



Immigrant Women Services Ottawa
Services pour femmes immigrantes d'Ottawa

2025-26 Annual Report

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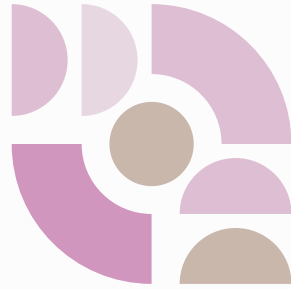


Creating positive changes in
women's lives

Ouvrir de nouveaux horizons
aux femmes



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Message from the EXECUTIVE DIRECTOR

As I reflect on the past year, I am filled with gratitude for what we have accomplished as an Agency and optimism for the future.

It has been a year of both opportunity and challenge. Demand for our services continues to grow, costs are rising, and the needs of immigrant and racialized women and families are increasingly complex. In response, we remained focused on the strategic direction established by our Board of Directors: **improving service delivery and reducing inefficiencies; strengthening client learning and partnerships; developing the next generation of women leaders; improving operational effectiveness; and growing and diversifying our funding.**

We continued to strengthen the accessibility, coordination, and effectiveness of our programs, while remaining firmly committed to **trauma-informed, culturally responsive, and client-centred services.** Through language, employment, skills development, workshops, information sessions, counselling, settlement and other programs, we supported women to find safety, build knowledge, confidence, independence, and meaningful connections.

Partnerships remained central to our success. We strengthened relationships with government, community organizations, educational institutions, employers, funders, and service providers. These partnerships enabled us to leverage expertise, address service gaps, expand opportunities for clients, and extend our reach.

We also continued to invest in our greatest asset—our **staff and volunteers.** Through professional development, mentorship, knowledge sharing, leadership opportunities, and employee engagement, we are building the next generation of skilled immigrant women leaders. Our dedicated volunteers also continue to extend our capacity and deepen our connection to the community. Creating a workplace where employees and volunteers feel valued, supported, and motivated remains a priority.

Responsible stewardship continued to guide our operations. We strengthened planning, financial management, reporting, compliance, risk management, and program monitoring while seeking ways to maximize the value of our human, technological, and financial resources.



Mercy Lawlivi
Executive Director

For us, efficiency is not simply about reducing costs; it is about using every resource wisely to maximize our impact while preserving the compassion and human connection at the heart of our work

Financial sustainability remains critical. In a challenging funding environment, we continued to pursue opportunities to diversify our revenue through government funding, foundations, corporate partnerships, donations, and other mission-aligned sources. Our goal is to build sustainable partnerships and resources that will strengthen IWSO's ability to serve our communities for years to come.

As we look ahead, challenges will remain, but so will our determination. We will continue to **improve our services, strengthen client learning, build meaningful partnerships, invest in our people, enhance operational effectiveness, and diversify our funding.**

Above all, we remain committed to our mission and to creating opportunities for women to achieve **safety, independence, participation, and leadership** in our communities.

I extend my sincere appreciation to our Board of Directors, employees, volunteers, funders, donors, partners, and supporters for their leadership, dedication, and belief in our mission. Most importantly, I thank the women, girls, and families we serve for trusting us. Your courage, resilience, and determination inspire us every day.

Our success is measured not only by the number of women we serve, but by the lives changed—the woman who feels safe, the newcomer who gains confidence, the client who achieves financial independence, and the woman who discovers her voice and realizes that she can lead.

Together, we will continue to empower women, strengthen families, and build a more inclusive and equitable community.

Message from the **BOARD CHAIR**



Georgette Morris
Board-Chair

Over the past year, the Board remained focused on ensuring that the organization continued to fulfill its mission and operate in accordance with its strategic priorities, policies, legal obligations, and fiduciary responsibilities.

The Board provided oversight in key areas including **strategic planning, financial stewardship, risk management, organizational performance, compliance, and Executive Director accountability**. We regularly reviewed organizational and financial performance and provided guidance to ensure that resources were being used responsibly and that the organization remained focused on achieving meaningful outcomes for the women and families we serve.

The Board also continued to support the organization's strategic direction, with particular attention to improving service delivery and organizational efficiency, strengthening partnerships, investing in staff and leadership development, maximizing the value of our services, and strengthening financial sustainability through diversified funding.

We are pleased with the progress made during the year and recognize the dedication of the Executive Director, management team, employees, and volunteers whose leadership and hard work continue to advance the organization's mission.

As we look ahead, the Board remains committed to providing strong governance and thoughtful oversight while ensuring that the organization remains mission-driven, financially responsible, resilient, and responsive to the changing needs of the community.

On behalf of the Board, we extend our sincere appreciation to our staff, volunteers, funders, partners, donors, and community supporters for their continued commitment. Most importantly, we acknowledge the women and families we serve, whose strength and resilience continue to inspire our work.

BOARD OF DIRECTORS



Georgette Morris
Board Chair



Tene Knibbs
Vice Chair



Karen Magalhaes
Secretary



Abigail Williams
Treasurer



Melissa Torrado-Anacona
Member at Large



Hosai Qasmi
Member



Brenda Okorogba
Member



Maria Choque
Member



Ruth MacKenzie
Member



Thana Al-Shaibi
Member



Christelle Nostrome
Member



Riddhima Sharma
Member



Monica Beltran Espita
Member



Rawan Sheikh
Member



Geraldine Tematio Medonnang
Member

Serving
Immigrant and
Racialized Women and
their families since

1988

About Us

Our Mission

Immigrant Women Services Ottawa (IWSO) exists to provide immigrant and racialized women and their families in the City of Ottawa and the surrounding area with the supports and tools to achieve their full potential as members of Canadian society and participate in the elimination of all forms of abuse against women and children.

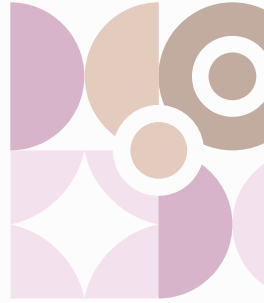
Our Vision

The elimination of all forms of abuse against women and children and achieving social and economic equality for immigrant and racialized women.

Our Mandate

- To empower immigrant and racialized women in the City of Ottawa to participate in the elimination of all forms of abuse against women.
- To provide a culturally responsive crisis counselling service and a language interpretation service which will facilitate a woman's accessibility to other community services.
- To provide other services and/or programs that will assist immigrant and minority women in their journey to attain their full potential as members of the Canadian Society.

Crisis Intervention & Counselling



Supporting Women Through Crisis and Recovery



474

Clients fleeing violence were provided Crisis Counseling

Gender-based violence continues to be a significant social challenge in our community, and immigrant and racialized women are disproportionately affected, often facing added barriers such as language, cultural differences, and fear of deportation. Immigrant Women Services Ottawa's (IWSO) Crisis and Counselling team remained steadfast in supporting clients fleeing sexual and gender-based violence and their children who witnessed violence in the home.

The Crisis and Counseling department has demonstrated an unwavering commitment and a proactive approach in supporting individuals escaping gender-based violence. By collaborating effectively, the IWSO crisis team empowers clients to achieve post-traumatic growth through a comprehensive array of services, including crisis counseling, therapeutic counseling, children's counseling (children who witness violence), and transitional housing support. Additionally, initiatives like the Healthy Directions and Client Accompaniment programs were also pivotal in helping clients reach their goals.

Counseling Impact

Building Safer Communities Through Support and Advocacy

For the **2025-2026** FY, our dedicated crisis and counselling department relentlessly worked to help clients overcome challenges, consistently meeting established targets while advocating for the eradication of sexual and gender-based violence within the community. Their contributions have significantly strengthened the program's overall success and advanced IWSO's strategic objectives.

