

2019 ANNUAL REPORT

# STRENGTHENING RESILIENCY



## MESSAGE FROM OUR BOARD PRESIDENT

I'll start by thanking the great team at EFry, their work makes a notable impact in the communities that we serve. I could not be more impressed with this team's creativity, ability to adapt to changing conditions, and the perseverance to maintain focus and energy in difficult and often heart breaking situations. Of course, this impact would never be realized without the strong relationships and support from our funders, volunteers and collaboration with stakeholders from many organizations.

In terms of EFry's focus on resiliency, the work of the Board mirrors this approach by providing resources in the form of expertise, guidance, contacts,

and support to the organization. Drawing on the outstanding relationship between the Board, the Executive Director and her leadership team we are tracking well to our business plan objectives.

I've been on the EFry Board for well over a decade and the recent events have done nothing to change the organization's resolve to make a real difference in the communities we serve.



VIRGINIA ASHLEY  
Board President

## MESSAGE FROM EXECUTIVE DIRECTOR

Throughout the 2019 year, we reviewed how we were working as an agency and adapted our structures to further empower our clients towards their own levels of independency. In particular our focus diverted our attention to strengthening resiliency and recognizing the ability of individuals to be more successful when given the right resources.

We expanded our court programs to include Strathmore and in early 2020 we included Lethbridge and Siksika into our court programs. We expanded our legal advocacy programs into Siksika and Eden Valley to further support Indigenous individuals with supports to address their legal matters. In collaboration with Treaty 7 Nations, and urban Indigenous partners we have worked towards advancing the needs of Indigenous peoples to address the overrepresentation in the justice system.

In 2019 we implemented the Sohksipaitapiisin (Good Life) Case Management Table and began working in partnership with Alberta Justice and Solicitor General in collaboration with community stakeholders to support the healing plans for Calgary Indigenous Court. This program is guided and supported by Elders and Knowledge Keepers and contributes to a restorative approach to addressing Indigenous legal matters.

We advanced our work in the young offender centre by continuing to provide cultural programming including Elder support, language classes, drumming, beading and ceremonies. This work has been well attended by Indigenous youth who most have had limited access to their culture and those who want to regain their previous connection to it. Moving towards 2020, we commenced providing Indigenous supports to the

women in the Women's Annex at CYOC. In the community we continue to grow our Indigenous programming to contribute to those transitioning from institutions and addressing their sentencing in the community at a higher level.

Our court systems were supported by 164 volunteers over 2019. This group of dedicated individuals assisted almost 30,000 people in our Calgary and Regional Court programs. In addition, 81 volunteers assisting our day to day operations providing assistance with communications, legal advocacy client supports, program resource, and facilitating administrative duties. The dedication of our volunteers is imperative to our operational success.

With the gracious donations of the Calgary Rotary Club, the Reid Family, Studio A Design and Interior Living we were able to develop a healing room to provide opportunities to do ceremony, as well as provide Indigenous programming and supports. The room was named Kyahpii Koyiis (Happy Lodge) by Elder Clarence Wolfleg.

In 2019, we housed 4 single Indigenous mothers with 14 children and one single Indigenous woman in a partnership with Horizon Housing. This project is funded through the assistance of community donations and has contributed to the stability of mothers working on their sobriety and parenting.

The SAGE – Emotional Wellness and Employment Readiness Program provided support to 23 women who entered into school, employment or training upon their completion of the program. This program

continues to support barriered learners in gaining a foundation towards gaining confidence and self sufficiency.

We had an active year of research completing a study with Athabasca University on the impact of criminalization on employment security, which prompted the development of tool kits for employers and job seekers. We also completed an analysis of 2017-2018 court data to identify the key factors of the population demographics who benefit from our services. We also reviewed our court program structure with a 360 review, and began to review 5 years of data for the SAGE program including follow up with previous SAGE Graduates to assess lasting successes post graduation. Currently, we just completed a review on recidivism rates of women under 30 and an overview of the effectiveness of our legal advocacy and youth mentorship programs.

