

Sharing Experiences: Voices of Mothers Accessing the Elizabeth Fry Society of Greater Vancouver ("EFry Voices")

Why this Project?

Centring the expert voices of women and children who have experiences with poverty and other forms of marginalization is necessary to meaningfully inform responsive and equitable programs and services.

We spoke with 20 mothers about barriers to connecting with programs and services at Elizabeth Fry Society of Greater Vancouver.

“All the assistance that I got [finding Elizabeth Fry]. I really didn't have to do anything. It was all the lovely people that helped me fill out my paperwork, you know, and got me on my right path”



What was Shared

Experienced Barriers

Facilitators

1

Limitations in accessing current services exist

- Finding & understanding information on available services is difficult
- Childminding
- Connections with other participants or staff

- Optimizing physical access to information through strategic resource placement
- Child care services
- Regularly updated resource lists & opportunities for parents to connect

2

Programs must become oriented towards whole health

- Limited support of sobriety due to relaxed rules that allow for exposure to harm
- Access to food, nutrition, and sensitive dietary restrictions
- Inconsistent mental health support & uncertainty on housing supports

- Concrete programming structure and cohort-based programs
- Dynamic nutrition programming
- Trauma-informed care in therapy and across service provision

3

Clients need to feel saf(er) when using services

- Unmet promises and described program expectations
- Role of biases on a clients's experience with discrimination
- Staff betraying client confidentiality)

- Transparent logs of commitments made across staff/programs
- Acknowledging compounding harms and addressing discrimination
- Iterative accountability measures for staff



What is Next?



These findings will be shared to all EFry chapters nationwide, impacting thousands of women, girls, and children. We aim to collaborate with other senior policy and public health partners to shape the advancement of new and improved services for equity-deserving families.