Through partnerships with academic institutions, including Carleton University and Algonquin College, the team has successfully guided 4 students in completing their placements.

114

Clients received long-term Therapeutic Counseling

145

Children who witness violence received Counseling

133

Women received Transitional Housing Support

Gender-Based Violence Awareness and Prevention Project

IWSO plays a vital role in addressing and **preventing gender-based violence (GBV)** through community education, awareness raising, capacity building, and collaborative partnerships for immigrant, newcomer, racialized, and non-status women.

Through the Gender-Based Violence Awareness and Prevention Project, IWSO delivered more than **95 community outreach and awareness sessions** during 2025–2026 FY across Ottawa and surrounding areas, **engaging over 1,500 community members**, including women, men, youth, seniors, and community leaders. Sessions focused on recognizing different forms of GBV, safety planning, legal rights, and available resources.

IWSO also delivered training sessions for frontline staff, service providers, and community organizations, strengthening understanding of GBV, trauma-informed practices, and referral pathways. **14 service provider agencies** from the health to settlement sectors received training this fiscal year.

1500

Community Members
engaged in GBV
Prevention and
Awareness

95

Community
Outreach &
Awareness
Sessions

14

GBV Protocol
Training
Sessions

Outreach extended across faith-based organizations, cultural associations, schools, settlement agencies, food banks, and newcomer-serving organizations, ensuring that information reached communities that may face barriers to mainstream services.

IWSO collaborated closely with partners including **OCTEVAW, OCASI, and SALCO**, community organizations, and advocacy groups, enhancing coordinated responses to GBV and strengthening efforts to address systemic barriers affecting immigrant and racialized women.

IWSO also encouraged the active involvement of men and boys in prevention efforts, emphasizing healthy relationships and the role men can play in challenging harmful attitudes.

Through this outreach, education, and partnership-building, IWSO helped increase community awareness of GBV and strengthen access to support for survivors.



Sep 2025

IWSO Resource table at Richmond community fair



March 2026

IWSO team at Volunteer Ottawa's-
Newcomer Volunteer Fair.



Feb 2026

Interpreter assisting clients at Resource Event.
#LanguageSupport



May 2026

#YMCA EXPO - Opportunities for new
Canadians 2026



June 2026

IWSO team at Stittsville multicultural festival.



June 2026

IWSO resource table at Stittsville multicultural
festival

Children Who Witness Violence Program

The Children Who Witness Violence Program at IWSO provides trauma-informed, culturally responsive mental health counselling and therapeutic services to immigrant and racialized children and youth exposed to gender-based violence in their households. The program offers individual and group counselling for children and their mothers.

Children who witness violence may experience impacts such as anxiety and depression, social isolation, emotional dysregulation, challenges at school, behavioural difficulties, and long-term mental health concerns.

The program helps children develop strategies to manage stress and build emotional resilience while their mothers access a range of services and resources.

Beyond counselling and workshops, the program connects families with broader community supports. During the last fiscal year, 85 referrals were made to community partners to address diverse client needs.

Additional supports included summer camp access for 14 families, participation in the IWSO Women's Health Fair, and service navigation and advocacy for families facing complex challenges.

This year, 145 children received support from the program.

A Client's Story

GBV CRISIS INTERVENTION AND COUNSELLING

After fleeing an abusive situation in another province, Amina (*not her real name*) arrived in Ottawa with no belongings, identification, or personal documents. Referred to Immigrant Women Services Ottawa (IWSO) by the Ottawa Police, Amina was initially hesitant to seek support. She was concerned about being recognized within her community and feared that her identity or whereabouts could be disclosed to her abuser.

Amina had fled her home after experiencing severe domestic violence. As she shared, "I had fled an abusive situation in another province after my husband attempted to kill me. I left with nothing, no clothes, identification, or personal documents."

She arrived in Ottawa feeling frightened, uncertain, and unsure of where to turn. Without identification or personal documents and with no clear idea of what steps to take next, she faced significant barriers as she tried to rebuild her life in a new city.

When Amina connected with IWSO's Crisis and Counselling team, she found a safe and supportive environment where she could begin to address her immediate needs. "The moment I met with the counsellor at IWSO, I felt comfortable and supported. I was completely lost and did not know where to begin or what steps to take next."

IWSO supported Amina step by step, first helping her access emergency shelter and then assisting her with the housing application process. The team also helped her recover important identification and personal documents, which were essential to moving forward. Through ongoing guidance, Amina was connected with additional community resources and referrals, including legal support through Legal Aid.

For Amina, the support she received was not only about accessing services; it was about having IWSO by her side through an overwhelming period and helping her regain a sense of safety and control.

With IWSO's Crisis and Counselling department support, Amina has begun moving forward on a path toward safety, stability, and independence. She continues to build confidence and access the resources she needs to create a more secure future for herself.

Amina's experience demonstrates the importance of providing survivors with compassionate, coordinated, and trauma-informed support during times of crisis. With the right supports in place, survivors can begin to rebuild their lives, regain independence, and look toward a safer and more hopeful future.

Settlement & Integration



Empowering Newcomer Women and Families Through Settlement Support



In the 2025–2026 fiscal year, the Settlement and Integration Services continued to play an essential role in supporting immigrant and racialized women and their families as they settled into their new communities and built meaningful lives in Canada.

With the support of IWSO's settlement services, newcomer women and their families were empowered to achieve stability, access essential resources, and thrive in their new environment, ultimately contributing their strengths and resilience to the community.

Our settlement services were delivered by a team of dedicated, compassionate and experienced, professionals who use a trauma-informed approach to support clients in overcoming barriers and accessing the resources they needed to settle successfully in Canada. Working closely with IWSO's Language Interpretation Services, Crisis Counselling & Intervention Services, and a wide network of community partners, the team ensured that every client received holistic, personalized support tailored to her unique needs.

Settlement Impact

These services were delivered through a range of interconnected supports, including personalized settlement planning and referrals through Needs and Assets Assessment sessions, individual guidance through One-on-One Information and Orientation Sessions, group learning sessions (Tea and Topics), Digital Literacy, and Computer Training, as well as community-based activities that foster connection and belonging, including English Conversation Circles and volunteer-led programs.

IWSO also provided a range of additional supports, including short-term counselling, transportation assistance, childcare, oral interpretation, written translation, digital support, and access to digital devices, to help reduce barriers and ensure access to services for participants.

The impact of IWSO's Settlement and Integration Services reaches far beyond supporting newcomers. By centering and empowering women, IWSO plays a vital role in strengthening and enriching the social fabric of our communities.

1,134

newcomer immigrant and
racialized women accessed
IWSO's Settlement and
Integration Service.



Needs and Assets Assessment and Referral Sessions

Every settlement journey begins with understanding each woman's unique circumstances, strengths, and goals.

With the support of a Settlement Counsellor and/or Case Management Counsellor, each newcomer woman receives support to develop a settlement plan that reflects her priorities, while also identifying personal needs that may have been placed aside while caring for her family or managing other responsibilities.

This approach ensures that newcomer women receive meaningful guidance and referrals that support their ability to make informed decisions and move forward with confidence.

In 2025–2026 FY, IWSO completed **914 needs and assets assessments** and referral sessions, helping newcomer women identify their strengths, priorities, and settlement goals while connecting them with appropriate resources.

One-on-One Information and Orientation Services

Clients receive individualized One-on-One Information and Orientation Services. These sessions help women build their knowledge of life in Canada and access information and resources related to their settlement goals.

