



SAFETY
DIGNITY
EQUALITY

THREE LITTLE WORDS CAN CHANGE LIVES

Barbra Schlifer 
Commemorative Clinic
Freedom From Violence.

ANNUAL REPORT
2018-2019

SAFETY DIGNITY EQUALITY

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Deepa Mattoo (left) - Executive Director;
Kathleen Murphy (right) - President of the Board.



MESSAGE FROM THE EXECUTIVE DIRECTOR & PRESIDENT OF THE BOARD

Deepa Mattoo, Kathleen Murphy

Safety, dignity and equality. These are the themes that extend throughout this year's report. We've chosen to focus on these themes because the women with whom we work at the Clinic are resilient and strong. Women who access the Clinic's services have made the decision and taken action to be safe: safe from violence, coercion or deportation. They want their dignity restored, and to have their experience with violence honoured and respected. They want equality: equal access to education, safe housing and decent work opportunities so that they and their children can lead better lives.



Our Clinic should have an expiration date. Our doors should be able to close once the conditions allowing for gender-based violence are resolved.

Unfortunately, we are not there yet.

Our Clinic *should* have an expiration date. Our doors should be able to close once the conditions allowing for gender-based violence are resolved. Unfortunately, we are not there yet. Demand on the Clinic’s resources increased once again, growing by more than 90 percent since 2017. Meeting that demand has been challenging. We responded by becoming more agile, forging new partnerships and strengthening existing relationships with organizations. We collaborated as we tightened our belts and made do by being entrepreneurial.

Last year was an especially memorable year as the Clinic underwent significant changes in its leadership. We said farewell to two individuals this year. Amanda Dale, our former Executive Director, is an exceptional visionary, whose leadership had the Clinic’s work recognized at the national and international levels. During her tenure at the Clinic, Amanda established a strong foundation upon which we will continue to develop, innovate and grow.

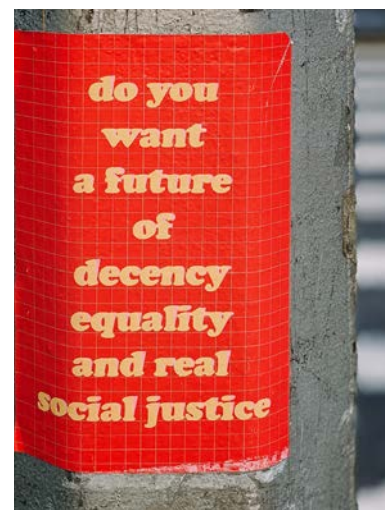
We also said farewell to Nora Angeles, Director of Interpreter Services, who played an enormous role in the development and growth of our social purpose enterprise, Interpreter Services Toronto. Nora’s contribution was instrumental for new leadership development at the Clinic.

Eliminating violence against women and ensuring that women live without fear dictating their every decision is our *raison d’être*, and we are grateful that you share that goal. Without the ongoing commitment of our partners, donors and government allies, our work would not be possible. With your support, we will ensure the safety, dignity and equality of the women who seek our services and continue to create opportunities for a future without violence.

DEEPA MATTOO
Executive Director

KATHLEEN MURPHY
President of the Board

Core Values



Mission

We envision a world where all women:

- build lives free from violence
- work together to create a more just world
- live their own lives in respectful communities that provide meaning and belonging

Vision

The Barbra Schlifer Clinic offers legal representation, professional counselling and multilingual interpretation to women who have experienced violence. Our diverse, skilled and compassionate staff accompany women through personal and practical transformation, helping them to build lives free from violence.

We are a centre by, for and about women. We amplify women's voices and cultivate their skills and resilience. Together with our donors and volunteers, we are active in changing the conditions that threaten women's **safety, dignity and equality**.

Values

Feminism and Anti-Oppression: We root our work in the insights and achievements of feminism and women's movements, including struggles against colonialism and racism.

Compassion and Self-Awareness: We are committed to staying rooted in compassion, imagining the world from multiple perspectives.

