

# ANNUAL REPORT

Fiscal Year  
April 1, 2022 to  
March 31, 2023



Voice Found.

# Specialized Healthcare

We are proud of the positive impact we continue to make at The Clinic. Services provided are for people who are at risk for, being, or who have been trafficked which makes it a very unique, safe, and special place. We serve all genders and a health card is not required which makes access easy for those who do not have any identification.

“Both my partner and I have been going to The Clinic by Voice Found for primary care and trans healthcare since we moved to Ottawa five years ago, and every interaction with The Clinic has been caring and sensitive. Carrie and the staff at The Clinic provide truly superb, trauma-informed healthcare to some of Ottawa’s most vulnerable populations. Many healthcare settings are actively stressful, especially for 2SLGBTQ patients, but The Clinic consistently provides a comfortable, safe environment to those who need it most. I always feel comfortable and cared for at The Clinic, and I believe it is a model that more healthcare providers should strive to follow.” *Client Alex Eliot*



Ministry of  
Children, Community &  
Social Services

Our thanks for the support of

# The Clinic

## 760

## Appointments



682 in-person  
appointments



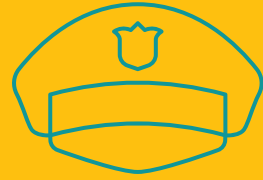
78 virtual  
appointments



267 hours of  
therapy provided

# Human Trafficking Education Delivered

**170**  
trained Both the Canadian and Ontario Police Colleges invited us to deliver training throughout the year.



**404**  
trained Training was delivered to front line service providers including homeless shelters, addiction treatment centres, and community services centres across the country



**128**  
trained The Ottawa Catholic School Board invited us to train school guidance councillors, principals, and other front line staff



**240**  
trained We were delighted to be asked to speak and attend 2 conferences.



# Human Trafficking Programs and Services

Through the **Hope Found Project** we provide crisis, intervention and stabilization. These are called 'new clients' in our reports.

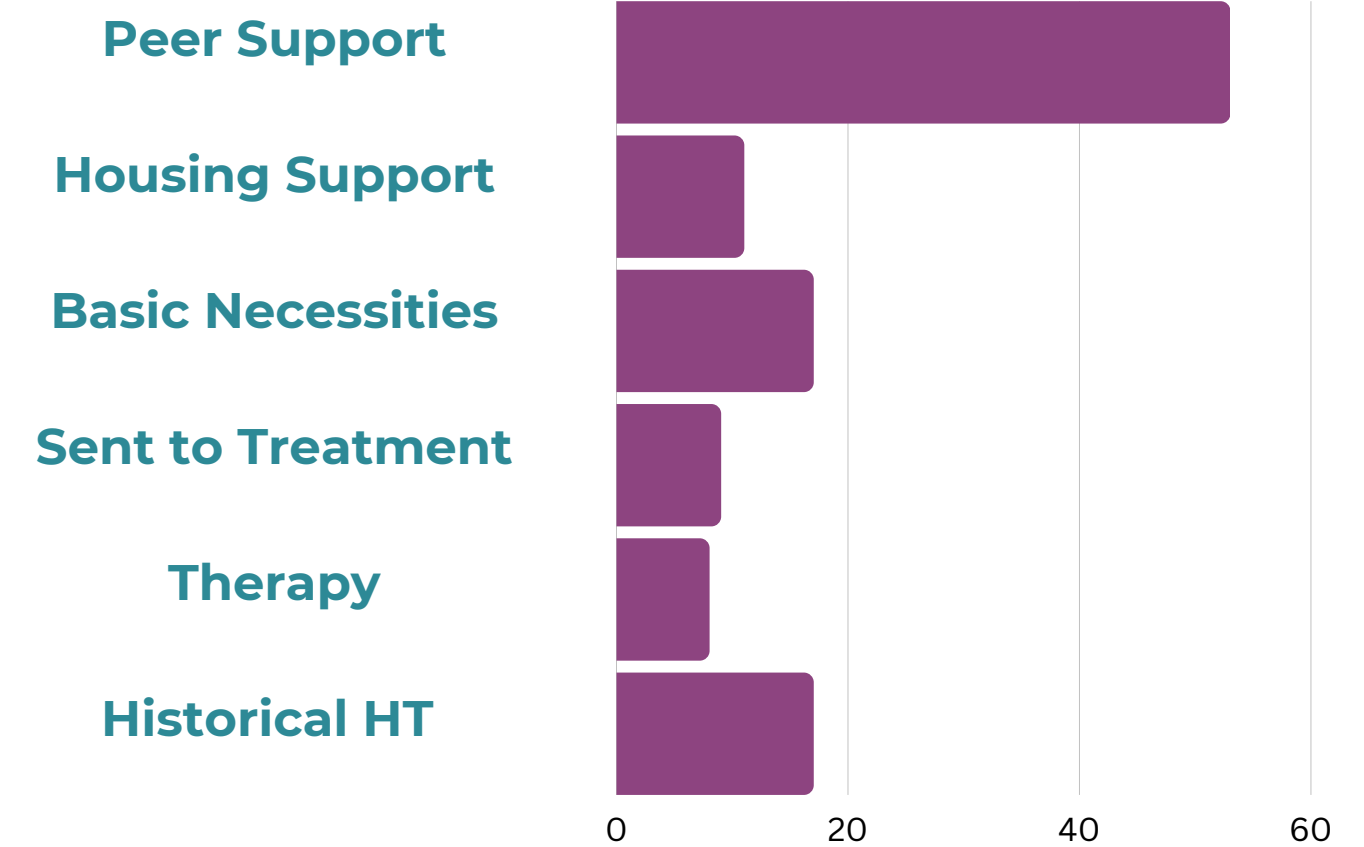
**Path Found** is our second-stage programming that helps survivors regain their self-direction and autonomy. These are 'ongoing' clients who are active in programming.