Through personalized guidance and referrals, clients receive support on a range of settlement-related topics and are connected with services that respond to their unique circumstances and priorities.

This fiscal year, IWSO provided **1,132 one-on-one information and orientation sessions**, helping newcomer women access essential information and resources to support their settlement journeys.



Case Management Services

Newcomer and racialized women with complex settlement needs and multiple interconnected barriers receive intensive support through IWSO's Case Management Services. These services are delivered in collaboration with multidisciplinary teams across different service providers to offer wrap-around, comprehensive care and support for clients with complex needs.

Our Case Management team coordinates service delivery with professionals such as social and housing workers, healthcare providers, lawyers, and other specialists to develop efficient and individualized care plans.

During the year in review, **IWSO provided 667 case management services** to support newcomer and racialized women with complex needs through individualized care planning, coordination, and referrals to appropriate services.



Case Management Support

Group Information and Orientation Sessions Tea and Topics

Our biweekly Tea and Topics information sessions continued to be offered in a flexible hybrid format to ensure that immigrant women could access the information they need in ways that best suit their circumstances. Participants had the option to attend in person or virtually from the comfort of their homes.

Guest speakers from numerous community organizations and government agencies **delivered informative Tea and Topics sessions, with 158 clients** participating in **24 sessions** throughout the year.

Topics covered a wide range of important and essential settlement and integration topics including stress management, dental care and hygiene, financial literacy, fraud prevention, family sponsorship and reunification, early childhood parenting, self-defence, and many more.



Tea & Topics information sessions



Tea & Topics information sessions

Computer Training

Over the past year, the Computer Training program successfully trained 275 students through 252 group sessions.

Our Basic Computer Training Program offers three levels of training designed to help newcomer women develop essential computer skills needed for employment, further education, and greater independence in using technology. Through practical instruction and hands-on learning, the program supports participants in building their technical skills and confidence to use computers effectively for employment, education, and everyday life. Through its three proficiency levels, the program equipped women with practical computer skills and knowledge of software and applications that are commonly required in today's workplaces and educational settings. As participants progressed through the program, they built both their technical abilities and their confidence. Upon completing each level, clients were recognized for their achievements and the skills they developed.

Student Testimony:

"IWSO's Computer Training Program helped me improve my Microsoft Word, Excel, and PowerPoint skills while increasing my confidence with technology. The practical skills I gained strengthened my resume and supported my employment goals. I appreciated the welcoming learning environment and the teacher's patience and support. This program is a valuable opportunity for newcomer women to build skills and confidence for their personal and professional journeys."



Support Services

Digital Literacy Program

In the 2025–2026 fiscal year, the Digital Literacy Support Program remained a crucial resource in enhancing the digital skills of immigrant and racialized women through skills development and digital device lending. Through one-on-one support and group-based training sessions, participants developed the skills needed to effectively access and navigate online settlement services.

This included using digital platforms such as Zoom, Microsoft Teams, and Google Meet, completing online forms, scanning and editing documents, using Google Translate and navigation tools, creating resumes and portfolios through Canva, and improving email and social media skills.

During the year in review, the Digital Literacy Support Program provided individualized and group-based support to clients through **223 one-on-one sessions and 179 group participations**, delivered both in person and online.

Many participants shared that gaining digital skills increased their confidence and independence, allowing them to complete online tasks without relying on family members for support. The program helped women feel more empowered in accessing services, managing daily digital tasks, and participating more actively in their communities.

Through the Digital Devices Lending Program, participants facing barriers to technology access were provided with devices to practise their skills, continue learning, and stay connected to essential online resources.



Client Testimony:

“Before taking the Digital Literacy class, I was not confident using a computer. The class helped me learn how to use Google tools, write emails, access online services, and develop important digital skills. I now feel more confident and independent using technology in my daily life, and I am thankful for everything I learned.”

Community Connections Through English Conversation Circles

The English Conversation Circle is more than just a language class; it creates a welcoming environment where newcomer women can reduce isolation, strengthen their confidence, and develop a stronger sense of belonging.

English Conversation Circle (ECC) provides a space for clients not only to practise English and learn about Canadian culture, but also to foster meaningful friendships and community connections. Although participants come from diverse cultural backgrounds, they share many common experiences, challenges, and journeys in building a new life in Canada.

These relationships become powerful assets, helping participants gradually integrate into their community and build the confidence and skills needed to establish new connections.

Our creative instructors design sessions around a variety of exciting and practical topics that keep the sessions engaging and relevant, helping women integrate into Canadian society while learning useful language skills.

Between April 2025 and March 2026, ECC delivered **725 sessions** with **4188 total participations**.

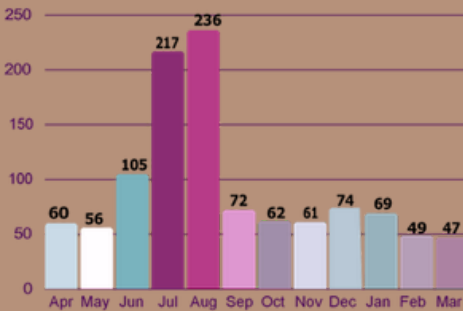


Care for Newcomer Children (CNC)

IWSO Client:

"The caregivers at IWSO Care for Newcomer Children create a warm, safe, and welcoming environment where children feel comfortable, supported, and happy. Seeing my child learn, play, and build friendships has given me confidence in the care they receive. Because of this support, I attend my classes regularly and can build my skills and take important steps toward my future."

Visits by Month



The Care for Newcomer Children (CNC) Program supports newcomer women and their children by providing free, safe, inclusive, quality childminding services.

The program's success is made possible by the unwavering dedication of its highly trained and qualified staff, supported by **IWSO's volunteers who contributed 645 hours of care and support this year.** Together, these efforts ensure the continued delivery of high-quality, responsive services that meet the evolving needs of newcomer communities.

Over the past year, the Care for Newcomer Children (CNC) Program welcomed **450 immigrant families**, with children attending the playroom a total of **1,108 times.**



A Client's Story



Story 1: Finding Her Voice

When Anna (not her real name) first came to IWSO for translation support, she did not imagine that this simple step would mark the beginning of a much bigger transformation. She was referred to IWSO English Conversation Circles, where she began building her language skills and confidence as she adjusted to her new life in Canada.

Over time, the classes became more than a place to practise English. She formed meaningful friendships, shared stories and cultures, and found a sense of belonging. "I felt stronger, I felt heard," Anna shared. "I felt that I belonged."

Today, Anna is proud to have her own choir in Ottawa and is working to grow it. Music has always been an important part of who she is. "With IWSO support, I found my voice again, not only in English, but in music."

Looking back on her journey, she is deeply grateful to IWSO. What began as translation support became a journey of confidence, connection, and transformation.

Story 2: Building Skills, Finding Strength

Another newcomer woman first came to IWSO in 2019 and has since benefited from a wide range of settlement programs, including Computer Training, Career Connections, English Conversation Circles, Tea & Topics information sessions, and interpretation services.

Later, she experienced gender-based violence and abuse in her home. During this difficult period, IWSO became her source of safety, stability, and support. Through counselling, guidance, interpretation, and practical assistance, she received the support she needed to navigate the crisis and begin rebuilding her life.

She shared: "IWSO changed the direction my life was taking, from becoming homeless and hopeless to finding safety and hope. My oasis was IWSO. My only path forward was through IWSO."

Her journey demonstrates how IWSO's comprehensive services can support immigrant and racialized women through different stages of their lives, from building skills and confidence to finding safety, stability, and hope.