A Reflective Awareness of Power: We reflect on and learn from shifting power relations. We understand and acknowledge our own power and the change we invite in ourselves, the women we work with and the world in which we live.

Community and Connection: We work with communities and in partnership with international movements to end violence against women, knowing that individual suffering is embedded within the systems and structures we challenge.

Autonomy and Self-Determination: We respect and broaden women's choices to determine their own paths according to their values, hopes and positive self-regard.



Becoming an interpreter not only restored my dignity, but it also allowed me to regain faith in myself – something I feared I had lost forever.

- Anna

When I first heard about the Interpreter Services training, I was living in a shelter and awaiting my refugee claim decision.

I had fled my country with little hope of surviving and, at the time, I wasn't even sure if I would be allowed to remain in Canada. I was unsure of my future and terrified of how I was going to get by if I wasn't accepted as a refugee.

I wanted to remain positive and focused on my future. That's why I jumped at the opportunity to do the training. I had studied interpretation in college but knew I needed additional training to be prepared, should I have the chance to interpret for women who, like me, had experienced violence.

There were hurdles during the training; legal terminology had always seemed daunting and medical terms can be intimidating. There were other barriers that I had to overcome. I have a tendency to mumble a bit, and I

am on the autism spectrum, which makes it harder for my brain to process speech. Being an interpreter has helped me personally, too, by allowing me to practice my pronunciation and to focus on the clarity of my speech.

Working as an interpreter has been a gratifying experience; the ability to help people regain their voice is both humbling and deeply satisfying. I think the best part is that I can give back to the community that accepted me as its own.

The training opened the door for me to register with other interpretation agencies in the city, as well. Now, I have the opportunity to make a living and to help more people in need, much in the same way I received help on my road to staying in Canada. Becoming an interpreter not only restored my dignity, but also allowed me to regain faith in myself – something I feared I had lost forever.



The thought of having my second child taken from me left me feeling such profound pain and desperation that I considered ending my life. I decided to go to church first. This is when the priest gave me the number of the Barbra Schlifer Clinic and turned my fate around completely.

- Ester

Having lost all hope, Ester questioned the value of her life without her children.

Ester and Victor immigrated to Canada as a young couple in 2000. At first, they lived with Victor's elder brother and his family. Victor became emotionally and physically abusive to Ester, which escalated when he drank. Their relationship deteriorated as his need to control her increased. Ester cleaned, cooked and cared for her in-laws' children, but was not allowed to talk to her family back home, leave the house on her own or establish personal relationships outside of the immediate family. She knew no English and was not given the opportunity to learn.

Ester and Victor's first daughter was born in June 2004. The new family rented a separate apartment in the same building. After delivery, Ester began displaying signs and symptoms of postpartum depression. She was under observation by a social worker, who, suspecting abuse, requested an assessment. During the social worker's visits, Victor pretended to be a considerate husband and father, and the file was closed. The abuse continued.

Their first daughter, who witnessed the abuse of her mother, frequently acted out. Her tantrums intensified after her sister's birth in 2012. A visiting public health nurse alerted authorities about the family's home environment. Victor convinced Ester to let him explain their situation. He persuaded the investigators that Ester had mental health issues and was an unfit mother. Consequently, the older child was placed in foster care and after the parents' separation, custody was granted to the father.