Overall, with the collaboration of our funders, non-profit network, and government partners we are able to expand the potential of assisting our client population towards success. For this we are grateful and thankful for this enduring support.

Despite the challenges of our current economy, COVID-19, and the increase of social issues as a result of these two factors, we continue to work towards the wellbeing of those we serve by identifying key strategies to continue to strengthening lives with resiliency and personal empowerment.



KATELYN LUCAS  
Executive Director





## 2019 BOARD OF DIRECTORS

|                  |                |
|------------------|----------------|
| Virginia Ashley  | President      |
| Katrina Milaney  | Vice President |
| Lindsay Bilkoski | Treasurer      |
| Kate Baxter      | Secretary      |
| Emilie Cox       | Director       |
| Kylan Kidd       | Director       |
| Lowa Beebe       | Director       |

## PRISON COMMUNITY OUTREACH

|                          |                                  |
|--------------------------|----------------------------------|
| Ethel Stonechild         | Team Lead                        |
| Brock Haug               | Case Manager                     |
| Tammy Crowchild          | Case Manager                     |
| Willow Burles            | Case Manager                     |
| Amanda Mjolness          | Case Manager                     |
| Kymowyn Sugar            | Case Manager                     |
| Barbara Smith            | Indigenous Program Coordinator   |
| Kachina Raymond-McGillis | SAGE Coordinator                 |
| Win Storm                | Community Outreach Intake Worker |
| Brittney Wagner          | Community Outreach Intake Worker |

## 2019 STAFF

|                 |  |
|-----------------|--|
| Katelyn Lucas   | Executive Director                           |
| Ronda Dalshaug  | Program Manager                              |
| Nicole Williams | Evaluation and Research Coordinator          |
| Amanda Annette  | Evaluation and Research Coordinator          |
| Calla Savary    | Evaluation and Research Coordinator          |
| Erin Ramsperger | Part Time Evaluation and Research Specialist |
| Colin Harris    | Volunteer Coordinator                        |

## LEGAL ADVOCACY

|                   |                               |
|-------------------|-------------------------------|
| Nicolle Hans      | Immigrant Legal Advocate      |
| Yaneth Rodriguez  | Adult Legal Advocate          |
| Erika Ramirez     | Youth Legal Advocate          |
| Bernice Olivares  | South Regional Legal Advocate |
| Gurmeet Sawaich   | North Regional Legal Advocate |
| Melinda Bearspaw  | West Regional Legal Advocate  |
| Bren Little Light | East Regional Legal Advocate  |
| Ethel Stonechild  | Indigenous Legal Advocate     |

## 2019 STATISTICS


**U.N.L.O.C.K 155**   
INSTITUTION GROUP PROGRAMS

 **1550**  
PRISON COMMUNITY  
OUTREACH PROGRAM (PCOP)

**1280** INDIGENOUS  
CULTURAL  
SUPPORTS

**sage 23** 

**YOUTH**  
PREVENTION  
PROGRAM  
**245**



YOUTH  
LEGAL ADVOCACY  
& MENTORSHIP  
PROGRAMS **75**

**155** IMMIGRANT  
LEGAL ADVOCACY  
PROGRAM



### YOUTH

COURT PROGRAMS CALGARY **3171**

**ADULT** CALGARY COURT PROGRAMS

CRIMINAL **2254**

TRAFFIC **15509**

DOMESTIC VIOLENCE **4212**

REGIONAL TRAFFIC COURT **834**

**ADULT** REGIONAL CRIMINAL COURT PROGRAMS **3363**

**YOUTH** REGIONAL CRIMINAL COURT PROGRAMS **206**

**150**

REGIONAL  
LEGAL ADVOCACY

**358**

CALGARY ADULT  
LEGAL ADVOCACY

**245**

**VOLUNTEERS**





## SUCCESS STORY

**My name is Jamie Lynn Jacobson.** I am a Canadian by birth but I was born outside of Canada in Singapore. I moved to Canada when I was eight years old and spent my formative years until my mid twenties in Canada. I moved back to Indonesia in my mid twenties and started a family there not long after. When my son Aiden was born, he was granted a Canadian Passport but after two years, I tried renewing the passport and he was denied. The Canadian Embassy in Jakarta, Indonesia,