Settlement & Integration Services 2025-2026 in Numbers

1134

Newcomer Immigrant and Racialized Women received Settlement Services

914

Needs and Assets Assessment and Referral

1132

One-on-One Information and Orientation Sessions

24

Tea and Topics Group Information Sessions, with 214 participations

450

Children from newcomer families visited the playroom 1108 times

4188

Participation in 725 English Conversation Circles

179

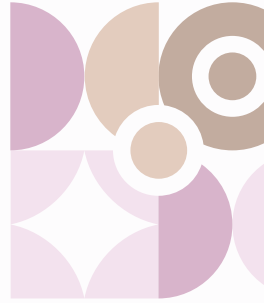
Group sessions in Digital Literacy program (223 ONE-ON-ONE SESSIONS)

275

Participants in Computer Training Group Sessions



Language Interpretation Services



Bridging Language Gap Since 1988

Immigrant Women Services Ottawa (IWSO) is committed to supporting immigrant and racialized women and their families by removing language barriers to essential services. Central to this mission, the Language Interpretation Services (LIS) program facilitates communication and supports access to justice, healthcare, and community resources for individuals with limited proficiency in either of Canada's official languages.

By eliminating language barriers, LIS empowers clients to make informed decisions, fosters meaningful participation, and promotes true inclusion.

The program is anchored in confidentiality, professionalism, cultural sensitivity, and accessibility, which facilitate communication between clients and service providers while supporting individuals regardless of their background or identity. This is especially important for clients navigating challenging situations, including gender-based violence, where accurate and culturally sensitive interpretation can help ensure safety, dignity, and informed decision-making.

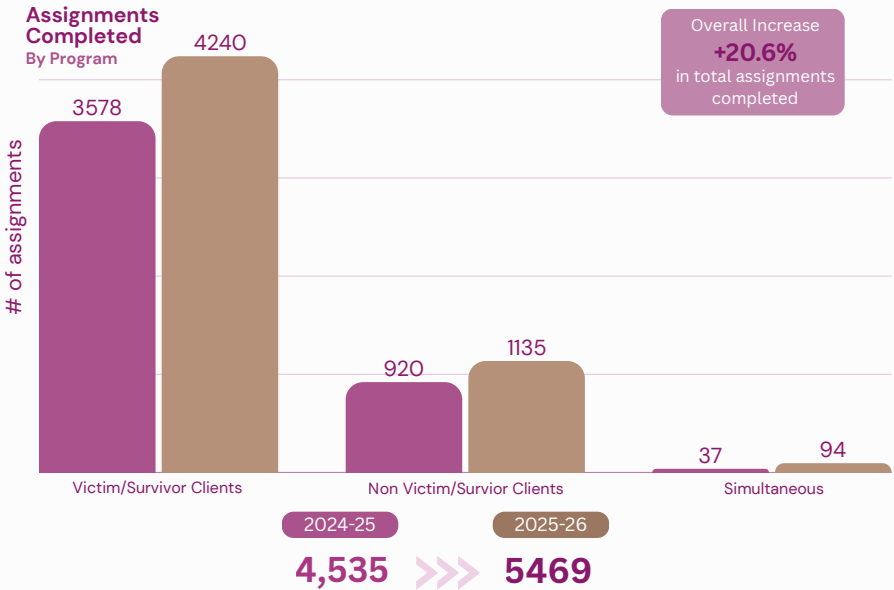
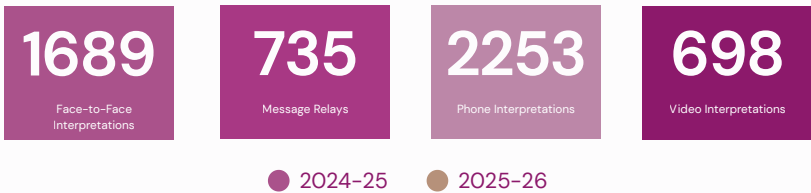


LIS: Growth, Access, and Impact

In the 2025–2026 fiscal year, LIS continued to provide robust interpretation services for both victims/survivors of violence and other client assignments, delivering consistent, professional, trauma-informed, and dependable language support across various service settings.

Violence Against Women Prevention (VAWP) interpretation services, funded by the Ministry of Labour, Training and Skills Development (MLTSD), provide free services for victims and survivors of domestic violence, sexual assault, and human trafficking within Ottawa and Eastern Ontario, ensuring that language is never a barrier to safety, justice, or support.

These services demonstrate IWSO's Language Interpretation Services' commitment to delivering high-quality, professional, and responsive interpretation services for clients in both crises and community settings. The distribution of assignments reflects ongoing demand for victim services and consistent support for immigration, legal, healthcare, and community-based interpretation needs. Over the past year, LIS completed 5,469 interpretation assignments, representing a 20.6% increase compared with the previous fiscal year.



Translation Services

LIS delivered high-quality, professional translation services designed to support clear, accurate, and culturally appropriate communication across languages. During the 2025–2026 fiscal year, LIS completed **227 translation assignments**.

Interpreter Training & Capacity Building

LIS continued to strengthen its Interpreter Training and Capacity Building Program, developing a highly skilled, professional, and diverse interpreter team to meet growing community needs. Interpretation Training included the Community Interpreter Training Program, Interpreter Language Skills Assessment Tool (ILSAT) registration, and specialized modules on Sexual Violence and Human Trafficking (SVHT) and anti-oppression practices. During 2025–2026 FY, 30 new interpreters were trained and onboarded to our roster of over 260 interpreters, strengthening our capacity to meet the growing demand for language services.



Outreach & Operational Metrics

LIS achieved significant growth in digital visibility, securing top Google rankings for priority service-related search terms. Strategic outreach initiatives, targeted content development, and efficient operational practices contributed to increased engagement and strengthened service delivery. During the last fiscal year, LIS also processed a high volume of invoices in a timely and accurate manner, demonstrating strong administrative capacity and effective workflow management. Collectively, these efforts reflect sound stewardship, efficient resource allocation, and an ongoing commitment to operational excellence, reinforcing LIS's reputation for quality service, trust-building, and sustainable community impact.

Our Clients' Testimonial



Integrated Legal Services Ottawa

Annemarie Roodal

The interpreters with IWSO are very well trained and skilled to interpret especially for extended periods of time. Clients feel safe that their information is kept confidential. IWSO interpretation coordination also responds to requests for interpretation promptly and reliably. I have had to arrange for interpretation at the last minute for urgent cases and IWSO has always accommodated me. This service is crucial to my practice.

FAMSAC

Swaati Kumar

I had an excellent experience receiving translation services for our organization's flyer, which was translated into multiple languages. The work was completed professionally, and the responsiveness from the team at IWSO was outstanding. I mainly interacted with Garima Negi and She provided excellent support throughout the process. Thank you team IWSO for your outstanding service.

Orbis Legal Services

Sarah Rimbach

I've used these services before. They are fantastic. We can always receive support on a tight deadline, which ensures that clients can share urgent information. It is especially special when we can have the same interpreter for the same client.

Conflict Resolution Counselling Services of Quinte

Kim Howard

Absolutely WONDERFUL! Arranging bookings is easy and the staff are responsive and accommodating. The direct service (interpretation) is excellent and very reasonably priced. Also processing of payments is also very easy to do through e-transfer.

Ottawa Food Bank

Grey Bertrand

Professional, responsive, accommodating, flexible, and deadline-conscious. Garima was a pleasure to work with. The wide array of languages offered made IWSO an easy choice for us!

Family-Therapy Ottawa

Sharah Mar-Kaminsky

Excellent. I have been very impressed with how professional, warm, and pleasant the interpreter is to work with as well as all the staff at IWSO.