During the fiscal year, we had an increase of **55.8%** in the number of people we supported through these programs. Many are youth between the ages of 15 - 21.

The Hope Found project supported 40 new clients and 27 from the previous fiscal year for a total of **67** this year.

Strength Found had a total of **24** clients actively participating in programs.

Types of Services and Support Delivered



THE  
**HOPE  
FOUND**  
PROJECT

**91** people supported

Our thanks for the support of



15 social events

12 family & friends meetings



7 15-week peer group programs delivered to 43 women



3 15-week peer group programs delivered to 18 men.



3200 hours of 1:1 peer support delivered

**141** Program Members

# Support for Adult Survivors of Childhood Sexual Abuse

Our first three years of this program flew by and in September, the Pathy Family Foundation committed additional support to us for another 5 years. We are so grateful as the program is so very needed and proving successful.

Thanks to the generosity of professionals in our community, we were able to offer the following in addition to our regular programming

- *MBSR Mindful Based Stress Relief - this 8 week program was provided at no cost by a therapist.*
- *Art therapy for Survivors - a 9 week workshop delivered by 2 students from the Toronto Art Therapy Institute.*
- *Creative Writing Workshop - a 3 week workshop developed and delivered by a survivor.*

We secured a spot to start the 'Serenity Garden' and many seedlings were nurtured for spring planting.

Our thanks for the support of

**Strength Found.**



Once again this year we delivered training to police at both the Canadian and the Ontario Provincial Police Colleges. The officers benefit greatly from having people with lived experience provide them with insights into both the victim mindset and how traffickers operate.

We had an increase in demand for training specific to LGBTQ+ communities and this highlights the particular vulnerabilities this population faces.

### Lived Experience Training Delivery

# Sessions Delivered	Topic	Audience	# of attendees
7	Human Trafficking	Police	170
5	HT 101/youth	Councillors, principals	128
3	HT/LGBTQ+	Service Providers	130
8	HT 101	Service Providers	214
2	conference attendees		240

**842** People reached

**Education.**

# Training and Education

In 2021, we embarked on a two year journey to develop a peer support training program that would:

- ensure the safety of both peer supporters and peers in the peer relationship through in-depth training so as to reduce the impact of vicarious trauma and burnout.
- provide organizations with a comprehensive program that would ensure the development and support required for peer supporters.
- adhere to ethical standards of practice.
- provide content specific to working with survivors of human trafficking and childhood sexual abuse.
- require that anyone seeking to be a peer supporter is ready to take on the role.
- include a practicum and community of practice for peer supporters.