said that they had made a mistake. Because he was second generation born outside of Canada, Aiden was unable to be Canadian and had to follow his father's Citizenship. At the time, his father held an Argentine passport. It was a very stressful time for us as he was left stateless in between being denied his Canadian Citizenship and applying for his Indonesian Citizenship. In 2014, Aiden's father and I divorced and I became a single mother alone in a province that was not my home. Shortly after my divorce I fell sick with cancer and I knew I needed to be rejoined with my family in Canada.

I first heard about the Elizabeth Fry of Calgary while doing my research on how to get Aiden's Canadian Citizenship. My parents were in Calgary, and I have always thought of Calgary as my home. I wanted Aiden to experience the community I did growing up and I wanted to be reunited with my parents so that Aiden could grow up close to them.

The Immigrant Legal Advocate was very helpful from start to finish. She helped me complete the application for Permanent Residency and helped me word my application appropriately. I really needed the support at the time, and she was really there for me. It was so easy to come and make an appointment to see her or communicate through email. I am so grateful to her and I know one day, Aiden will be too.

Aiden is now attending a primary school in Calgary just as I had when I was eight years old. He came in at the same Grade as I had when I was younger (Grade 3). Since then, we have settled into a home in the South West close to my parents and get to see them almost daily. Aiden experienced his first winter in 2019 and it was cold!! He wore his first winter jacket, owned his first set of boots. He has learned to ride a bike, made new friends at school and joined swimming classes where he's made more friends. Every chance we get during school holidays, we drive to the mountains and go for walks and admire the beauty of the Rocky Mountains. Here, we are a family again and I am no longer feeling like I am on my own. This is where I imagined Aiden growing up, and Canada with Aiden is now where we call home.



## FUNDER RECOGNITION

Alberta Gaming and Liquor Commission  
Alberta Justice and Solicitor General  
Alberta Law Foundation  
Calgary Foundation  
Calgary Foundation – Reid Family  
Calgary Learns  
Families and Communities Support Services - FCSS  
Heritage Canada  
Human Rights and Education Ministry  
Interior Living  
Rotary Club Calgary  
Service Canada  
Shaw Charity Classic - Birdies for Kids  
Soroptomist Canada  
Studio A Interiors  
Telus Foundation  
United Way

## HONOURING OUR VOICES

### HEALING GATHERING FOR FAMILIES OF MISSING AND MURDERED LOVE ONES

Alberta Justice and Solicitor General – Family  
Information Liaison Unit  
Calgary Foundation  
Calgary Homeless Foundation  
Families and Communities Support Services – FCSS  
Justice Canada

## FISCAL MANAGEMENT

Calgary Homeless Foundation – Aboriginal Standing  
Committee on Housing and Homelessness  
Calgary Homeless Foundation – Creation Lodge







## 2019 HIGHLIGHTS







## ONE

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**We will utilize and apply evidence-based practices to enhance programming to be inclusive, strength based and break the cycles of dependency and vulnerability.**

EFry conducts internal reviews of programming and data to support our ability to understand the context of the population we serve and address gaps in service structure to address trends and issues. In 2019, we reviewed data collected from our Court Programs between 2017-2018. This review analyzed demographics of gender, age and ethnicity, income and family size, as well as types of charges.

Highlights identified the overrepresentation of individuals between the ages of 18-39 across all our programs. The majority were male with the exception of those who live under the poverty line with an income of less than 15,000 annually. 15% of individuals attending Calgary Case Management Office (CMO)/criminal court have appeared 6-21 times on the same offences, with 50% of individuals attending under their primary appearance. Individuals appearing more than 6 times, increased in many of the regional courts, particularly Cochrane, Didsbury and Airdrie. At least three quarters of the population does not show up to appear with legal representation and require support with duty counsel or assistance in setting up legal aid when eligible.