City For All Women Initiative (CAWI)

Cata Jurado

IWSO has been incredibly proactive, cared for our needs, and worked diligently despite having a short timeframe.



Performance Highlights

2025–2026 In numbers

Our achievements reflect the dedication of our staff, interpreters, and translators. We thank them for their expertise and commitment. In 2026 and beyond, IWSO-LIS will focus on enhancing service delivery, expanding interpreter training, and leveraging technology to improve accessibility. We are committed to supporting clients and interpreters, building partnerships, and advancing equitable access to services. The future of LIS is rooted in collaboration, growth, and removing language barriers to advance equity for immigrant and racialized women and their families.

20% 
Increase in
Interpretation Services

Responding to Community Needs with
Professional & Trauma-Informed
Interpretation

5469

Interpretation
assignments completed

6927

Service hours delivered

743

Clients Served

Our achievements this year reflect the dedication of the Immigrant Women Services Ottawa (IWSO) Language Interpretation Services (LIS) Department. We remain committed to supporting clients, building partnerships, and advancing equitable access to services, and look forward to continued growth and success in the years ahead.



Volunteers

Making a Difference, Building a Stronger Community

This year, **volunteers contributed 4,000 hours of service**, helping us deliver a wide range of skill-building, wellness, and community-based activities that foster confidence, connection, and belonging.

Volunteer-led classes and activities are an essential addition to IWSO's settlement and integration services. These activities create accessible opportunities for newcomer women to develop practical skills, strengthen language abilities, and improve their well-being. Through the dedication of volunteers, IWSO is able to expand its services, offer diverse activities, and provide meaningful support that responds to the unique needs of the women we serve.

Throughout the year, **volunteer-led programs offered French Conversation Circle, Yoga and Well-Being, G1 Driving Test Preparation in three languages, Canadian Citizenship Test Preparation, and Arts & Crafts activities.** These activities provided participants with opportunities to gain confidence, reduce isolation, increase independence, and develop skills that support their settlement journey. In addition to leading classes and activities, volunteers also supported essential administrative tasks and assisted in the Care for Newcomer Children (CNC) program, helping to make it possible for clients to fully participate in services and activities. One of the participants highlighted the positive impact of the volunteer-led Yoga and Well-Being class on her physical and mental health:

"Attending the Yoga class at IWSO was one of the most important activities that I was able to do for myself. The class helped me take care of my physical and mental well-being. For many newcomers, accessing wellness activities can be challenging due to cost barriers, but this free and flexible volunteer-led program provides an important opportunity to support both physical and mental health. I am grateful to the volunteer instructors who give their time to support us each week."

Volunteers also find the experience rewarding, with one of our volunteers noting:

"Seeing the progress that each of my students has made is an amazing feeling. It is an honour to be part of a team working towards such an important mission."

These stories demonstrate the far-reaching impact of volunteer engagement. By sharing their expertise, encouragement, and commitment, volunteers help newcomer and immigrant women gain knowledge, build confidence, strengthen social connections, and move toward greater independence.



Volunteer Impact at a Glance

4000

Volunteers Hours

265

Volunteer-Led Sessions

1264

Client Participations in
Volunteer-Led Activities

Fund Development & Communications

IWSO is truly grateful for our generous and dedicated donors, whose support continues to be the foundation of our work. As a non-profit, we rely on community generosity to sustain and grow the high-quality programs and services we provide to immigrant and racialized women.

While funding from government and partner organizations remains vital, it is typically restricted to specific projects. **Unrestricted donations from individual donors, by contrast, give IWSO the flexibility to respond where the need is greatest, ensuring that immigrant and racialized women and their children can access critical services without delay.** This year, unrestricted funding allowed us to bridge funding gaps and strengthen the services that keep our doors open every day.

The impact of this generosity extends far beyond a single program; it translates into greater safety, stability, and opportunity for the women we serve, helping them rebuild their lives, achieve independence, and contribute to stronger families and a more inclusive Ottawa community. **To every donor and partner who stood by us this year, thank you for your generosity and your belief in this work.** Together, we are creating a stronger, more equitable, and inclusive community where everyone has the opportunity to thrive.



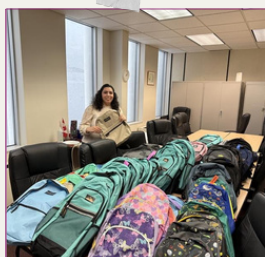
Rotary Club Donation For Milk



#Interac gift wrapping



Barristers for a Better Bytown



#BackPac Donation

Monthly Donors

Our monthly donors are an essential part of IWSO's community of support. By choosing to give consistently throughout the year, these dedicated donors provide reliable funding that helps us plan with confidence, respond when urgent needs arise, and continue delivering critical services to immigrant and racialized women and their children.

We are deeply grateful to our 35 monthly donors, whose generous contributions total \$13,757 annually. Your commitment is a powerful expression of belief in IWSO's work and in the women, children, and families we serve. Month after month, your generosity helps create greater safety, opportunity, and hope, and we are truly thankful to have you standing with us.



Communications

Our quarterly newsletter, Connections, remained a trusted source of information and engagement throughout the year. **Readership grew by 15%, expanding our reach to a larger audience than the previous year.** Each issue provided valuable information on topics such as immigration, financial literacy, and available community resources, while showcasing IWSO's programs and services. We also continued to highlight the generosity of our donors, the dedication of our volunteers, and the resilience and achievements of newcomer women. These stories inspired readers and strengthened connections with clients, supporters, and community partners.



IWSO Connections June 2026

In this edition of Connections, Ada Tonyilebor, Branch Manager with TD directs us to think about our financial goals how to get there. Melissa Elizabeth Eberly, Associate at Gibson Tanner Rablin LLP, explains the recognition of foreign divorces in Canada. Interested in sharing your knowledge & inspiration with another immigrant woman? IWSO's From Survivor to Thriver project is an initiative that supports immigrant and racialized survivors of gender-based violence as they work toward their employment goals. See below for registration details. Please consider a monthly donation in the name of a friend or family member, as having a reliable, steady stream of monthly income, helps IWSO plan for future projects. The recipe to try this month is Turkey Taco Bowls, that make for an quick dinner. Take a break, sit back and enjoy reading about all the good things happening at IWSO.

[IWSO NEWSLETTER](#)



Ask The Bank Manager

Many of us have financial goals we want to work towards. Whether it's saving money for a vacation, buying a home, or planning for retirement, there's certain milestones that Canadians want to hit. Ada Tonyilebor, Branch Manager with TD, directs us to tips on how to set realistic financial goals.

[FIND OUT MORE](#)



From Survivor to Thriver Project

IWSO's From Survivor to Thriver project is an initiative that supports immigrant and racialized survivors of gender-based violence as they work toward their employment goals. In addition to attending workshops and receiving support from an Employment and Recruitment Specialist, our participants are matched with a trained mentor who can walk alongside them on their journeys.

If you are interested in learning about becoming a mentor, click the link below.

[MENTORING HOME](#)



Anastasiia Kulikova Shares her Immigration Story

I never planned to move to Canada. When Russia invaded Ukraine, two weeks later, my husband and I made the difficult decision that I would leave Ukraine with our three-year-old son while my husband stayed behind.

[READ MORE](#)



Dillon Consulting Donates Personal Care Items to IWSO

Dillon Consulting invited clients to donate personal care items instead of gifts to their open house in June. "These items, so generously donated will go a long way in supporting our clients, many of whom are survivors of violence or homelessness to Ottawa who are working hard to establish themselves and make ends meet," says Mary Lawlor, Executive Director of IWSO. We are grateful to Dillon Consulting and their clients for their generosity and commitment to our community. Your support is making a meaningful difference in the lives of vulnerable immigrant & racialized women and their children.