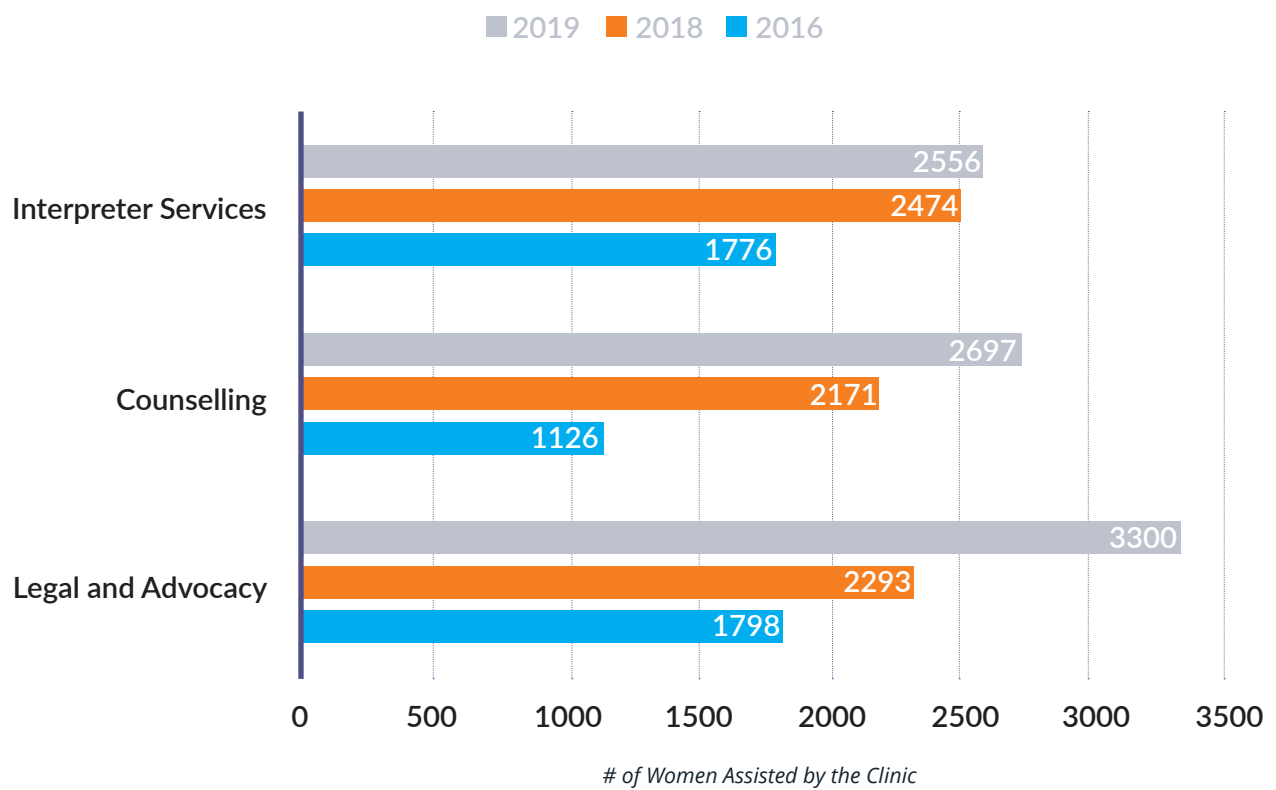
With no income, a history of depression and already considered to be an unfit mother, Ester was under serious threat of losing her second child. Having lost all hope, she questioned the value of her life without her children.

At the Barbra Schlifer Clinic, Ester was able to work directly with a counsellor in her own language. She was able to recount, in her own words, the unrelenting physical and emotional abuse she endured and the impact it had on herself and her family. The Barbra Schlifer Clinic trusted her account of what happened and advocated on her behalf. With the help of Clinic counsellors, lawyers and interpreters, Ester and her younger daughter can now enjoy a second chance at life.

When I came to you,
I was broken, abused,
hopeless and helpless.
But you looked at me
and helped me with
great compassion,
kindness and empathy,
which I will never be
able to thank you for
with words.

- Gracia

Since 1985, we have assisted **more than 70,000 women** seeking justice for the violence they experienced.



Demand

Demand for the Clinic's core programs and services increases annually.

Funding is essential to our ability to continue to deliver these services.

Financial Report

This statement of operations is an excerpt extracted from the audited statement.