Almost 50 percent of all administration of justice charges are for failing to appear and were predominantly amongst those who had existing criminal charges. These statistics were similar for all population groups regardless of ethnicity. In Calgary Traffic Court, newcomer and Indigenous populations were overrepresented with multiple offences. The most common offense being speeding. Newcomer populations were less likely to be charged with offenses related to careless driving or failing to produce registration.

In 2019, we completed a research project with Dr. Carolyn Greene of Athabasca University, 'Towards a Working Future: Understanding Criminalization on Employment' funded by the Government of Alberta – Human Rights and Education Ministry. This project supported recommendations for the implementation of tool kits for job seekers and employers to assist with the barriers of having a criminal record. Tool kits were completed early in 2020.

Additional collaborations on research included work with the Aboriginal Standing Committee on Housing and Homelessness and the Collaboration for Health and Home with the finalization of the 'Elders and Knowledge Keepers Circles: A Summary of Indigenous Housing and Case Management Engagement Sessions'. We worked in collaboration with the City of Calgary Affordable Housing department on a review of the One Window Coordinated Access engagements and research with Indigenous populations. In addition, we continue to work on the National Housing Strategy Research project with University of Calgary and Calgary Housing. In late 2019, funding was secured in partnership with the University of Calgary to evaluate a Managed Alcohol Housing program for Indigenous adults.

EFry continues to work collaboratively to support research and knowledge which informs better practices and strives to empower our populations towards a stronger and more fulfilling future.

## TWO

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### **Leverage and enhance partnerships with community initiatives and service providers**

In 2019, EFry led a collaboration with community partners including the Boys and Girls Club Calgary, Sunrise Healing Lodge, YW Calgary, Siksika Family Services - White Buffalo Parent Link Centre, and Miskanawah with the Honouring our Voices Healing Gathering for Families of Missing and Murdered Loved Ones. The gathering supported over 300 individuals with healing activities, key note speakers, Indigenous performing artists and 26 Elders who conducted ceremonies. This project was supported by Justice Canada and Alberta Justice and Solicitor General's Murdered and Missing and further funded with support from the Calgary Homeless Foundation, Calgary Foundation, City of Calgary FCSS and contributions from the collaborators. A second language camp was conducted with Miskanawah in Sibbald Lake for families. The camp included both Cree and Blackfoot language camps with land-based teachings, traditional games and Elders teachings

## THREE

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### **Build our brand and profile**

In 2019, EFry continued to engage in collaborations and projects which enhance opportunities to address the social issues our clients face. These projects included our work with the Aboriginal Standing Committee on Housing and Homelessness, the Calgary Indigenous Court development with Sohksipaitapiisin Community Case Management Table to provide healing plans for those being sentenced, as well as our work with the Justice Constellation.

## FOUR

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### **Enhance our transparency and accountability by assessing progress towards our goals**

EFry works from the perspective of continuous quality improvement through evaluation of our services and supports, as well as focusing on analysis of our data to inform the direction of the agency.

## FIVE

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### **Expand and enhance the role of Board of Directors in funding, community engagement and accountability.**

Over 2019, the Board of Directors continued to play a pivotal role in the leadership of the organization. Through leveraging of experiences and expertise, EFry Board of Directors provided contributions to the areas of research, with the collaboration of several research projects and academic reviews. Additionally, the legal expertise of board members has been pivotal in assisting with real estate, human resources, and overall guidance on operational details requiring a legal lens. EFry's Board contributed to the Birdies for Kids -Shaw Classic campaign through a series of fund-raising efforts including wine tastings, trivia night, and a silent auction online. Additional expertise in technology have helped to inform and advance EFry's technology requirements, websites and data base structures. Financial experience on the board provides a high level of clarity for the agency's financials and provides efficient oversight of operational spending. EFry engaged Indigenous leadership within the Board, which contributes to the perspectives of EFry's evolving Indigenous structures and community relationships.