We launched Ethical Peer Support at the end of February and our preliminary evaluation showed that we were on the right track with the average overall rating of 8.5 out of 10.

Our evaluation showed some areas for improvement and we are grateful to the first cohort for their honest and thoughtful evaluation.



## Information sharing with delegates from Republic of Korea, Ministry of Justice



We were honoured to welcome and share information about our work with Ministry officials from the Republic of Korea

### Delegates from Republic of Korea Ministry of Justice, Human Rights Division

Left to right: Seonghoon Lim (Officer in Charge of Human Rights of Investigation Division), Hyunjeong Choi (Officer in Charge of Human Rights of Support Division), Juhee Shin (Officer in Charge of Human Rights of Support Division), Tae Young Moon (Human Rights Investigation Division), Cynthia Bland (Founder/CEO Voice Found), Hye Sun Seo (Prosecuter-Human Rights of Women & Children) and Sungil Kim (Officer in Charge of Human Rights of Women & Children Division)

**Voice Found.**

December 13, 2022

## Department of Justice

We are grateful to The Department of Justice, Canada for providing us with opportunities to share our knowledge through information exchange and research.

We were chosen to host delegates from the Republic of Korea in our office where we shared our approach to serving people who have been trafficked. They were particularly interested in our lived experience model and we had a productive conversation.

The research and statistics team at Justice Canada engaged our services to conduct a research report. Research was conducted by a person with lived experience.

## Published research report

# FINDING OUR VOICES



This research provides insight into the lives of survivors of trafficking from the time of first being trafficked, during trafficking, their experiences as they exited, and their lives after exiting.

You can find the report on our website [www.voicefound.ca/news/qualitative-research](http://www.voicefound.ca/news/qualitative-research)

# Community

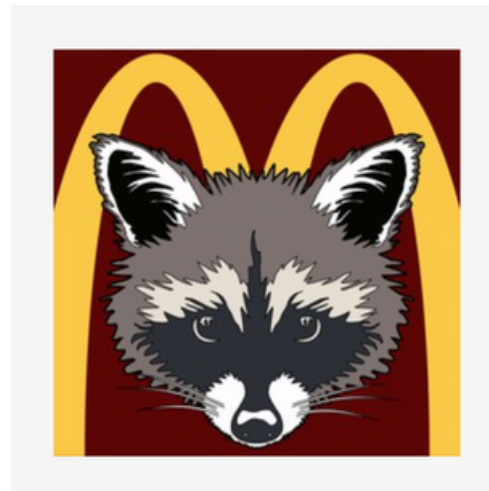
## Rideau McDonald's Farewell March

On Sunday, March 19th there was a Farewell March to honour the legacy of the infamous Rideau Street McDonald's which closed in April. This particular location was a well known spot in the Byward Market and was frequented by many youth who are among the population we serve.

A group of University of Ottawa students decided to use this closure as an opportunity to raise funds for Operation Come Home and our own. In addition they coordinated a food drive for Shepherd's of Good Hope.

Over \$2500.00 was raised along with many donations of food.

Our thanks to them for their initiative and for raising awareness and funds.



## Working on Wellness Festival

Once again we participated in Working on Wellness Festival. WOW brings together Substance Use Health, Mental Health and Physical Health communities under one umbrella and it was a great opportunity to engage with Ottawa's wellness communities and its allies.

## Trivia Night with Accenture Ottawa

Accenture Ottawa volunteers sure know how to put on an event! On a crisp November evening, we gathered at the Heart and Crown for Trivia Night.

We had so much fun and much to our surprise the two Voice Found teams didn't place last!

Along with many rounds of trivia, the evening included some great door prizes and many laughs.

In total over \$4,000.00 was raised and we look forward to more trivia fun this year.

## Transforming Trauma Conference

TRANSFORMING TRAUMA CONFERENCE

**INNER CHILD HEALING**

WEDNESDAY | TIME  
18 MAY | 1:00 PM EST

VIRTUAL ZOOM WEBINAR

REGISTER FOR FREE NOW

THEGATEHOUSE.ORG/  
CONFERENCE-22/  
MAY 16-19, 2022



LUCIE BRUNEAU  
PROGRAM MANAGER



BOB CARSCADDEN  
PEER SUPPORTER

Voice Found. Gatehouse

One of our partner organizations is The Gatehouse in Toronto. They provide services for adult survivors of childhood sexual abuse and have an active community. We were honoured to be invited to participate in their conference where we spoke about healing the inner child.