To view our complete Audited Financial Report, please visit our website

<https://schliferclinic.com/annual-reports/>

Statement of Operations for the Year Ended March 31

	2019	2018
Revenue (Schedule A)	\$4,206,122	\$3,865,682
Expenses		
Salaries and benefits	2,756,658	2,434,092
Interpreters' fees and training	555,134	527,930
Building occupancy	270,574	265,140
Purchased services	130,506	208,828
Insurance	30,905	30,824
Special events	51,048	52,104
Client disbursements	26,294	32,177
Promotion and publicity	39,959	9,839
Printing, postage, delivery	27,894	25,922
Telecommunications	105,678	87,401
Equipment, furniture, software	26,652	38,032
Travel	68,597	40,735
Volunteer expenses	6,365	6,246
Office and general	33,203	31,590
Program expenses	34,391	28,270
Professional development	18,456	13,172
Membership fees - legal and other	21,425	19,715
	4,203,739	3,852,017
Excess of revenue over expenses for the year	\$2,383	\$13,665

Thank you to all of our
third-party contributors,
especially **Filling the Gap**,
for their continued support
of the Clinic.

Community Partners

Abrigo Centre
Access Alliance - Multicultural & Community Services
Access Alliance Multicultural Health and Community
Services
Acces Employment
Alliance Against Modern Day Slavery
Alliance for South Asian AIDS Prevention
Asian & Migrant Sex Worker Support Network
Assaulted Women's Helpline
Black Creek Community Health Centre
Butterfly
Canadian Bar Association
Canadian Centre for Victims of Torture
Canadian Council for Refugees
Canadian Council of Muslim Women
Canadian Crossroads International
Canadian Hearing Society
Catholic Family Services of Toronto
Centre for Addiction and Mental Health (CAMH)
Centre for Spanish Speaking Peoples
Child Development Institute
Children's Aid Society of Toronto
Chinese Family Services of Ontario
Community and Legal Aid Services Program
Community Legal Education Ontario
COSTI Immigrant Services
Council of Agencies Serving South Asians
Counterpoint Counselling & Educational Cooperative
Covenant House Toronto
Daniels Spectrum
Dixon Hall Neighbourhood Services
Domestic Violence Court – College Park Advisory Committee
Domestic Violence Court – Old City Hall Advisory Committee
Downtown Legal Services – University of Toronto
East End Community Health Centre
Elizabeth Fry Toronto
Evangeline Residence
Family Law Service Center
Family Services Toronto
FCJ Refugee Centre
Fred Victor Centre
Gardiner Museum
Healthcare Interpretation Network
Human Rights Legal Support Centre
Immigrant Women Services Ottawa
Integrated Domestic Violence Court Community Advisory Committee
Inter Pares
Interval House

Jane/Finch Centre
Jane/Finch Community & Family Centre
The Jean Tweed Centre
Jessie's Centre
Kensington-Bellwoods Community Legal Services
Toronto
La Maison Toronto
Legal Aid Ontario
Legal Assistance of Windsor - Legal Aid Ontario
Loft Community Services
Massey Centre for Women
Native Women's Resource Centre
Nellies
Oasis Centre Des Femmes
Ontario Association of Interval & Transition Houses
Ontario Council of Agencies Serving Immigrants
Ontario Council on Community Interpreting
Ontario Court of Justice - Family Court Services
Osgoode Hall Law School
Parkdale Queen West Community Health
Pro Bono Students Canada
SKETCH
Sistering
South Asian Legal Clinic of Ontario
Springtide Resources
Thornccliffe Neighbourhood Office (TNO)
Toronto Art Therapy Institute
Toronto Counter Human Trafficking Network
Toronto Refugee Affairs Council
Toronto Transition to Work Program
Transitional & Housing Support Program
University Health Network - Toronto Western Hospital
University of Ottawa - Faculty of Law
University of Toronto - Faculty of Law
Victim Witness Assistance Program
West Toronto Community Legal Services
Woman Abuse Council of Toronto (Woman ACT)
Women's College Hospital - Sexual Assault/Domestic
Care Centre
Women's Human Rights Education Institute
Women's Mental Health and Addiction Network
Workers Action Centre
York University - Centre for Sexual Violence Response,
Support & Education
York University - School of the Arts, Media, Performance & Design
YouthLink
YWCA Toronto