## PRACTICUM STUDENTS - SOCIAL WORK

### University of Calgary

Micaela Strelau  
Selby Quinn  
Hannan Sobh  
Teila Rowsell  
Kelly Cummins

### Mount Royal University

Rachel Reichert  
Paige Bealing

### Lethbridge College

Jillian Brault

### University of Calgary – Community Rehabilitation and Disabilities Studies

Kaylee Leinweber  
Alejandro Flores

### University of Alberta – Public Health

Amanda Annette

## VOLUNTEERS

### ADULT COURT

Lynn Anderson: 2019 – 2020  
Colson Buchanan: 2018 – 2019  
Olga Brito: 2018 – 2019  
Tatiana DeCosta: 2018 – 2019  
Jackson Eckes: 2019 – Current  
Toni Fox: 2017 – 2019  
Oxana Gryshchenko: 2018 – 2019  
Fiza Hasan: 2019 – Current  
Adele Kronemeyer: 2019  
Sarah Libke: 2019 – Current  
Stela Markaj: 2018 – 2019  
Zara Obaa: 2019  
Shayla Olsen: 2019  
Farahnaz Rostami: 2019 – Current  
Sukhjot Saroya: 2019 – Current  
Terry-Lynn Zefi: 2018 – 2019  
Liza Zia: 2019 – Current

### TRAFFIC & BYLAW COURT

Salman Abbasi: 2019 – Current  
Zahrakhanim Abdulla: 2019 – Current  
Karishma Akbari: 2019 – Current

Eliana Alves: 2019 – Current  
Sanya Awan: 2019 – Current  
Renalene Balatico: 2018 – Current  
Anna Berselli: 2018 – 2019  
Maria Biado: 2018 – 2019  
Nyssa Birkett: 2018 – 2019  
Gurpreet Brar: 2019 – 2020  
Taranpreet Brar: 2019 – Current  
Erika Bustillo: 2018 – 2019  
Alexandra Champagne: 2018 – 2019  
Alexander Chaudhry: 2018 – 2019  
Tatiana DeCosta: 2018 – 2019  
Danielle Dufresne: 2018 – 2019  
Olufunke Fasunon: 2019 – Current  
Marry Ferrer: 2019  
Andrea Fong: 2018 – 2019  
Carrie Sheftel Fryer: 2017 – 2019  
Jaskirat Ghuttora: 2018 – 2019  
Manraj Ghuttora: 2018 – Current  
Gursharan Gill: 2018 – 2019  
Peace Ille: 2019 – Current  
Kimberly Lautermilch: 2019 – Current  
Jung (Jennie) Lee: 2019 – Current

Ethan Longinotti: 2019 – Current  
Wania Najam: 2019 – Current  
Harshika Narayan: 2019 – Current  
Tigist Nega: 2019 – 2020  
Lizelle Nelson: 2019  
Lindsay Nguyen: 2018 – 2019  
Michelle Nguyen: 2019 – Current  
Oluwakemi Obadero: 2019  
Shayla Olsen: 2018 – Current  
Mansimran Panesar: 2019 – Current  
Clara Pastor: 2019 – Current  
Dawn Read: 2019 – Current  
Marie Rebustillo: 2017 – Current  
Sarah Rizvi: 2018 – 2020  
Diana Rochester: 2018 – 2019  
Serena Sajan: 2018 – 2020  
Manasi Sareen: 2019 – Current  
Bivin Sathiaraj: 2019 – Current  
Gurmeet Sawaich: 2018 – Current  
Aymen Sherwani: 2018 – 2019  
Jooyeon (Caley) Shim: 2018 – 2019  
Shaina Suleman: 2018 – 2019  
Alykhan Teja: 2019 – Current  
Liza Zia: 2019 – Current

### YOUTH COURT

Bradley Allen: 2018 – Current  
Sze Lok (Irene) Chan: 2017 – 2019  
Sabrina Chehade: 2018 – 2019  
Ashna Dhalla: 2018 – Current  
Alisha Dhanjal: 2019 – Current  
Jackson Eckes: 2019 – Current  
Andrea Fong: 2019 – Current  
Natasha Gaspar: 2018 – Current  
Susan-Ruth Kamunya: 2019 – Current  
Supandeep Mann: 2019 – Current  
Cynthia Picard: 2019 – Current  
Calla Savary: 2019  
Imaara Shivji: 2019 – Current  
Allison Warshawski: 2019  
Liza Zia: 2019 – Current

