



Inspiring Trust in Transformation

Annual Report 2022-2023

Barbra Schlifer 
Commemorative Clinic
Freedom From Violence.

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Land Acknowledgement

We honour the land we are situated on, which has been the site of human activity since time immemorial. It is the traditional territories of the Huron-Wendat, Anishinabeg, the Chippewa, the Haudenosaunee Confederacy and most recently, The Mississaugas of the Credit River First Nations. Ontario is covered by 46 treaties and other agreements, and is home to many Indigenous Nations from across Turtle Island, including the Inuit and the Metis.

These treaties and other agreements, including the One Dish with One Spoon Wampum Belt Covenant, are agreements to peaceably share and care for the land and its resources. Other Indigenous Nations, Europeans, and newcomers, were invited into this covenant in the spirit of respect, peace, and friendship.

We are mindful of broken covenants and we strive to make this right, with the land and with each other. We are all Treaty people. Many of us have come here as settlers, immigrants, newcomers in this generation or generations past. We acknowledge those of us who came here forcibly, particularly as a result of the Trans-Atlantic Slave trade. Therefore, we honour and pay tribute to the ancestors of African Origin and Descent.

About Us

WE BELIEVE

1. Gender-based violence is an act of violence against women and gender diverse people that includes various forms of oppression such as racism, colonialism, sexism, homophobia, transphobia and ableism. Rooted in and perpetuating gender inequalities, it results in physical, sexual or psychological harm or suffering. Gender-based violence may include financial, structural, or institutional abuse, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life.

2. Gender-based violence happens in all cultures. It is an abuse of power, results in inequality, and affects all relationships through the generations.

3. Communities globally have worked and will continue to work together to stop gender-based violence. We honour, value and cultivate the work that has come before us in our commitment to finding sustainable solutions in the present.



VISION

We envision a world where women and gender diverse people live free from violence and discrimination.

MISSION

Barbra Schlifer Commemorative Clinic offers trauma-informed legal services and representation, counselling and multilingual interpretation, and drives system transformation to support women and gender diverse people who have experienced violence.

Rooted in the foundations of intersectionality, innovation, and a client-centred approach, we foster the skills and resilience of the people we serve and amplify their voices to create individual and collective change.

**"You were born with potential.
You were born with goodness and trust.
You were born with ideals and dreams.
You were born with greatness.
You were born with wings."**

Rumi

Message from our Executive Director & Chair of the Board

Thank you for your interest in and support for the work of Barbra Schlifer Clinic. This has been another year of progress, change, and achievements for our organization. Against a backdrop of continuing increases in gender-based violence, ongoing humanitarian and health crises, and many shifting economic, social, and global forces, our team of staff and volunteers have once again delivered incredible services to thousands of service users and clients.

We envision a world where women and gender-diverse people live free from violence and discrimination. We passionately believe in the power of this work for individuals and families, for marginalized and racialized communities, for our city, province, and country.

However, we also see the challenges that, collectively, we must continue to address with partners and the government to ensure we achieve progress on this mandate.

Over the past year, more people have faced financial hardships and more communities are dealing with the challenges of our overstretched social infrastructure, an unaffordable housing market, and the impacts of climate change. Critical social justice issues mean that too many equity-seeking groups remain under pressure and are excluded from safety, support, and access to justice. Within this context, we are once more redoubling our efforts to support central intake and assessment services; we worked in collaboration with partners to make sure counselling, legal services and education, and interpretation services went out to communities in remote and hard-to-reach spaces; and we continued to offer services both virtually and in-person, aligned with clients' preferences. The Clinic's innovative work related to Risk Assessment, SHEcovery from COVID, Criminalization of Women, and #AndMeToo Projects supplemented our services and filled crucial gaps. Our Interpreter Services trained more interpreters and deepened access to services in a client's preferred language. The Clinic strengthened its efforts to build a diverse and inclusive organization with a commitment to reflect that in our programs, projects, staffing and partnerships.

At the Board level, we welcomed the new leadership of Mel Hogg as Chair of the Board and Anna Matas as Vice-Chair, and we have valued the focus our leadership puts on people – those within the organization and those within the community, centering equity, and anti-racism at the heart of the work we do. These values will remain at the core of our new strategic directions that will be introduced in Fall 2023, ensuring trust, respect and safety while demonstrating the organization's commitment to equity, diversity, and appreciation of the uniqueness each of us brings to all we do.



