2019
ANNUAL REPORT

**Welcome, safety,
and support for refugees.**

Christie
Refugee
Welcome Centre

LEADERSHIP REPORT

In 2019 Christie Refugee Welcome Centre turned 30 years old, while around us Canada experienced it's third straight year of record numbers of refugee claimants arriving on our shores in order to find safety. We have always and will continue to offer a welcoming, safe space for families who are fleeing violence and who are hoping to make a new home in Canada.
We recognize that for many refugees, to become fully "settled" in Canada takes a long time. In 2019 we began a multi-year strategy to strengthen our service to refugees long after they have moved out of the Christie shelter. We successfully completed a 15-month project that allowed us to work more intensively with a select group of clients to move them forward in terms of settlement, with a focus on education/training. Our learning from this was that a more intensive and focused approach adds tangible, measurable outcomes to the settlement journey. We also had a one-year project that gathered information from clients about the kinds of services and information they found most helpful at different points in their process. The learning from these two projects will go towards shaping a new part of Christie's post-shelter support, which we hope to launch in early 2021.
Clients in the shelter continue to experience significant challenges in accessing affordable housing in Greater Toronto, which means that the average stay increased in 2019. In light of this, we undertook various initiatives to improve our programming, support families over a longer period of time, and enhance our capacity to operate as a 24/7 shelter. We restructured our children's Program to include a Saturday morning session; we began offering weekend activities through our new Weekend Supervisor; and we staggered shifts so case management staff are at CRWC until 7:00pm to see families on selected days of the week.
We are grateful for the record support from donors and other stakeholders that we experienced in 2019, including our most successful RIDE to date! We look forward to growing partnership as we seek to offer welcome and safety to families fleeing violence and seeking refuge in Canada.

Sam Chaise, Executive Director
Bruce Cameron, Chair of the Board

P.S. We write this report in April 2020, in the midst of the COVID-19 pandemic. Our vision and mission remains the same as we shelter and provide a safe space for refugee claimant families. We are home to families so we haven't shut down or gone completely online. We have made significant changes in how we do the work, but the work continues.

Family with their infant son who was one of the children born while living at the shelter in 2019.

Family with new back packs at our Back to School barbeque in September.

Mother and child at our Christmas dinner for Shelter Clients in December.

SHELTER PROGRAM

241 clients

61% female

43% of residents were children

80% single mother households

153 days average stay in shelter

18 source countries

TOP FIVE SOURCE COUNTRIES

Nigeria	41%
Mexico	11%
Ethiopia	9%
Uganda	6%
Romania	4%

POST SHELTER SUPPORT

635 clients

4,957 consultations

19 workshops

196 workshop participants

PROGRAMMING & SERVICES

Literacy
- 59 classes provided
- 41 children in program
- 6.2 children attended each session

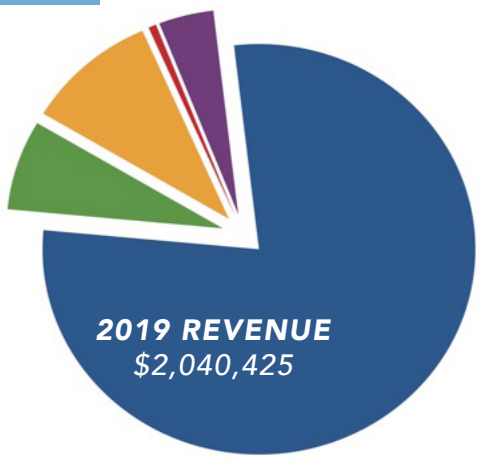
Fitness
- 51 classes provided
- 41 children in program
- 5 children attended each session

Music
- 79 classes provided
- 41 children in program
- 6.8 children attended each session

Housing
- 68 people assisted in securing and moving into permanent housing
- 1 year of ongoing consultation provided to each client
- 4 dedicated staff

Women's Wellness Program
- 22 workshops
- 50 women
- 11 women attended each session

FINANCES



- CITY OF TORONTO 74.9%
- GRANTS 12.7%
- DONATIONS 8.6%
- OTHER 0.3%
- DEFERRED REVENUE FOR AMORTIZATION 3.5%
- STAFFING 65.4%
- CLIENT CARE 12.3%
- FACILITIES 8.8%
- OPERATIONS 2%
- ADMIN 5%
- DEPRECIATION 7%

PARTNERS & DONORS
BETTER TOGETHER

We are so grateful to our donors and partners that supported our work with refugees in 2019. Thank you to: City of Toronto (shelter services), Government of Ontario (post shelter services), United Way Greater Toronto (children's programs), Ontario Trillium Foundation, J.P. Bickell Foundation, Frederick and Douglas Dickson Memorial Foundation, Ontario REALTORS Care Foundation (capital renovations), Johansen-Larsen Foundation (children's music program), Shoppers Drug Mart (women's program), ETFO Humanity Fund, S.M. Blair Family Foundation, Alterna Savings (backpacks and school supplies), Henry White Kinnear Foundation, La Fondation Emmanuelle Gattuso, St. George's Society of Toronto, Coffey Family Foundation (beds and bedding), TD Friends of the Environment (community garden), Government of Canada (summer camp), Daily Bread Food Bank, Second Harvest (food donations), Diaper Bank of Toronto (diapers), Holiday Helpers, Shoebox Project, New Mom Project, Royal St. George, FCJ, COSTI, Catholic Crosscultural Services (CCS), Four Villages Community Health Centre and Period Purses (donation packages).

Ontario

United Way Greater Toronto

TORONTO

bluesea FOUNDATION

MISSION

We are a Christian organization serving and advocating for refugee families by providing safe, temporary housing, initial settlement services, and follow-up support. We influence and engage the broader public through sponsorship, education and

CORE VALUES

We are *Christian*.
We respond to refugees with *dignity and respect*.
We are *resilient and responsive* to the changing needs of refugees.
We are committed to *children and families*.
We *partner* with others to serve refugees more effectively.
We are *advocates* for refugees.

BOARD

Bruce Cameron, *Chair*
Tracy McManus, *Vice Chair*
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Alex Sancton
Jenna Yango Lennard

FIND US

43 Christie St.
Toronto, ON M6G 3B1
416-588-9277

www.crwc.TO
twitter.com/crwcTO
facebook.com/crwcTO

Charitable Reg. No.
10822 2266 RR0001