## REGIONAL COURTS

Nyssa Birkett: 2018 – 2019  
Olga Brito: 2019  
Dianne Emerson: 2019 – Current  
Stacey Hutchings: 2019  
Susan-Ruth Kamunya: 2019  
Oyindamola Oseni: 2019  
Gurmeet Sawaich: 2018 – Current

## SPECIAL EVENTS

Auska Adhikari: 2016 – Current  
Hero Azar: 2019 – Current  
Niki Bains: 2019 – Current  
Saul Benary: 2019 – Current  
Anna Berselli: 2018 – Current  
Olga Brito: 2019 – Current  
Alexandra Champagne: 2018 – 2019  
Lucy Chan: 2019 – Current  
Emily Dolan: 2019 – Current  
Jackson Eckes: 2019 – Current  
Keshia Endozo: 2019 – Current  
Roxanne Ferguson: 2019 – Current  
Toni-Sky Fox: 2017 – Current  
Carrie Sheftel Fryer: 2017 – Current  
Gursharan Gill: 2019 – Current  
Jakarta Mackie: 2019 – Current  
Krista Meades: 2019 – Current  
Lindsay Nguyen: 2019 – Current  
Zara Obaa: 2019 – Current  
Natalie Jovanic: 2019 – Current  
Rachel Trebilco: 2019 – Current  
Brittney Wagner: 2017 – Current  
Communications Volunteers  
Andleeb Azad: 2019  
Noelle Gauthier: 2019 – 2020  
Jaskirat Ghuttora: 2019 – Current  
Selwynne Hawkins: 2018 – Current  
Imoleogoluwa Lapite: 2019 – Current  
Alannah Page: 2019 – Current  
Natalie Jovanic: 2018 – 2019

## YOUTH MENTORS

Natasha Gaspar 2018 – Current  
Lindsay Ference 2019 – Current  
Felicia Fuertensberg 2018 – Current  
Rachel Cuatriz 2019 – Current  
Kim Lautermilch 2019 – Current  
Brad Rains 2017 – Current  
Zoe Grosskleg 2019 – Current  
Jackson Eckes 2018 – Current  
Julianna Heard 2019 – Current  
Alexa Coelho 2019 – Current  
Ashna Dhalla 2018 – Current  
Lyndsay Allen 2016 – Current  
Linden Szarka 2019 – Current  
Jessica Zuk 2018 – Current  
Kim Sherger 2018 – Current  
Jayme Kantor – 2019  
Valerie Lennox 2019-Current  
Sukhmani Chata 2019  
Alyson Fugorty 2018-2019  
Kelsey Richard 2016 – 2019  
Anna Salazar 2019  
Irene Chan 2017-2019  
Bradley Allen 2018-2019  
Tana Schmidt 2019  
Jason Baker 2018-2019

## DOMESTIC VIOLENCE COURT

Lynda Ofodile 2019-Current  
Elizabeth Pam 2019 – Current  
Niloofer Taghavi 2019-Current  
Silva Gaotama 2019-Current  
Adebola Amao 2019-Current  
Maria E. Mendoza 2019-Current  
Ivan Pena 2019-Current  
Adult Legal Program  
Luz Marina Ramirez 2018-Current  
Ivan Pena 2019-Current  
Ademola Emilioju 2018-Current  
Silva Gaotama 2019-Current



## VOLUNTEER PROFILE

### **How you first heard about EFry and why you decided to start helping out as a volunteer.**

Just over two years ago, I was beginning my journey towards applying to law school, and I was looking for volunteer opportunities that connected me with the Calgary advocacy community. I had heard about the EFry society during my previous work experience with at-risk youth in Calgary. I decided to inquire further through the EFry website to better understand the advocacy opportunities available to volunteers. I saw that there were options in Youth Court volunteering and with Youth mentorship, which aligned with my previous work experience and future

goals. I figured these opportunities would be beneficial ways for me to give back and support the at-risk youth in Calgary. In addition, these roles have connected with the youth advocacy community in Calgary.