[DILLON CONSULTING](#)



Try Something New Today

IWSO's Weekly Activity Schedule is your gateway to connection, learning, and empowerment. There's always something happening at IWSO. Why not try something new today? Take a peek at the calendar, something exciting might be waiting for you!

[CALENDAR OF EVENTS](#)



Legacy Giving at IWSO

Legacy Giving can provide significant tax advantages while offering peace of mind for you and your loved ones. More than a financial gift, it is an opportunity to reflect your values and make a lasting impact on the future. Please consider a Legacy Gift to IWSO when you are planning your Will.

[LEGACY LITMUS](#)



Ask the Immigration Lawyer

Melissa Elizabeth Eberly, Associate at Gibson Tanner Rablin LLP, explains that The Supreme Court of Canada has recognized The Tort of Intimate Partner Violence and in doing so, the Court recognized that patterns of coercive and controlling behaviour within intimate partner relationships cause a unique form of harm to survivors, and that survivors are entitled to damages for that harm.

[FIND OUT MORE](#)



THANK YOU

to our monthly donors

Generous supporters make meaningful donations and continue making a real difference in the lives of the immigrant and racialized women we serve. The generosity creates hope, safety, and opportunity for women and families in our community. We truly couldn't do this work without you.

Consider being a part of the IWSO family and join 'Friends of IWSO'. Support the good work we do in Ottawa by becoming a monthly donor today.

[GIVE THE GIFT OF MEANINGFUL DONATIONS](#)



IWSO Healthy Directions Program

Funded by the Shoppers Foundation for Women's Health, The Healthy Directions program had an early summer success of the Women's Health Fair in June. Healthy Directions leveraged that momentum and the energy of July and August to focus on advancement of its peer support group, Sisterhood Circle, which saw a record number of participation, as well as offering an updated and expanded version of the "Beyond Anxiety" workshop series. To read more about the program, click the link below.

[HEALTHY DIRECTIONS UPDATE](#)



IWSO's Culinary Entrepreneur Program

As the 2025 cohorts come to a close, this final group stands as a meaningful reminder of the program's purpose, empowering food creatives to transform their ideas into confident, thriving businesses. Throughout the program, they have embraced their craft with intention, honouring their culinary heritage while sharpening the skills that will carry them forward. Their passion, curiosity, and commitment have been truly inspiring. We look forward to witnessing the flavour, innovation, and entrepreneurial spirit they will bring to Ottawa's food landscape.

[FIND OUT MORE](#)



IWSO Elects New Board of Directors

In September, IWSO held its Annual Meeting of Members that was very well attended! We had the privilege of electing a new Board of Directors. This dynamic group of immigrant and racialized women truly reflects the diverse and vibrant community we serve. Their leadership, lived experiences, and dedication to empowering women will help guide IWSO's mission in meaningful ways. We are deeply grateful for their commitment and are honoured to have them as part of our new Board of Directors.

[MEET MEET NEW BOARD](#)



Try Something New Today

IWSO's Calendar of Events is your gateway to connection, learning, and empowerment. There's always something happening at IWSO. Why not try something new today? Take a peek at the calendar, something exciting might be waiting for you!

[CALENDAR OF EVENTS](#)



GivingTuesday a Success

Thanks to your heartfelt commitment to supporting immigrant and racialized women, we raised \$14,150 to help provide vital programs, safety, and hope for those immigrant and racialized women and

Social Media

IWSO's social media platforms continued to strengthen our connection with the community, helping us share important information, celebrate successes, and engage supporters throughout the year. Interest in our online content grew, with LinkedIn followers increasing by 29% and Instagram followers rising by 11%.

Through timely updates, inspiring stories, and educational resources, we expanded our reach while fostering meaningful conversations and greater awareness of the programs and services available to immigrant and racialized women. We look forward to continuing to create engaging content that informs, connects, and inspires our growing online community.



Engaging the Next Generation of Supporters

Building relationships with younger donors and emerging community leaders remained a priority for IWSO this year. We continued to connect with Millennials by sharing compelling client stories, impact updates, and opportunities to get involved through our Connections newsletter, while our popular **Ask the Immigration Lawyer feature** provided timely, practical information that encouraged ongoing engagement with our work.

We also strengthened our longstanding partnership with Elmwood School, inspiring students to learn about the experiences of newcomer women and the importance of community leadership and philanthropy. Through our social media channels, we expanded our use of engaging and educational content to reach new audiences, highlight the impact of donor support, and encourage the next generation to become advocates, volunteers, and donors.

By fostering meaningful connections and providing authentic stories of impact, IWSO is helping cultivate a growing community of supporters committed to building a more inclusive and equitable future.



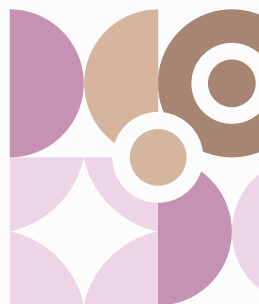
Legacy Giving

Legacy giving remains an important way for supporters to create a lasting impact on the lives of immigrant and racialized women for generations to come. This year, IWSO continued to raise awareness of the opportunity to leave a charitable gift in a will by sharing information through our communications and encouraging meaningful conversations about planned giving. While these gifts are often realized many years into the future, they represent an enduring commitment to building a more inclusive, compassionate community. We are grateful to those who have chosen to include IWSO in their legacy planning and to everyone considering this meaningful way of supporting our mission for years to come.

This year saw an average of 4 people per week visiting our Will Power site to become more engaged with Legacy Giving.



Special Projects



Menstrual Equity Project

In response to the need for accessible menstrual hygiene support and education among newcomer and racialized women and girls, IWSO launched the **Menstrual Equity Project in February 2026.**

The project promotes menstrual health and hygiene through community workshops, seminars, presentations, and outreach activities. It also mobilizes free reusable menstrual products for IWSO clients and clients of partner organizations, helping to reduce barriers to essential menstrual health resources.

On May 29, 2026, IWSO held a launch ceremony to celebrate the project and recognize the Ontario Trillium Foundation for its generous grant supporting this important initiative. The event was a tremendous success, bringing together community members, partners, and supporters to celebrate a shared commitment to menstrual equity.



The project promotes menstrual health and hygiene through community workshops, seminars, presentations, and outreach activities. It also mobilizes free reusable menstrual products for IWSO clients and clients of partner organizations, helping to reduce barriers to essential menstrual health resources.

From Survivor to Thriver Project

Searching for a job can be tough, especially for immigrant and racialized women who tend to face structural and informational barriers in the labour market. When you layer on the challenges of navigating the impacts of gender-based violence, overcoming these hurdles can become even more daunting.

This year, IWSO in partnership with World Skills Employment Centre introduced the From Survivor to Thriver Project to support survivors' journeys toward healing, empowerment, and financial independence.

Funded by the Government of Ontario's Ministry of Children, Community and Social Services through the Ontario Action Plan to End Gender-Based Violence, the project fills a critical gap in trauma-informed employment services for immigrant and racialized survivors of gender-based violence. Through workshops, individualized guidance, and peer mentorship, participants develop leadership and employment skills, build confidence, and overcome isolation.

During the first 8 months of the project, we served 55 women, and we are already seeing the difference this support is making in their lives.

Participants attend workshops where they gain valuable information about resume writing, interview preparation, personal branding, self-advocacy, and other topics. They also participate in a coaching session with an employer representative who shares tips about how to stand out during the hiring process.