Deepa Mattoo
Executive Director

Handwritten signature of Deepa Mattoo in black ink.



Mel Hogg
Board Chair

Handwritten signature of Mel Hogg in black ink.

Towards this end, during the year we approved a new Gender Identity and Inclusion Policy and delivered training on the new policy to Board and all staff, as well as comprehensive French Language service training for management and all-staff.

The Board's Test Case Committee considered several potential interventions during the year, and intervened in the case of Ahluwalia v. Ahluwalia, which resulted in the Ontario Court of Appeal confirming compensation for survivors of intimate partner violence, but sadly did not recognize the tort of coercive control. In other systems change initiatives, as an Economic & Social Council (ECOSOC) accredited organization, the Clinic resumed its in-person attendance at UNCSW with national and international collaborators and organized a panel that considered public legal education's role in preventing gender-based violence in the digital era. Five Clinic staff and Board attended the event in-person in New York, and with our commitment to working with emerging partners, we sponsored six individuals as in-person attendees. Further sharing our expertise internationally, we hosted a visiting delegation of justice and law professionals from the International Development Law Organization (IDLO) from Mongolia, sharing Canada's and the Clinic's approach to gender-based violence, law and legal remedies, and support services for survivors.

We are saying goodbye to two leaders who have completed their terms on our Board. They volunteered seven years of their personal time to the Clinic. Their dedication and wisdom have left a legacy of policy, practice, and procedures.

"It has been an absolute honour and privilege to serve on the Board of the Barbra Schlifer Clinic for the past seven years. I would like to acknowledge the dedication, expertise and resilience of the staff that has allowed us to continue to provide increasingly complex services and support to systemically marginalized participants who were disproportionately impacted by the pandemic. It has been exciting to be part of the growth and transformation of the Clinic and to witness trauma informed and anti-oppressive practice embodied throughout the organization. Thank you for the leadership role you play in the gender based violence sector.

Jeannette Manguiat, Board Member

"It has been an absolute honour to serve on the board of the BSCC. I will treasure this time as a part of a community of women and non-gender conforming leaders who are championing equality and human rights at the most critical intersection of GBV. I've witnessed the organization extend its reach throughout the pandemic, adopting innovative service delivery models, and acting at the forefront of systems change. As I transition from Board Member to life-long Member of the Clinic, I look forward to continuing to champion the incredible work of this organization and team, and thank the community for sharing space with me in this journey over the last 7 years."

Tamara Huggins, Board Member

In closing, as always, we humbly and enthusiastically pay tribute to our dedicated staff team. They apply their incredible talents and life experiences to their work every single day. We recognize our clients for their tenacity, energy, and resilience in undertaking their journeys of hope. We salute our many volunteers for their generosity of spirit, time, and talent, and we acknowledge our funders, supporters, and donors for their trust, financial resources, and constant willingness to learn and grow together.

Central Intake

Throughout the past year, the Clinic's intake team maintained its commitment to providing services with a focus on compassion, validation, and empowerment for women seeking assistance from the Clinic. The team has consistently worked to streamline services, aiming to reduce barriers to access. This includes promptly reaching out to clients, offering non-judgmental active listening, risk assessment and safety planning, advocating for clients with various third parties, equipping them with essential information to facilitate decision-making, and assisting them in taking the next steps in their journey, including supporting 1,360 clients to access other services outside of the Clinic. The team received much positive feedback and expressions of gratitude from clients for the support they received.



1-2 Days

Wait Time



630

Legal Aid Ontario
Information & Appeals
this year

"I am one of the people the clinic has helped. Today marked one year to the day I ran away from my abusive ex-spouse, and I survived with the help of your clinic. I owe my life to you and God knows how I am very grateful that He sent me angels here on earth. Thank you so much to your team especially the three staff from intake, legal and counselling who supported me the most. I wish your clinic to be prosperous and powerful to help woman like me. I won't forget you."