### **What you have learned through your volunteer experience, and what strengths you have developed & enhanced.**

Through my time at EFry I have learned many of the logistical procedures of the Youth Criminal system in Calgary. From daily procedures of docket court to the security screening at the Calgary Young Offenders Centre. But more importantly, I have learned the importance of advocacy for

marginalized populations. Through my time with EFry, I have seen many youth come through the Courts, and I have seen the importance of the advocacy work done by EFry and other social support organizations. Many of the youth are shy, scared, confused, and unsure of their circumstance, but through the help of EFry volunteers, they are immediately met with kindness and compassion, helping them navigate their situation. I have witnessed first-hand the positive effect EFry volunteers have on the Youth they are interacting with at the Court. This positive impact extends into the Mentorship Program, where Youth are matched with a community connection, that helps support them through various challenges life may bring.

My time with EFry has strengthened my communication skills, my experiences have emphasized the importance of empathetic active listening. This skill was crucial in my time as a Youth Mentor, I was mentoring with a Youth housed long term at the Calgary Young Offenders Centre. I found that the Youth often wanted to be heard and have

someone simply listen to what they were experiencing. I believe that my time as a Mentor will help me greatly in my future as a legal professional.

### **What has working with the Elizabeth Fry Society taught you, both in your personal and professional life?**

To reiterate my points above, I believe that EFry has emphasized to me the need for compassion and empathy for those facing adversity in their lives. Everyone has a story, they should be able to tell that story, and people should listen. This notion has extended into all areas of my life and I often find myself reflecting on how I can be a more active and supportive friend, partner, student, co-worker, and community member.

### **Why do you believe the community should be supporting the Elizabeth Fry Society? OR What impact do you think the Elizabeth Fry Society has made in the community?**

Most of my experience with EFry comes from the youth advocacy side, but I can say that I have seen the positive effect EFry has on youth. Firstly, the court



volunteering alleviates much of the stress, confusion, unease that many youth face when attending Court. Even as an adult, it is quite the experience to enter a large busy building downtown, meet with a lawyer who you might have never met, appear in front of a room of people, listen to legal talk you may not understand, and navigate the next steps. Imagining to do that as a youth makes me feel stressed. The fact that EFry immediately alleviates some of that stress for youth as soon as they arrive on the court floor is invaluable. I have seen youth and their supports come onto the floor flustered, unsure of what's happening, and scared. But, then after a short conversation with me or another volunteer explaining the procedure, connecting them with their lawyer, or just having a chat about their day, the stress melts away and they are able to get some ease on a day that is not an enjoyable experience at the best of times.

Secondly, the mentorship program provides needed stable support in the community for youth that may be lacking that stability in their life. That support can vary greatly depending on the youth and their situation. In my experience, I found myself playing card games and having

casual chats about music and video games. Although this may seem trivial to some, it allowed the youth to escape their current situation and have some time away from their negative experiences in the Youth Criminal Justice System. The point being, stable support is an important resource in the development of youth, and EFry gives access to that support to marginalized populations that may not have access otherwise.

Although community supporters often look for stats on success, often these positive impacts aren't transferable to statistics. But, when you see a youth smile and laugh, even when enduring a long-lasting negative cycle, you begin to understand the need for organizations such as EFry. EFry brings happiness, relief, and support to people in our community that need it most. I am honoured and happy to be a part of this organization, building a stronger Calgary community.

**How has your role with the Elizabeth Fry Society changed you as a person? How do you think it has changed or impacted those who've come to its doors seeking help?**

As stated above, I think all my experiences at EFry have given me a

better understanding of the importance of active support and listening. I have always valued the notion of giving back, as being the son of a career social worker. That being said, I am not sure if I truly understood the notion of active support. With my time at EFry, I have begun to understand how I can positively affect someone's life or experience by actively supporting them through a situation. That support often varies from person to person, which is why it is important to be an active listener and really listen to what they are going through and how you can help them at that time.