## HUMAN TRAFFICKING AWARENESS DAY

### MESSAGE FROM HIS WORSHIP, THE MAYOR OF OTTAWA MARK SUTCLIFFE



Mark Sutcliffe  
Mayor | Maire

Office of the Mayor  
City of Ottawa  
110 Laurier Avenue West  
Ottawa, Ontario K1P 1J1  
Tel.: 613-580-2496  
Fax: 613-580-2509  
Email: Mark.Sutcliffe@ottawa.ca

Bureau du maire  
Ville d'Ottawa  
110, avenue Laurier Ouest  
Ottawa (Ontario) K1P 1J1  
Tél.: 613-580-2496  
Télééc.: 613-580-2509  
Courriel: Mark.Sutcliffe@ottawa.ca

February 22<sup>nd</sup> is National Human Trafficking Awareness Day in Canada, and provides us with a valuable opportunity to raise greater awareness regarding the plight of victims of human trafficking, and local organizations like Voice Found, working in partnership with the Ottawa Police Service Human Trafficking Unit, which offer vital services and supports to victims and survivors.

As Head of Ottawa City Council, I am pleased to share that National Human Trafficking Awareness Day on February 22<sup>nd</sup> 2023 will be highlighted in Canada's capital with a flag-raising at City Hall. I invite Ottavians to join in the discussions and learn more about National Human Trafficking Awareness Day.

Sincerely,

Le 22 février, Journée nationale de sensibilisation à la traite des personnes au Canada, nous offre la précieuse occasion de sensibiliser davantage la population aux souffrances des victimes de la traite des personnes, et aux organismes locaux, comme Voice Found qui travaille en collaboration avec l'Unité de lutte contre la traite des personnes du Service de police d'Ottawa, offrant des soutiens et des services essentiels aux victimes et aux survivants.

En tant que chef du Conseil municipal d'Ottawa, j'ai le plaisir de vous annoncer que la Journée nationale de sensibilisation à la traite des personnes du 22 février 2023 sera soulignée dans la capitale du Canada au moyen d'un drapeau qui flottera à l'hôtel de ville. J'invite tous les Ottavians et toutes les Ottaviennes à se joindre aux discussions et à se renseigner sur la Journée nationale de sensibilisation à la traite des personnes.

Cordialement,

Mark Sutcliffe, Mayor/Maire

Ottawa will mark the day with the flag for Human Trafficking Awareness Day flying at Ottawa City Hall.  
and  
The Shaw Centre will be illuminated in blue.

#NoLongerSilent  
voicefound.ca

Voice Found.

# What we've heard.....

---

## About The Clinic

“The Clinic at Voice Found was the only clinic I could access because I didn't have any identification or primary care physician! They were able to help me order a birth certificate and then from there a health card! They also were able to provide transportation to my appointments when I was unable to make it there! I've been with Voice Found for 4 years and really appreciated everything they've been able to do for me!”

Client CF - used with permission

## About Path Found

I wanted to say thank you so much for the outing on Thursday. Not only was I taken out of my comfort zone in an amazing way, but I **feel way more confident** just from an hour of kickboxing. I feel just a bit safer living in my building knowing I could become a little boxer. I hope we can do it again, as it is hard sometimes just to get out of the house.. **It was very motivational and pushed me to socialize, which is something I really need.** The girls I met the last two times with you, were also fabulous. Thank you again for this opportunity and I hope this could be a regular thing once a week or 2-3 times a month!! It would be ideal. **I am tearing up typing this because the last couple of years have been hell, and doing something so small like learning self defence really brings joy to my heart.**

Client- used with permission

## About Strength Found

“I want to say that I’m so grateful to have found your support group. I knew that I needed to face some of the harsh realities that childhood sexual abuse (CSA) had caused me. I had a lot of emotional pain and grief but I didn’t know how to get on the road to healing. I had spoken with my doctor about my CSA and she had told me to look into getting support from the distress centre. I was very lucky cause I called and was told about this program that was designed for people that had been through CSA. I was then led to Voice found which led me to Strength found. This program, and the staff that work there, have helped me in so many ways. **It was tough to face some of the anxiety and insecurities that were caused by CSA but with the support I received, I’m now able to identify my triggers and have a better tool kit to deal with them.** “

Survivor - Program Participant

---



# Board of Directors

---

Our thanks to our dedicated board of directors.