Additionally, participants meet with an employment counselor to set goals and create action plans. They also get help with tailoring their resumes, honing their interview skills, and connecting with employers. With these supports, participants gain skills and rebuild their confidence, and their trajectories begin to change.



55

Women Served

93%

Of participants improved their job search skills

95%

of participants gained information & skills that will help them succeed in the workshop

Fostering Inclusive Communities for Seniors with Hearing Loss (FICS)

In response to the growing need to reduce social isolation and improve access to information, services, and community participation for older adults experiencing hearing loss, IWSO launched the Fostering Inclusive Communities for Seniors with Hearing Loss (FICS) project.

Funded by the Government of Canada through Employment and Social Development Canada (ESDC) New Horizons for Seniors Program (NHSP), the project began in March 2025.

Led by the Canadian Hard of Hearing Association (CHHA), FICS is implemented in collaboration with eight community organizations and Vectors Group.

During its initial phase, the project focused on building the partnerships, infrastructure, and community capacity needed to deliver sustainable, accessible supports for older adults with hearing loss. Through collaborative planning, community outreach, volunteer engagement, organizational working groups, and direct engagement with seniors, IWSO helped strengthen accessibility strategies and ensure that future activities are informed by the voices and lived experiences of older adults.

By bringing together community organizations, volunteers, and older adults, FICS is building a collaborative network that reduces barriers, promotes inclusion, and helps ensure that seniors experiencing hearing loss remain connected, informed, and active members of their communities.

To date, the project has recorded **41 participant** engagements through the Older Adults Advisory Committee and a community Meet & Greet event.



#FICS session



#FICS session

Client Accompaniment Program (CAP)

In response to the need for a trauma-informed, community-based support system to help survivors of violence overcome barriers to accessing essential services, IWSO continued the Client Accompaniment Program (CAP), launched on November 1, 2024. Funded by the Ontario Trillium Foundation, CAP continued to provide valuable support to clients throughout the 2025–2026 reporting period.

During the year, **101 accompaniments were completed, with volunteers contributing 345 hours of support.**

Volunteers accompanied clients to essential appointments and services, including courts, police stations, hospitals and clinics, government offices, housing appointments, legal meetings, and community programs. They also supported clients in navigating public transportation and accessing community resources.

Through this support, CAP helped reduce barriers to accessing essential services and increased clients' confidence when navigating unfamiliar systems and challenging situations. Client feedback highlighted reduced anxiety, increased confidence, and a stronger sense of support.



CAP Volunteer Appreciation Event



CAP Volunteer Appreciation Event



Volunteer training



CAP Volunteer Appreciation

Healthy Direction Program

In response to the growing need for mental health support among immigrant and racialized women, IWSO launched the Healthy Directions Program in November 2024, funded by the Shoppers Foundation for Women's Health. The program improves access to mental health and substance use services for these communities.

During the 2025–2026 reporting period, Healthy Directions continued to build community connections, map available resources, and develop culturally responsive approaches to mental health and substance use support.

The program offered a range of activities, including "Coffee & Convo," art sessions, Sisterhood Circle activities, yoga and mindfulness, community walks, and workshops on anxiety, grief, healthy coping skills, and navigating the mental health system in Ottawa.

A hugely successful Women's Health Fair was hosted in person in June 2025 by IWSO, welcoming 55 clients and connecting them with 12 community service providers. IWSO's language interpreters supported clients in accessing information in multiple languages, helping make health and wellness resources more accessible to immigrant and racialized women. The event provided information and resources related to women's health and wellness, including diabetes and cancer screening, dental care, mental health and substance use health, sexual health, reproductive health, family planning, 2SLGBTQIA+ health, women's safety, sexual assault support, gender-based violence, and more.



Women's Health Fair



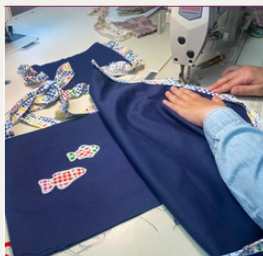
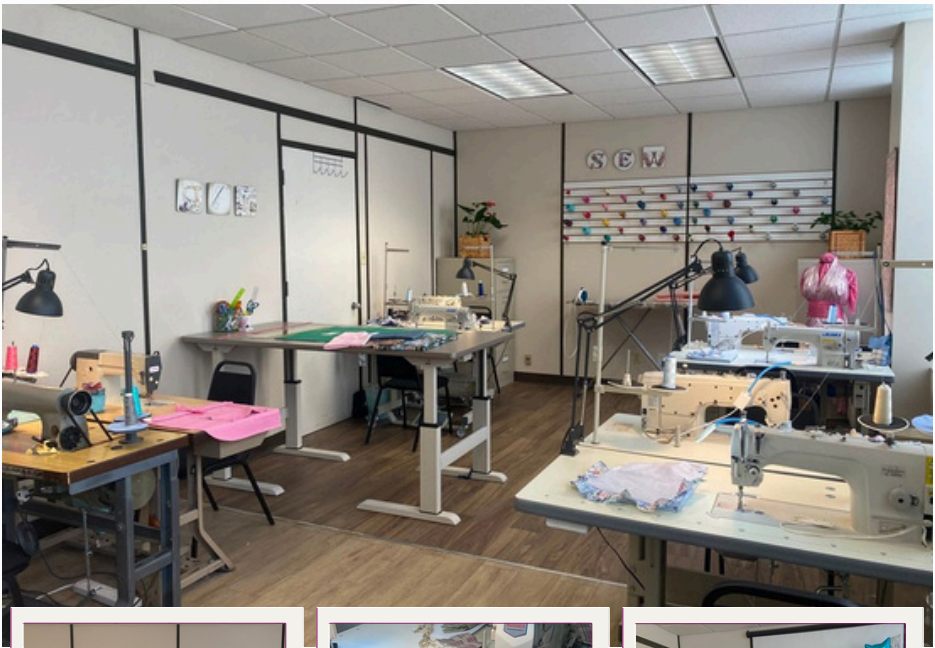
thank you to all visitors attended #WHF

Sewing for Success

Industrial Sewing Machine Training

In response to the growing need for accessible employment pathways, IWSO continued to offer its industrial sewing program to equip immigrant women with the skills and confidence needed to pursue skilled employment and greater financial independence.

During the year, IWSO trained a total of 16 women in industrial sewing skills. Participants gained hands-on technical training and practical knowledge to prepare them for employment opportunities. The program continues to provide an important pathway toward economic empowerment, helping immigrant women overcome barriers to stable and meaningful employment while building confidence and independence.



Youth Empowerment & Mentorship

IWSO is proud to serve as an Organizational Mentor to two youth groups funded by the Ontario Trillium Foundation.

Mentoring young immigrant and racialized women is a powerful investment in the future of our society. At IWSO, we are committed to making a meaningful difference by providing guidance, encouragement, and opportunities that inspire confidence, build leadership skills, and empower young women to realize their full potential.

Strong mentorship creates a ripple effect. Young women who are empowered today often become tomorrow's mentors, leaders, advocates, and changemakers, strengthening their families, enriching their communities, and contributing to a more inclusive, equitable, and compassionate society.

IWSO remains committed to supporting the next generation of leaders who will shape a brighter future for all.

"IWSO's support and mentoring have been instrumental to BLKGURL's growth. Through guidance and ongoing support, IWSO has strengthened our team's skills, confidence, leadership, and operational capacity. This has helped our team grow together and build the foundation to reach and support more women, creating spaces where black women build skills, share stories and knowledge, and foster safety, trust, and deep connection."