I found this apparent with the Mentorship position, I went into my mentorship with ideas of how I was going to support the youth. Shortly after meeting with the youth and listening to what they had to say, I realized my preconceived ideas of how I was going to help them, was completely wrong, my ideas were not what that youth needed at that time. They needed a friend, a friend who would show up regularly and just play cards and talk. At that time, they didn't need someone to solve all their problems, they just wanted someone to spend time with and see regularly. Have someone consistent in their life who they could count on.



## COMMITTEE WORK

Aboriginal Standing Committee on  
Housing and Homelessness  
Action Committee on Human Trafficking

Calgary Legal Guidance - Sahwoo  
mohkaak tsi ma taas Advisory Council

Calgary Court Case Management

City of Calgary Affordable Housing - One  
Window Affordable Housing Common  
Assessment

Collaboration for Health to Home –  
previously Calgary Recovery Services  
Task Force

Honoring our Voices Healing Gathering  
Indigenous Health, Housing and  
Homelessness Collaborative

Indigenous Advisory Committee - Alberta  
Law Foundation

UWAY Natoo'si – Community of Practice  
Group

Vibrant Communities Calgary – Justice  
Sector Constellation

Calgary Emergency Women's Shelter  
Calgary Food Bank  
Calgary Immigration Education Society  
Calgary Immigrant Women's Society  
Calgary Legal Guidance  
Calgary Police Services  
Calgary Public Library

Calgary Region Immigrant Employment  
Council

Calgary Youth Justice Society

Centre for Newcomers

City of Calgary Affordable Housing

City of Calgary Youth Probation

City of Calgary Adult Probation

Colombia College

Coordinated Access and Assessment –  
Calgary Homeless Foundation

Correctional Services Canada – Parole

Duke of Edinburgh Awards

ExCel Enviros

FCIS Foothills Community Immigrant  
Services

Homefront

Immigrant Services Calgary

Legal Aid Alberta

Kids Up Front

Miskanawah

Propellus – Volunteer Centre of Calgary  
Regional Courts – Victim Assistance  
Programs

Rowan House

Siksika Family Services -White Buffalo  
Parent Link Centre

Sunrise Healing Lodge

SORCe

Stoney Community Health Centre

Temporary Foreign Workers Advisory  
Council

Turning Point

University of Calgary

Walk in Closet

Welcome Centre for New Immigrants

Women's Centre of Calgary

Women in Need Society

YW Calgary

Youth Legal Aid

## COLLABORATIONS

Affinity Mentorship

Alberta Health Services – Mental Health  
Diversion

Alberta Justice and Solicitor General - Calgary  
Young Offender Centre

Alberta Justice and Solicitor General – Calgary  
Remand – CYOC Women's Annex and  
Lethbridge Correctional Services

Alberta Justice and Solicitor General – Calgary  
Indigenous Court Collaboration

Alberta Justice and Solicitor General –  
Domestic Court Collaboration

Alberta Justice and Solicitor General – Calgary  
Court House and Southern Regional Courts

Alberta Justice and Solicitor General –  
Murdered and Missing

Alex Youth Centre

Athabasca University

Boys and Girls Club of Calgary

Bow Valley College

Brenda's House

Calgary Alpha House Society

Calgary Bridge Foundation for Youth





An aerial photograph of a mountainous landscape. A winding dirt road snakes through the terrain, which is covered in green vegetation. In the distance, a small village with several buildings is visible. The background shows more mountains under a hazy sky. A green triangle is positioned above the text box.

## 2020 OUTLOOK

As we endeavour through 2020, at uncertain times during the COVID pandemic, EFry continues to work towards evolving our technology to increase our capacity to work both directly and virtually with clients. EFry will continue to fill gaps where women and their families can aspire to grow and thrive without the constraints of poverty and systemic barriers.



FOR MORE INFORMATION OR TO HELP THE  
WOMEN AND YOUTH WE SERVE,

## CONNECT WITH US

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