Thank You

Executive Office Projects



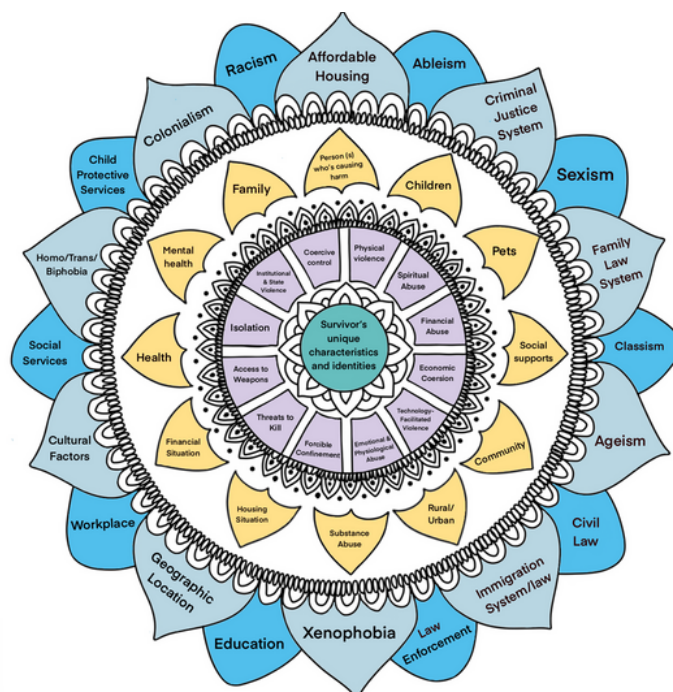
The Executive Office continued a multi-faceted approach to broad systems change initiatives, in addition to maintaining current special projects and incubating new service delivery ideas that deepen the impact of the Clinic's reach.

- Our High Needs Case Managers worked collaboratively with all departments to provide crucial support to complex clients.
- The Criminalization of Women Project worked on developing its first public legal education webinar as part of the "Introduction to the Canadian Criminal Justice System" series, to be launched later in 2023.
- The #AndMeToo Project hosted an engaging panel discussion titled "Post #MeToo in the Hospitality Industry" and has plans for another event later this year.
- The #SHEcovery Project remained dedicated to compiling valuable community resources and conducting essential research, and began the writing phase for a Digital Playbook.
- As part of a five-year WAGE-funded project, during the past year the National Risk Assessment Project developed a new holistic tool for service providers. The RISA Tool (Risk Identification and Safety Assessment) will be released in Fall 2023 and will support service providers across Canada to learn, plan, and act in response to risks of gender-based violence. It will assist in screening and identifying potential risk for future violence in cases of gender-based violence, while also aiding in personalized safety plans and case management.
- The Clinic's own Trauma-Informed Evaluation, Learning & Leadership (TELL) Framework guided Clinic-wide evaluation initiatives throughout the year, including client feedback forms, departmental evaluations, consultations with staff and clients, and identifying gaps in client demographic data. These different approaches provide insights into the Clinic's strengths, areas that could be improved, and untapped opportunities for growth, improving our service delivery effectiveness and targeting our outreach efforts.
- The Clinic has a deep commitment to learning and growing. We engaged in over 12 staff training and common practice sessions that included trauma-informed practice, anti-racism and anti-oppression, leadership development, reflection on the journey, and timeline of the Clinic and our growth.

National Risk Assessment Project: "Guiding Systemic Responses to Survivors of Gender-Based Violence Through Risk Assessment: A Survivor-Centric Approach"

The Risk Identification and Safety Assessment (RISA) Tool brings several advantages to address existing gaps:

- The content for the tool is based on three years of research and consultation conducted by the Clinic with 597 service providers and 38 survivors across Canada.
- This comprehensive tool includes validated risk factors for serious harm and lethality, along with individual and systemic risk factors identified in the research involving survivors and GBV experts.
- Educational modules are integrated into the tool to enable providers to learn about best practices in risk assessment and safety planning for diverse survivors while using the tool.
- In response to survivor feedback, the tool incorporates trauma-informed and intersectional design elements to encourage the adoption of best practices by service providers when utilizing the tool.
- The forthcoming tool will undergo testing in service provider settings in Alberta, British Columbia, Nova Scotia, and Ontario this Fall, with national training available virtually.
- A field-tested version of the tool is scheduled for release in 2024.



Counselling Services

The Clinic's counselling team continued to provide virtual trauma-informed groups and, with the lifting of COVID restrictions, reintroduced expanded in-person group counselling sessions. To increase accessibility, the organization enhanced outreach to partner agencies and key stakeholders, particularly targeting marginalized and francophone communities. The trauma-Informed groups aim to address the complex needs of a diverse clientele, including racialized communities.

