value increase after 2 years
- Decision on long-term fund management after 3-year commitment ends

Revenue



Plot Area

Expenses



- Staffing
- Building Occupancy
- Travel & Communication
- Central Admin
- Supplies & Equipment
- Directed Donations Paid Out

Nelson House 2024 AGM- Finance

9. Presentation and Acceptance of the Financial Statements

10. Appointment of Auditors for the 2024-2025 Fiscal Year.



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11. Resolution to Approve the Board Slate

New Board Members – Two-Year Term

Laura Gray
Mylène Ledesma
Sarah Patterson
Erinn Salewski
Melissa Talia

One Year Remaining in a Two-Year Term

Jessica LeGrand
Maggie Patterson
Kate Richard
Rachel Steele

Renewal of a Two-Year Term

Linda Bianchi
Daria Ivanochko
Danika Nieuwkoop

Sarah Patterson:

Sarah Patterson is a senior Project Manager in the ad tech space, certified as a PMP, Digital Agile Scrum Master, and PROSCI Change Manager. With over 12 years of program management experience in marketing communications, corporate IT, and digital transformations, she has worked with NGOs like Hemophilia Ontario and Ronald McDonald House. Sarah is eager to support Nelson House's strategic directions.

Mylène Ledesma:

Mylène Ledesma, a seasoned CPA, brings 20+ years of experience in high-growth industries across Canada and the US. Originally from Venezuela, she studied at École des Hautes Études Commerciales in Montreal. Mylène, trilingual in English, French, and Spanish, has held significant roles at Nortel Networks and The Clorox Company. Now a consultant and business coach, she volunteers as a financial literacy advocate for CPA Canada and is excited to join the Nelson House board.

Laura Gray:

Laura Gray is an executive with expertise in strategic partnerships and social justice. As Regional Director for Eastern Ontario at The CFO Centre Canada, she leads a team of Fractional CFOs. Previously, she was Managing Partner at Holstein | Gray and worked with the Government of Ontario. Laura volunteers with the National Council of Women - Ottawa Chapter and is passionate about social justice.

Erinn Salewski:

Erinn Salewski, a Registered Dietitian, has 18 years of leadership in public health. As Program Manager of Chronic Disease and Injury Prevention, she excels in strategic planning and human resources. Erinn is completing a Certificate in Public Policy and Administration and aims to influence policies for equitable services for domestic violence survivors.

Melissa Talia:

Melissa Talia, a CPA specializing in entrepreneurship and rapid-growth companies, oversees finances for AOV Group of Companies. Fluent in English, French, and Italian, she holds a Bachelor of Business Administration from Trent University. Melissa is excited to contribute her expertise to the Nelson House board.

One Year Remaining in Two-Year Term:

Rachel Steele:

Rachel Steele is VP of Human Resources for a Dental Support Organization with 500+ employees. An expert in employment legislation and financial governance, she is passionate about advocating for gender-based issues, drawing from personal experience.

Maggie Patterson:

Maggie Patterson is Managing Director of Programs at Equal Voice. With experience in corporate development and strategic advisement, she has extensive training in EDI and Reconciliation. Maggie holds an MA in Conflict Studies and is committed to increasing women's representation in government.

Kate Richard:

Kate Richard, a CPA specializing in non-profit accounting, is Manager of Accounting at Universities Canada. Bilingual in English and French, she has a Bachelor of Commerce from Concordia University. Kate is eager to use her skills on the Nelson House board.

Jessica Legrand:

Jessica Legrand, counsel with the Public Prosecution Service of Canada, has extensive experience with domestic violence cases. She has contributed to the domestic violence protocol for Leeds & Grenville and is excited to join Nelson House.

Renewal of a Two-Year Term:

Daria Ivanochko (Board Chair):

Daria Ivanochko, recently retired from the Labour Movement, brings a strong commitment to social justice. She has lived in Ottawa for 22 years and is dedicated to the mission of Nelson House.

Linda Bianchi:

Linda Bianchi, Executive Deputy Director with the Department of Justice, has extensive international experience in prosecuting gender-based crimes. She co-teaches at the University of Ottawa and enjoys reading and biking.

Danika Nieuwkoop:

Danika Nieuwkoop, Manager of Continuing Professional Development with the Canadian Ophthalmological Society, has a special interest in supporting female physicians and surgeons. She actively fundraises for local charities and

Her Story

Nelson House 2024 AGM

12. Thank you to board members and staff who have retired.

A special Thank you to Carol Gervais

Kira Caceres

Carolyn Elizabeth

Staff

Connie Cashman

Kendra Goodyear

Caroline Irungu



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Ontario 
Ministry of
Children, Community and Social Services



Thank you to
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