## Voted in at AGM September 2022

Stacey Kirkpatrick, Chair  
Pouya Safi, Treasurer  
Allison Pratt, Director  
Stephanie Izzard, Director  
Stephanie Montreuil, Director  
Lori Stanley, Director  
Ed Mantler, Director

## Welcome to new board members

Gilberto Cedolia  
Greg Gilhooly

We thank Peter Harmer for his service on the board of directors.

# Service Providers

---

We are fortunate to work with many exceptional service providers in Ottawa, and across Canada. A special shout out to the following;

YouTurn	The Gatehouse
Ottawa Victim Services	Salvation Army Illuminate
The Ottawa Hospital	Ottawa Centre for Resilience
Youth Services Bureau	Renfrew County Victim Services
CHEO	A New Day
Embrace Life Council	Ottawa Police HT Unit
John Howard Society	Freedom from Addiction
Respect RX Pharmacy	Royal Ottawa Hospital

# Funders and Donors

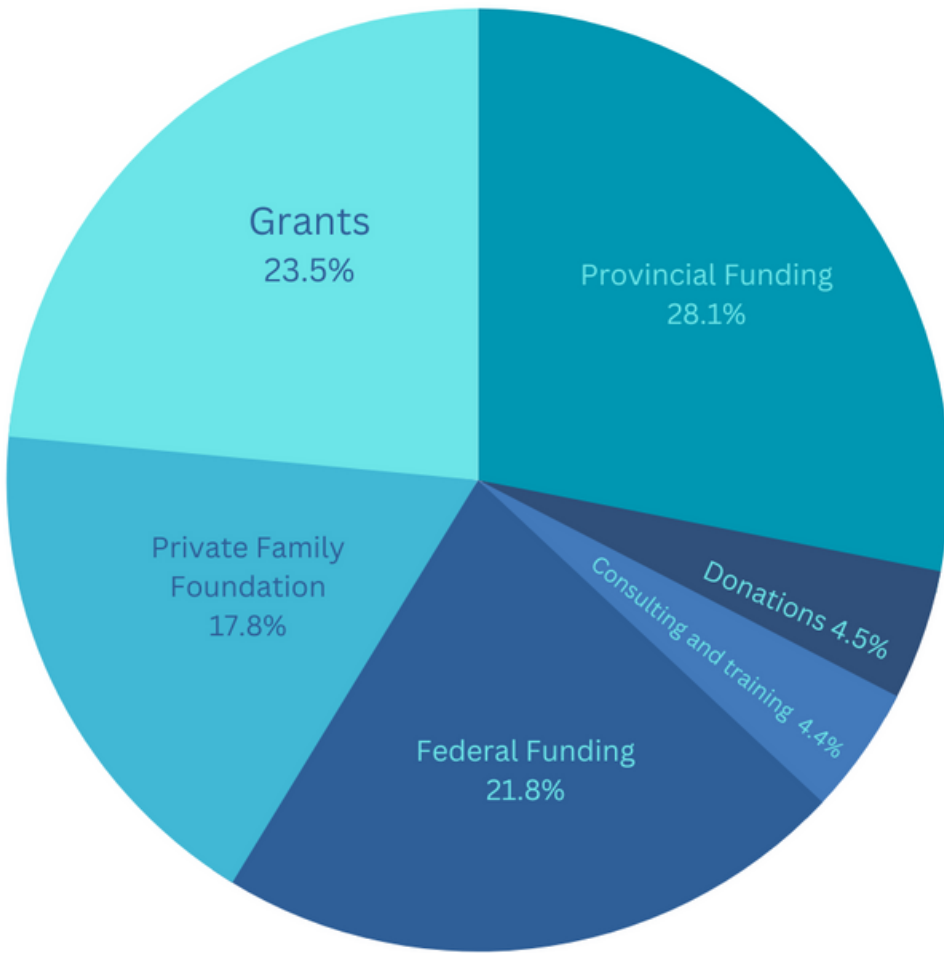
---

Special thanks to:

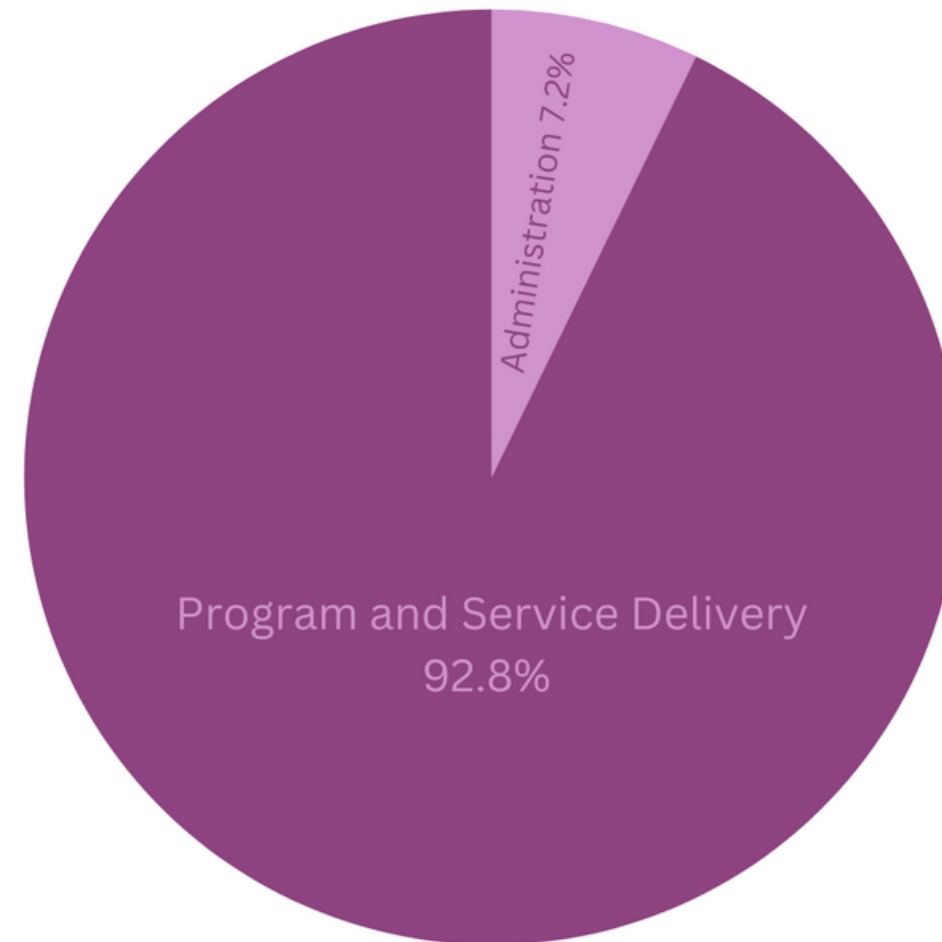
The Government of Canada  
Public Safety and Department of Justice  
The Canadian Women's Foundation  
The Province of Ontario  
Ministry of Children, Community and Social Services  
The Ontario Trillium Foundation  
Pathy Family Foundation  
PACT

