

Community starts here.



2016 COMMUNITY
IMPACT REPORT

**YMCA-YWCA of the
National Capital Region**



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It starts here

A strong, healthy community starts with a solid foundation where people can build meaningful connections and a sense of belonging. At the Y, we bring children, youth, adults and families together, to improve lives and foster positive change within our community.

We help children and youth develop confidence, and older adults discover the benefits of vitality. We give people the courage to face their fears, help immigrants to realize their dreams, and provide safe places for families to build hope for their future while they connect with loved ones.

People just like James, Tola, Valerie, Sheryl, and Ahmed, who have shared their personal stories throughout this report, demonstrate just a few of the many inspiring ways the Y is impacting people across our region. These stories show the critical role we play in helping all individuals, regardless of their financial means, thrive. We believe that when one person in our community succeeds, we all succeed.

The Y has been a vital community partner in the National Capital Region for 150 years, and our role has never been more essential than it is today. Last year alone, more than 75,000 people turned to the Y for help, and \$1.3 million in assistance was provided to people experiencing financial hardship, helping them to achieve a healthier and more secure future.

In 2016, our employees and leadership team made great strides towards improving our operating results, and progress towards addressing the organization's long term debt. Looking forward, the level of long term debt remains the most significant challenge facing the Association. Our solution involves re-defining how we can best serve our community today and well into the future; and our focus remains on building a stronger Y.

We know there are many more lives to impact and many more stories to tell. Together, with your support, we are building a stronger Y and a healthier community, one success story at a time. It all starts here, at the Y.



A handwritten signature in black ink that reads "J. LeBlanc".

Janet LeBlanc
Chair, Board of Directors



A handwritten signature in black ink that reads "R. J. Gallagher".

R. J. (Bob) Gallagher, M.P.A.
President and CEO

Community starts here.

A strong, healthy community starts by bringing people together – one child, one family, one neighborhood at a time. At the Y, we help people when they need it most, and create lasting change that benefits everyone in our community.

Here is how we do it.



25 locations across the National Capital Region



1,895 generous donors



705 dedicated employees



\$1.3 million in financial assistance provided to people in need



75,828 success stories

973

people who needed a home, found a safe place to live at the Y, and hope for a better future.



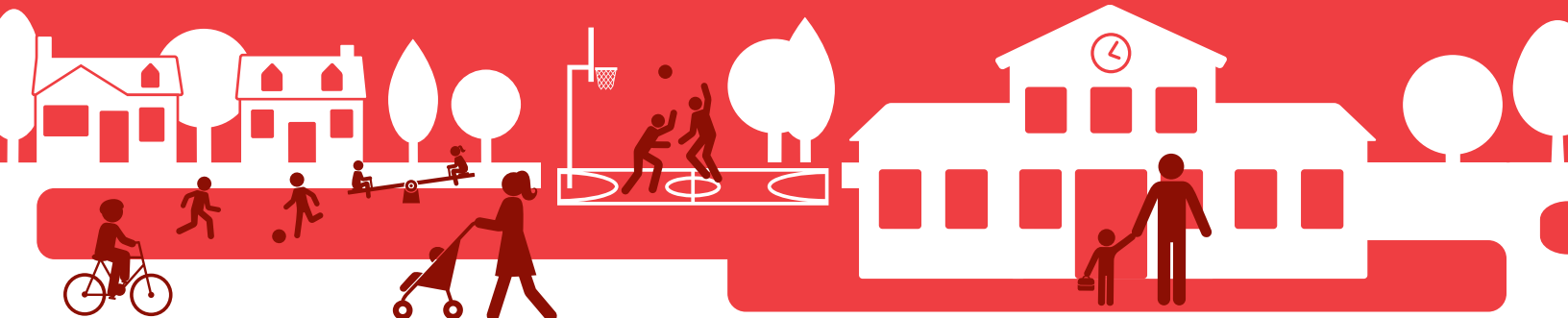
Emergency Shelter and Supportive Housing

2,952

young children built the foundation for lifelong learning and development, ensuring the very best start in life.



Licensed Child Care



5,485

children developed independence, leadership and confidence; vital skills they need to flourish from childhood to young adulthood.



Camp

34,179

children, youth and adults improved their health, building a stronger community today and for generations to come.



Health, Fitness and Aquatics

18,923

people gained access to opportunities for personal growth, training and employment, setting the stage for long term success.



Employment Services

2,288

children had a safe place to go after school, providing access to mentors and a sense of belonging, helping them to reach their full potential.



Recreational Child Care

11,028

immigrants were welcomed, helping them to understand their new home and become thriving members of our community.



Newcomer Services



Confidence starts here.



James, 10 years old

James' Story

"It feels like I can reach for the stars." That's what 10 year old James says today.

Not long ago, he felt differently. James was struggling at school, being bullied, and having a hard time making friends. Then he discovered Y day camp – and his mom Erin says after James' first day, he came back a different kid.

"Everyone is so encouraging. It's so much fun. The counsellors make me feel like I can do anything. They teach me how to solve problems with fun activities. And that helped me make some great friends."