Groups led by Clinic staff and guest facilitators in 2022-2023



Activities within these groups encompassed grounding and centering practices, and discussions on how dominant narratives and lived experiences impact various communities. Themes explored included emotional support, self-trust, boundaries, radical self-love, self-care, reclaiming one's voice and stories, and healing within a community context. Many of these groups focused on fostering creativity and healing within a communal framework, facilitating connections, learning, and resource-sharing among participants.

العقل والجسد والروح - رحلة للتعافي
داخل مجتمعتنا.
 كل يوم خميس من الساعة 1 إلى الساعة 2:30 بعد الظهر
 من 17 فبراير إلى 7 أبريل 2022

إنضم/ي لنا عبر الإنترنت في جولة استكشاف كيفية التعافي من الصدمات، ومدتها ثمانية أسابيع هذه المجموعة مخصصة للنساء المصنفات على أساس العرق، وثالثات الروح، الكافي لا يتنصن للثنائية الجنسية/الجنسدي والمعتدين جنديا و الأشخاص ثنائي الجنس.

تقدم هذه المجموعة موارد لبروية نفسه، وتمارين لتبوية متراكبة على الجسم، والتأمل الذاتي للمساعدة المشاركين في إعادة التواصل مع النسيون أنفسهم وفي الوقت ذاته السير باتجاه التعافي الجماعي، الموضوعات والممارسات التي قد تستكشفها هي الحدود، والتحالقات، والشفاء من الشعور بالعار، والتمركز، وتمارين التنفس.

تتم إدارة الجلسات من قبل الميسرة الصيفة نرية نوم وقوائم القيادة المتسوع عرديا، لتعني نرية نوم أن شفتب الذي، وهي من أوطان أجدانها في دنيا، هي ما يعرف أن بارتيزوا، لديها لأصلين هو العلاج عن طريق الدراما وكمازسة للعلاج عن طريق الجسم، فأنهم يستندون مريخا من الممارسة، وتمارين التنفس، والحركات الإيمائية، والحركات الجسدية، ودمج المهارات الجسدية من أجل دعم وتبوية الأفراد والمجمعات من خلال عملية التحول المتجسد.

سيتم تقديم الجلسة باللغة الإنجليزية وتتوفر مترجمون فوريون عند الطلب. ليست هناك حاجة لخبرة سابقة | يتوجب القيام بالتسجيل | الدعم الثقافي الخاص تنطبق زووم متوفر عند الطلب | التكنولوجيا محدودة وتقدم عند الطلب

للحصول على مزيد من المعلومات، أو التسجيل، يرجى الاتصال بالرقم 416-323-9149 إبتداء 234 أو رسالة بريد إلكتروني: intake@schiffclinic.com

Legal Services

As the community returned to working with clients in person as well as remotely, the Clinic's legal services adapted to provide services according to clients' different needs. Our team of Family Court Support Workers returned to in-person work in Toronto's three family courts as client needs to access the family court system grew. The FCSW Program started the year with a caseload of 551 clients and closed the year with 767 clients – a 40% increase.

With funding from the Department of Justice, the Legal Department expanded its legal advice and representation services into the community with the It's My Choice (IMC) Project. The project established new partnerships with community service agencies outside of Toronto and provided public legal education trainings to 521 participants. By increasing support workers' skills to identify risks related to gender-based violence and legal issues in family, immigration and sexual assault law, these trusted relationships led to 16 community-based satellite clinics and legal services being provided to 251 clients through the It's My Choice Project this year.



24 Volunteers



**2,143 Unique
Clients**



**17 Service
Partners**

“For over two decades, I was abused by my ex-husband and had different threats made against me. When the police came and arrested my ex-husband, I was directed to Barbra Schliker Commemorative Clinic. The moment I walked in through the door, the Clinic became my second home. The Clinic helped me with my immigration and family law matters.”

Interpreter Services

“ I was referred by a friend to the interpreter training right at the beginning of the pandemic, and I was a new immigrant so it was very timely for me. I am so grateful that they were able to accommodate me even though I didn't have money. I am so thankful to the BSCC Interpreter Services team, and most especially CREW who covered the cost of my training. The training had a positive effect on my mental health since the silence and the loneliness I experienced was quite depressing. If more women are funded to go through the same course, more women would be able to maintain their mental health.”