Morissa-Dalia Ellis, BLKGURL
Program Director



#BLKGURL Team

Command Add Girls is a women-led nonprofit organization dedicated to closing the digital gap in science, technology, engineering, and mathematics (STEM) for girls from visible minority communities.

"We believe that diversity drives innovation and that every girl deserves the opportunity to see herself represented in technology. Through hands-on programs, including after-school workshops, summer camps, mentorship opportunities, and community networking events such as our Sip & Socials, we spark interest in STEM, build real confidence, and create meaningful connections. By providing access to role models, mentors, and supportive communities, we empower girls and women to develop their skills, pursue their ambitions, and envision themselves as future leaders and innovators in an industry that was not originally built with them in mind."

Florette Rushike, Command Add Girls
Program Manager



#Command Add Girls team with
IWSO ED- Mercy Lawluvi

Vegetable Donation Program

Vintage Soil Farms
generously continued
donating farm shares for
the 2025 season, ensuring
that fresh, local, and
organic produce reaches
those who need it most.



June 2026
Our team receiving generous donation
#Freshproduce

**WE ARE DEEPLY GRATEFUL TO VINTAGE SOIL FARMS
AND ITS OWNER, ISABELLE RODE, FOR THIS VITAL
CONTRIBUTION.**

**KPMG LLP**

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Canada
Telephone 613 212 5764
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INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of Immigrant Women Services Ottawa

Opinion

We have audited the financial statements of Immigrant Women Services Ottawa (the Organization), which comprise:

- the statement of financial position as at March 31, 2026
- the statement of operations for the year then ended
- the statement of changes in net assets for the year then ended
- the statement of cash flows for the year then ended
- and notes and schedule to the financial statements, including a summary of significant accounting policies

(Hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements, present fairly, in all material respects, the financial position of the Organization as at March 31, 2026, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the "**Auditor's Responsibilities for the Audit of the Financial Statements**" section of our auditor's report.

We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

KPMG LLP, an Ontario limited liability partnership and member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. KPMG Canada provides services to KPMG LLP.



Page 2

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so. Those charged with governance are responsible for overseeing the Organization's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.



Page 3

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on Immigrant Women Services Ottawa's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Chartered Professional Accountants, Licensed Public Accountants
Ottawa Canada
July 9, 2026

IMMIGRANT WOMEN SERVICES OTTAWA

Statement of Financial Position

March 31, 2026, with comparative information for 2025

	2026	2025
Assets		
Current assets:		
Cash	\$ 924,711	\$ 1,038,404
Accounts receivable and advances	256,231	155,876
Prepaid expenses	47,721	13,118
Short-term investments (note 3)	15,502	50,000
	1,244,165	1,257,398
Investments (note 3)	—	15,019
Tangible capital assets (note 4)	58,498	56,182
	\$ 1,302,663	\$ 1,328,599

Liabilities and Net Assets

Current liabilities:		
Accounts payable and accrued liabilities (note 5)	\$ 79,911	\$ 175,177
Deferred revenue (note 6)	267,587	299,384
	347,498	474,561
Deferred contributions related to tangible capital assets (note 7)	58,498	56,182
Net assets (note 10):		
Unrestricted	596,667	542,856
Internally restricted	300,000	255,000
	896,667	797,856
Commitments (note 9)		
	\$ 1,302,663	\$ 1,328,599

See accompanying notes to financial statements.

On behalf of the Board:

Georgette Morris Director

As O'Neil Director

IMMIGRANT WOMEN SERVICES OTTAWA

Statement of Operations

Year ended March 31, 2026, with comparative information for 2025

	2026	2025
Revenue:		
Grants and subsidy payments:		
Immigration, Refugees and Citizenship Canada (IRCC) – Settlement Program	\$ 1,153,425	\$ 1,130,656
Ministry of Children, Community & Social Services (MCCSS) – Violence Against Women (VAW)	507,586	507,586
Ministry of Labour, Immigration, Training & Skills Development (MLITSD) – Language Interpreter Services (LIS)	513,099	
MCCSS – Gender-Based Violence From Survivor to Thrive (GBVFSTT)	375,642	470,166
IRCC – Capital Assets Funding	9,244	–
MCCSS – GBVFSTT Capital Assets Funding	427	3,853
Ontario Trillium Foundation	326,002	136,120
Point of Service (POS) – Interpretations and Translations	136,120	–
Donations	130,026	88,781
Medavie Foundation	78,135	87,004
Career pathways	59,433	142,331
Ottawa Community Foundation	55,365	463
Shoppers Foundation	48,798	69,128
Job Search	37,254	63,196
Canadian Hard of Hearing Association	18,070	30,287
Miscellaneous (note 8)	9,687	35,317
Fundraising	7,633	–
Children Who Witness Violence	7,495	43,341
Canadian Women's Foundation	4,195	3,938
Interest	2,224	58,440
Community Foundation Canada	–	4,195
	3,479,860	2,745,422
Expenses:		
Salaries, personnel costs and benefits	2,313,803	2,024,477
Purchased services	229,451	176,964
Professional fees	155,295	110,215
Educate Her / Command Add Girls	128,815	29,420
WSEC-FSTT	112,276	–
Rent	91,310	90,710
Miscellaneous	54,951	52,268
Translation	53,688	22,500
IT support	38,421	36,241
Office supplies	37,903	32,522
BLKGURL	33,758	–
Travel	29,997	19,284
Telephone	25,475	23,616
Amortization of tangible capital assets	16,873	9,640
Photocopying and printing	11,305	11,754
Insurance	9,856	8,510
Staff professional development/resources	8,821	5,809
Capacity building	7,674	7,674
Bank charges	7,504	6,441
Volunteer support	4,372	43
Advertising	3,849	4,442
Harmonized sales tax	2,330	2,790
Postage and courier services	1,864	690
Support groups	1,134	1,771
Outreach	324	1,524
Fundraising	–	2,605
	3,381,049	2,681,910
	\$ 98,811	\$ 63,512

See accompanying notes to financial statements.

Acknowledgements

We extend our heartfelt gratitude to all our funders and donors for their generous contributions over the past year. Your support enabled us to advance our mission of advocating for women's rights and providing essential services to women in need. Each donation reflects a shared belief in our cause and a collective effort to create meaningful change in our community.

We remain committed to transparency and accountability, ensuring that every contribution is directed toward programs that educate, empower, and uplift women. We deeply value the trust you place in us and pledge to honor it through our continued dedication to the people we serve. Your support has made a profound impact on the lives of immigrant and racialized women, and we are sincerely grateful for your partnership.



We thank you for your
ongoing support for
our organization.

Our Funders



Grants & Donations

- TD Bank Group
- La Vie en Rose
- Mazon Canada
- Elmwood School
- Columbus Club
- Harry P. Ward
- Ellen Savage/OCF
- Rotary Club of Ottawa
- Peter Gilgan Foundation
- Gill Ratcliffe Foundation
- Lucy Grossman-Hansel Fund
- Ottawa Community Foundation
- Robert Campeau Family Foundation
- Barristers for a Better Bytown
- The Iron Cabaret
- Unifor Social Justice
- Vintage Soil Farm
- Pamela Barker
- The Body Shop
- Robertson Martin Architects
- Ottawa Police Services' Purse Project
- Export Development Canada-CI Team
- The Stairwell Carollers
- Ottawa Mennonite Church
- The Shoppers Foundation for Women's Health
- The Women's Group of the Church of Sabbath-Day Keeping



Harry P. Ward Foundation

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Teşekkür ederim

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Obrigado

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متشكرم

Спасибо

ধন্যবাদ

Cảm ơn

धन्यवाद

Gracias



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