Now, James wants to be involved in anything and everything. He has confidence and Erin says it's the Y camp that made him be who he is today: "I'm so proud of him. I know it sounds cliché, but honestly, camp changed his life. It changed our lives."



19,693 children, like James, developed valuable social skills and **built their confidence** at Y camps, child care and recreation programs.

The dream starts here.



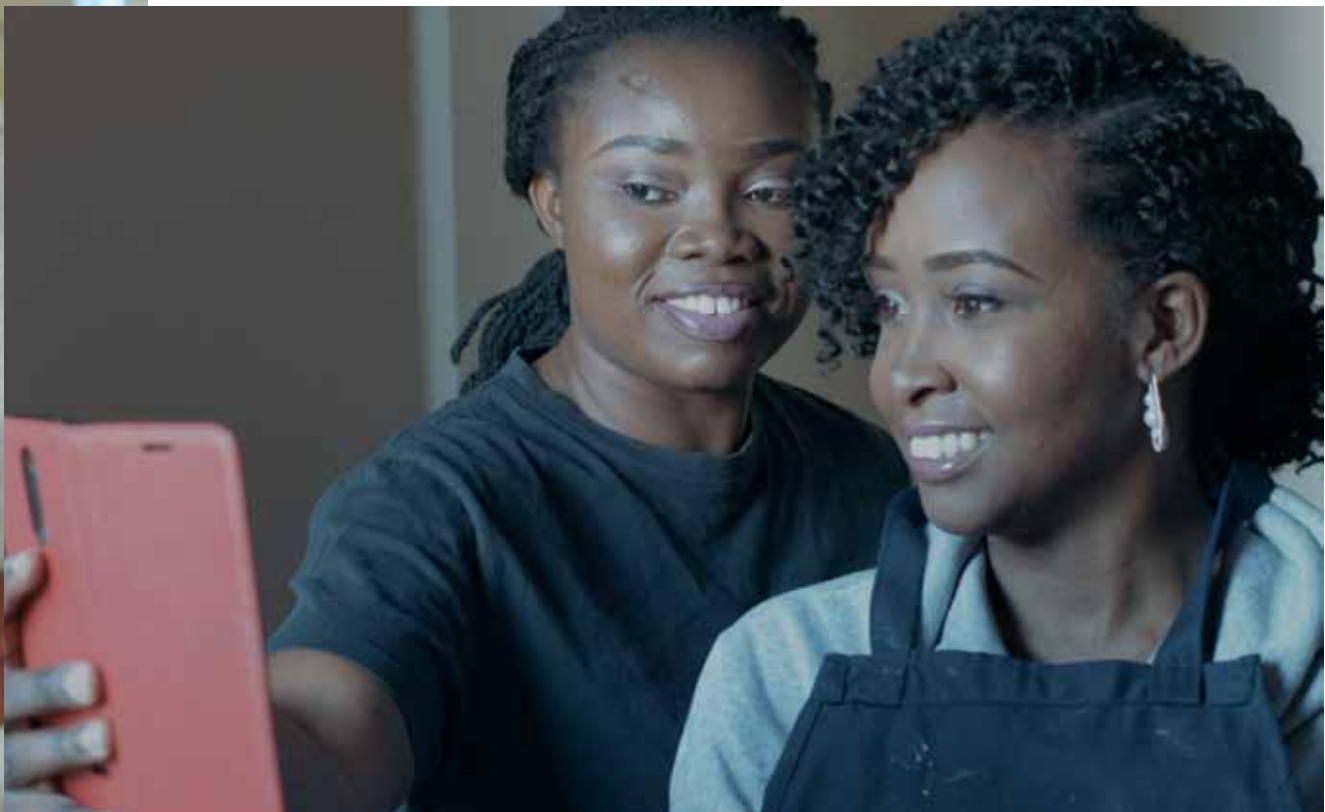
Tola, future business owner

Tola's Story

A nurse in her home country of Nigeria, Tola immigrated to Canada to continue her nursing career and start an esthetics business specializing in makeovers and African hairstyles. With her husband and young daughter, the family arrived in Ottawa in 2015, ready for an adventure and eager to be an active part of their new community.

Once her family was settled, Tola prepared to pursue her esthetics business and turned to the Y's Employment Centre for guidance and support. At the Y, her Employment Consultant helped her understand the fundamentals of starting a business and even suggested ways she could market her new business. Tola was able to use her newfound knowledge to take the first steps toward opening her business.

"I love my career as a nurse, and I also enjoy helping people look their best and feel confident," says Tola. In Canada, and with help from the Y, Tola is busy creating the life she imagined and making her dreams come true.



29,951 people, like Tola, accessed essential employment, referral and training programs through Y Employment and Newcomer Services, helping them **realize their dreams.**

Vitality starts here.



Valerie, active Y member since 1991

Valerie's Story

When Valerie first retired, she had many dreams of things she wanted to do. But she noticed that she couldn't walk stairs very well and was starting to have trouble getting around. She knew she wanted to garden and travel and for that, she needed to be able to move around comfortably.