During 2022-2023, the Clinic's employment social enterprise Interpreter Services Toronto trained 18 women as certified interpreters.



Interpretation services are freely available by accessing the Clinic's core services and service providers in more than 170 languages.

The Clinic's interpretation services are readily accessible to women and gender-diverse survivors of violence when they engage with the Clinic's and other service providers in Toronto. This comprehensive approach includes face-to-face, video, and immediate over-the-phone interpretation, providing immigrant and refugee survivors of violence with the opportunity to recount their experiences in their native language. This accommodation alleviates the additional stress survivors might face when attempting to express their trauma in a second or third language.

During 2022-2023, the Clinic's social purpose enterprise, Interpreter Services Toronto, successfully trained an additional 18 women as certified interpreters, half of whom were trained through the generous support of CREW (Commercial Real Estate Women). These newly trained interpreters increased our roster of trained interpreters to 325, providing interpretation in over 170 languages. They possess a unique skill set, enabling them to provide nuanced interpretation in sensitive, complex, and challenging situations.

In the post-pandemic era, the Clinic has adapted its service provision to align with the changing landscape. Scheduled conference calls, video interpretation, and immediate over-the-phone services have become the most utilized means of delivering support. The Clinic worked to ensure that the same high-quality service is available virtually as in-person, and this transition has been successful.

Fundraising



The Clinic's fundraising team continued to grow and deepen the different campaigns within the department, which include our Spirit of Schlifer Campaign, She Matters, Giving Tuesday Peer-to-Peer Fundraiser, Corporate Giving, Third Party Events, Major Gift Campaign, Monthly Giving and Client Holiday Gift Campaign. There was a specific focus on developing new marketing materials to support our corporate campaign, spearheaded by the fundraising committee of the Clinic. As well, the team worked with consultants to improve the Spirit of Schlifer webpage materials and further consolidated other capacity-building initiatives implemented in the prior year such as utilizing new digital solutions.

The Clinic hosted its first face-to-face event since pre-pandemic – a ceremony to honour the Award winners and the sponsors of our 11th Annual Spirit of Schlifer Campaign.

The Clinic's Giving Tuesday Peer-to-Peer fundraiser provides an opportunity for the Clinic to engage young supporters of our mission while securing critical funds to support the practical needs of Clinic clients such as groceries, toiletries, and baby supplies. With the unwavering commitment of the Board of Directors, staff, and especially the volunteer team of Digital Ambassadors, the 2022 Giving Tuesday campaign exceeded its initial fundraising target by 25%.



If you are interested in becoming a Digital Ambassador, please contact us at:

fundraising@schliferclinic.com

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://www.schliferclinic.com/about-us/>

Statement of Operations for the Year Ended March 31, 2023

	2023	2022
Revenue	5,412,626	5,259,618
Expenses		
Salaries and benefits	3,785,318	3,256,043
Interpreters fees and training	452,471	484,453
Building occupancy	299,304	285,908
Purchased services	340,437	352,932
Insurance	75,233	42,773
Special events	631	-
Client disbursements	22,131	35,866
Promotion and publicity	23,205	24,082
Printing, postage, delivery	26,576	20,644
Telecommunications	107,172	85,384
Equipment, furniture, software	78,237	80,600
Travel	29,773	3,318
Volunteer expenses	8,917	50
Office and general	53,140	72,030
Program expenses	13,230	22,422
Professional development	37,613	20,811
Membership fees - legal and other	38,559	19,918
	5,391,947	4,807,234
Excess of revenue over expenses for the year	\$ 20,679	\$ 452,384



SPIRIT *of* SCHLIFER

Now in its fourth year, the Spirit of Schlifer Campaign continues to support women and gender diverse people of violence by raising the funds needed to provide the Clinic's trauma-informed services. With the ongoing generosity of our loyal sponsors/partners and individual donors, the Campaign was a great success raising critical funds in support of our operations, programs, and services.

Special thanks to our campaign partners and the many law firms, unions, corporations, businesses, foundations, and individuals who believe in the work of the Schlifer Clinic and who supported our 2023 Spirit of Schlifer Campaign.