LERNERS

LAWYERS

Presenting sponsor of **SHE MATTERS**

FUNDING PARTNERS

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Ministry of Citizenship, Immigration
& International Trade
Ministry of the Attorney General
Ontario Ministry of Health & Long-Term Care
Status of Women Canada
Toronto Arts Council
Toronto Central LHIN
Toronto Enterprise Fund – United Way
United Way Greater Toronto

And many individuals

FOUNDATIONS

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Canadian Women's Foundation
CHUM Charitable Foundation
Clark Family Foundation
Edwards Charitable Foundation
Echo Foundation
Frederick and Douglas Dickinson Memorial Foundation
GHW Memorial Fund at the Toronto Foundation
Morningstar Fund at the Toronto Foundation
Nancy's Very Own Foundation
Norah Faye Foundation at the Toronto Foundation
Traquair Family Foundation

*A special thank you to
McCarthy Tétrault
for their generous five-year
commitment through the Firm's
Inclusion Now Initiative. This
partnership with the Barbra Schlifer
Commemorative Clinic and United
Way is helping serve women today
and in the years to come.*

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 Separy Law Professional Corporation
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 Stevensons Whelton LLP
 St Lawrence Barristers
 Stockwoods LLP
 Ussel Phillips Fellows Hopkinson LLP

And many individuals

If you would like to **nominate someone** for the Spirit of Barbra Schlifer Award, please contact us at 416-323-9149 or email msmith@schliferclinic.com

Spirit of Barbra Schlifer Award

To commemorate our 25th Anniversary and to recognize the national attention that gender-based violence has received over the past years, the Clinic’s Award Committee presented the Spirit of Barbra Schlifer Award to two remarkable women.

Elaine Craig and Sunny Marriner have dedicated their lives to improving access to justice for survivors of sexual assault. Both have played vital roles to shine a light on the experience of women who report sexual violence and to correct systems that allow racism, misogyny, and sexist stereotypes to persist within the justice system.

Sunny’s 20-year leadership in bringing out the issue of “unfounded” classifications of police investigations of sexual assault, and Elaine’s meticulous exposure of the failures of the legal system, represent the full range of advocacy required to make lasting change for generations to come.



The Spirit of Barbra Schlifer Awards were presented to Elaine Craig (left) and Sunny Marriner (right) at the Clinic’s Annual Tribute fundraising event.

Image: Kristina Laukkanen Photo + Events

TO OUR INCREDIBLE BOARD OF DIRECTORS. OUR **HEARTFELT THANKS** FOR YOUR LEADERSHIP AND COMMITMENT TO THE CLINIC AND THE WOMEN WE SERVE.

BOARD OF DIRECTORS

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 Mel Hogg, Secretary
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 Elaine Goulbourne
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 Jeanette Manguiat
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CLINIC DIRECTORS

Deepa Mattoo
 Executive Director
 Meldina Smith
 Director, Resource Development and Administration
 Jehan Chaudry
 Director of Operations
 Jacqueline Compton
 Director, Counselling Services
 Tamar Witelson
 Director, Legal Services

THANK YOU TO THE MORE THAN 40 FULL AND PART-TIME STAFF WHOSE WORK AT THE CLINIC IS CRITICAL TO THE **SAFETY, DIGNITY AND EQUALITY** OF THE WOMEN'S LIVES WE ENDEAVOUR TO IMPROVE.

SAFETY DIGNITY EQUALITY

BARBRA SCHLIFER COMMEMORATIVE CLINIC

489 College Street, Suite 503
Toronto, ON, M6G 1A5
T 416-323-9149
F 416-323-9107

W schliferclinic.com
E info@schliferclinic.com



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