and many private donors

## Revenue



## Expenses

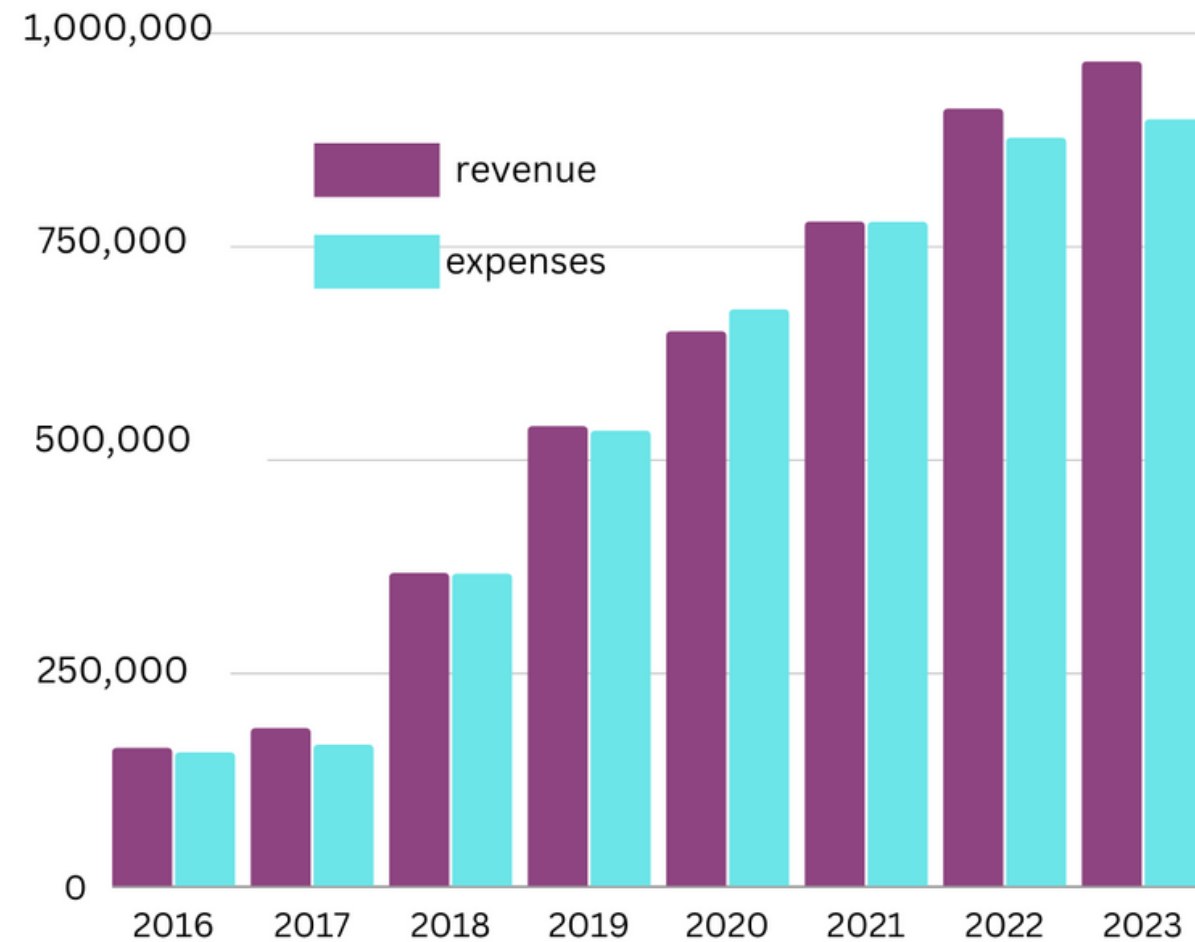


# Financials

### VOICE FOUND STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2023

	2023	2022
<b>Revenue</b>		
Grants	\$ 880,460	\$ 842,103
Donations	43,244	14,208
Program	13,638	6,588
Education	28,780	47,939
	<u>966,122</u>	<u>910,838</u>
<b>Expenses</b>		
Accounting fees *	21,761	20,167
Advertising and promotion	3,898	5,161
Amortization *	509	141
Bank charges and interest *	869	(581)
Contractors	72,994	92,457
Insurance *	6,825	8,312
Medication	2,023	2,912
Office *	34,721	44,427
Program delivery	82,828	110,029
Rent	50,516	45,244
Salaries and benefits	591,298	526,803
Telephone	10,813	13,687
Travel	19,412	7,942
	<u>898,467</u>	<u>876,701</u>
<b>Net result for the year</b>	<u>\$ 67,655</u>	<u>\$ 34,137</u>

\* Administration -marked with asterisk  
All others are program delivery expenses



# Message from Board Chair

It has been another exciting year at Voice Found. I joined the board of directors in 2019 and have been Chair for over three years. Being involved with this organization has been a part of my own journey finding my voice. That's what Voice Found is all about. Helping those with lived experience of sexual abuse, sexual exploitation, or human trafficking, is at the core of everything we do. Our services don't fit in neat tidy boxes, because the trauma experienced by our clients is not neat and tidy. Each and every person has their own unique needs, and we strive everyday to help them on this journey and help them find their voice with Voice Found.