Thanks also to the Fundraising Committee for all their hard work and dedication in making the Spirit Campaign a success.

We welcome new sponsors and donors for our 2024 Spirit of Schlifer Campaign. For more information, please visit www.SpiritofSchlifer.com.



PRESENTED BY OUR:

LEAD PARTNER



CO-PARTNERS



CHAMPION DONOR

Rochelle Rubinstein & Family

CHAMPION DONOR



2023 Spirit of Schlifer Award Recipients



Dr. Wendy Cukier

Dr. Cukier is recognized for her life-long career advocating stricter gun control legislation, noting the role of guns in gender-based violence, misogyny, and racism. In response to the December 6, 1989, massacre at École Polytechnique, Dr. Cukier founded the Coalition for Gun Control, an alliance of more than 200 organizations. A passion project for which she volunteers as its President, the research and policy work of the Coalition, led by Dr. Cukier, is pivotal to those in the gender-based sector seeking sound analysis of the role of guns and gun control.

Congratulations



Ms. Oyeyinka Oyelowo

Ms. Oyelowo, the Clinic identified an emerging champion who will lead the next generation of advocates and survivors toward our collective goal of preventing and ending gender-based violence. Ms. Oyelowo is an ardent human rights advocate, developing expertise in women's rights and policy development to address violence against women. Respected for her evolving work supporting survivors of workplace sexual assault, the Clinic is excited to recognize her work and devotion to advancing equity.

Support

Funding Partners

Canadian Women's Foundation
City of Toronto
Clark Family Foundation
Department of Justice Canada
Law Foundation of Ontario
Ministry of The Attorney General
Ministry of Children, Community and Social Services
Ministry of Health
Ministry of Labour, Training and Skills Development
Ontario Trillium Foundation
Toronto Enterprise Fund – UWGT
Women and Gender Equality Canada
United Way Greater Toronto

Foundations

CAF - Bank of America
Charities Aid Foundation Canada
CHUM Charitable Foundation
Conam Charitable Foundation
Davies Takacs Fund
Frederick and Douglas Dickinson Memorial Foundation
GHW Memorial Fund
Give Foundation
JM Foundation
Jonathan and Harriet Goodman
Kehillat Chaverim
LSRK Foundation
Morningstar Fund
Nancy's Very Own Foundation
Shum Vourkoutiotis Fund
Styles Family Foundation
The Four Oaks Foundation
Vibe Fund
Zita and Mark Bernstein Family Foundation
Zonta Club of Toronto

Corporations, Labour & Employee Charitable Fund Supporters

PayPal Giving Fund Canada
Ontario Power Generation
Elementary Teachers' Federation of Ontario
Leon's Furniture Limited
Deloitte Management Services LLP

To the numerous
organizations,
foundations and
individuals who fund
our work, **Thank you!**

Support

A special **Thank you!!**

Clark Family Foundation

for their continued support of #AndMeToo and its delivery.


McCarthy Tétrault

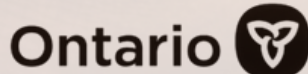
for the ongoing and generous support through the firm's pro bono initiative. This initiative helps serve women and gender-diverse survivors of violence.

Filling the Gap

to the Clinic's Inaugural Ambassador Circle, Filling the Gap, which raised \$6,500 in 2022-2023 to help survivors of violence. If you're interested in fundraising for the Clinic, please visit www.SchliferClinic.com.

Government of Canada
Gouvernement du Canada

Canada 



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



Our Team

We wish to express our gratitude to the Board of Directors for their steadfast guidance and commitment to the Clinic, its staff, and the women and gender-diverse people we serve. We also wish to express our appreciation to our 56+ full-time and part-time team members who consistently demonstrate resiliency and responsiveness. Their expertise, professionalism, and willingness to embrace change have laid the crucial groundwork for us to meet the needs of women and gender-diverse people throughout the year.

We would also like to extend our sincere thanks to the numerous students, pro bono lawyers, and committee members who generously volunteer their invaluable services to support the Clinic's mission.

Thank You





SPiRiT *of*
SCHLIFER

I BELIEVE IN CHANGE.



Show your support for
survivors of gender-
based violence.

Donate today.

We thank you for your
continued support in
our programs.

Barbra Schlifer 
Commemorative Clinic
Freedom From Violence.



United Way
Greater Toronto