My personal journey included being sexually abused when I was a child and then being exploited in my later years. This is why I have devoted myself to this organization and hope to continue to do so for many years to come. As with many organizations, funding can be challenging, but each one of you who is taking the time to read this report has a reason for being here. Something has drawn you to this organization and everything we are trying to do. You may be a victim yourself and you likely know someone impacted. One day, I hope there is no need for an organization like this, but until that time, I ask you to help us continue this most important work. I am so very proud of the work we do and know we can do so much more.

This year the staff at Voice Found has been doing amazing work. The Clinic offers trauma informed care to clients and is providing training to countless health care professionals so they too can provide trauma informed care to patients. Imagine having been a victim and going to see a doctor who doesn't understand the anxiety or trauma of simply being touched during a normal exam.

Imagine having been a victim and going to see a doctor who doesn't understand the anxiety or trauma of simply being touched during a normal exam. Imagine how difficult it is to even make an appointment when in the past health care providers have judged you. Our nurse practitioners take their time and care for people in a way that allows them to get the medical care they need, safely, in a judgement-free space.

Our anti-human trafficking team has been working relentlessly helping victims of human trafficking escape their traffickers by first getting them to safety, and then helping with their many needs through the Hope Found Project. But the Voice Found staff don't stop there. They continue the support with our Path Found project in helping our clients move into the next phase of their life and regain their independence. Additionally, our staff offers training to front line staff in social work across the country, police services and students. Voice Found is providing a voice for those who cannot speak for themselves, educating workers and providing the education to prevent young people from falling victim to traffickers.

Our peer support team has been working with survivors of sexual abuse through the Strength Found. The stories from participants in the 15-week program are heart-warming and the growth seen is humbling as our clients work through their trauma and begin the journey of healing. I have had the privilege of participating in one of the programs and can personally say that this is exceptional. Additionally, the Ethical Peer Support Training program was launched and has been met with high praise.

We are so proud to not only help our clients directly but also to educate others so that we can all understand a little more about the challenges faced by survivors of these horrific crimes. I am proud of the staff at Voice Found and of our founder Cynthia Bland who has made this all possible..

I will be hanging up my hat as chair this year and passing the baton but will continue to serve this organization with pride. We thank our donors and founders for helping us continue this important work and I invite you to follow us on social media, to become involved and to donate to this important organization.



On behalf of the board of directors, our sincere thanks for your support

Stacey Kirkpatrick

# Message from Founder and CEO

I find time is flying by. It seems to me that no sooner do we kick off a new fiscal year that we are then closing it. The time between April 1st to March 31st is a blur of activity. And now, here we are halfway through a new fiscal year and I'm getting our annual report out 6 months later.

When I look at what the team has accomplished, it really is no wonder that I feel this way.



Cynthia Bland

There is one word that has really stood out for me over the last year and a bit, and that word is 'ethics'. When we were considering a name for our new peer support program, the word 'ethical' really jumped out to me as I reflected on the genesis, the development, the research, and the intent of the program. Unethical practices are not always deliberate, however we can no longer accept survivors of trafficking and childhood sexual abuse being placed into roles or asked to 'share their story' without taking steps to ensure they are compensated, trained, supported, and fully informed of their rights to choose, and the consequences of going public.

Developing the Ethical Peer Support program is a big step forward and there is more to come.

Support from the community is so welcomed and this year people in Ottawa came through in many ways. February 22nd is Human Trafficking Awareness Day, and this year we saw support from the Mayor, the Shaw Centre, and Ottawa Tourism. We are grateful for their efforts.

One of the most surprising things happened in November and that was being presented with the Order of Ottawa. This honour is shared with the Voice Found team, board of directors, donors, funders, and all the many people who have supported me through the years. It is only through them that this is possible.



**Congratulations to Cynthia Bland, Founder & CEO of Voice Found on her recent appointment to The Order of Ottawa**

Pictured left to right His Worship Mayor Jim Watson, Cynthia Bland, Councillor Keith Egli

**Voice Found.**  
Photo credit: City of Ottawa

In closing, I look forward to continuing my commitment to serving our clients, my team, and our community.

With Gratitude,

*Cynthia*