She saw an ad for the Y and thought "why not go for it?" She says it was the best thing she ever did. That was 25 years ago.

Valerie, at 90 years old, has done lots of different classes but her current favourite is Zumba because she loves the music and dancing. She says that because the steps are fast, it challenges her feet and brain and keeps her young.

"I've made so many friends and we always chat after class. I always feel wonderful when I come back from the Y, I feel like I can tackle anything. Getting off the couch and joining the Y was the best thing I ever did. It's given me everything I need to enjoy my retirement."



4,927 older adults, like Valerie, **experienced the benefits of vitality** by joining the Y and staying active and connected to our community.

Courage starts here.



Sheryl, fearless mom

Sheryl's Story

"Be fearless!" Sheryl's words of wisdom for her kids.

But in saying them, she realized that she was letting her own fear of the water hold her children back from learning how to swim.

Sheryl grew up in Barbados, so people always assume that she loves to swim. But whenever she gets near the water she becomes overwhelmed with fear.

When Sheryl's kids were young, she wouldn't let them go into the water. She was terrified that if something happened, she wouldn't be able to help them. In discussions with her husband, he convinced her not to let her fears keep their kids from learning to swim.

They arrived at the Y and a caring instructor took each of her kids by the hand. At that moment, she knew everything would be okay. Today, Beckham dives right down to the bottom. And Mychael-May loves the water so much, she's going to be a volunteer swimming assistant at the Y.

Now, Sheryl's kids want her to get into the pool to face her fears. And she says the Y is where she will find the courage to learn.



7,502 children, like Sheryl's, **gained the courage** and skills at Y swimming programs that will keep them safer around water for the rest of their lives.

Love starts here.



Ahmed, husband and father

Ahmed's Story

Ahmed and his wife met while living in Djibouti. Circumstances changed and his wife had to return to Canada on her own. With a great distance between them, they lost touch with one another and Ahmed did not know that his wife was pregnant. Later that year, their daughter was born.

After six years apart, Ahmed's wife returned to Djibouti and Ahmed was finally able to meet his child. An emotional time for them all, the family of three grew very close and Ahmed's wife began the process of sponsoring him to join their family in Canada.

When Ahmed landed in Canada, he was met at the airport by his wife and his daughter, who welcomed him with a gift of a single red flower. They came to Ottawa and found a home and a caring community at the Y's Emergency Family Shelter. It was while living at the Y that Ahmed says their family bonded even further, and it was where he was really able to get to know his daughter. Now moved on to independent living, Ahmed reflects warmly on his family's time at the Y. In his own words, "the whole world lives at the Y!"



799 people, like Ahmed, turned to the Y's Emergency Family Shelter, finding a safe place to **spend time with loved ones**, and support moving from crisis to independence.

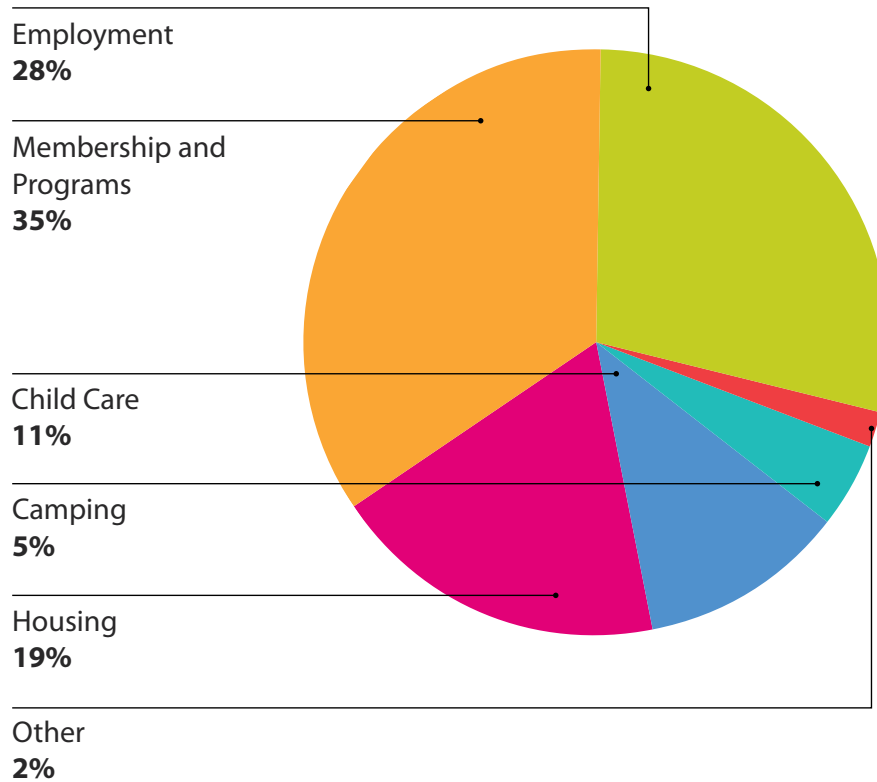
Summarized Financial Results

Statement of operations (in \$000's) for the year ended December 31

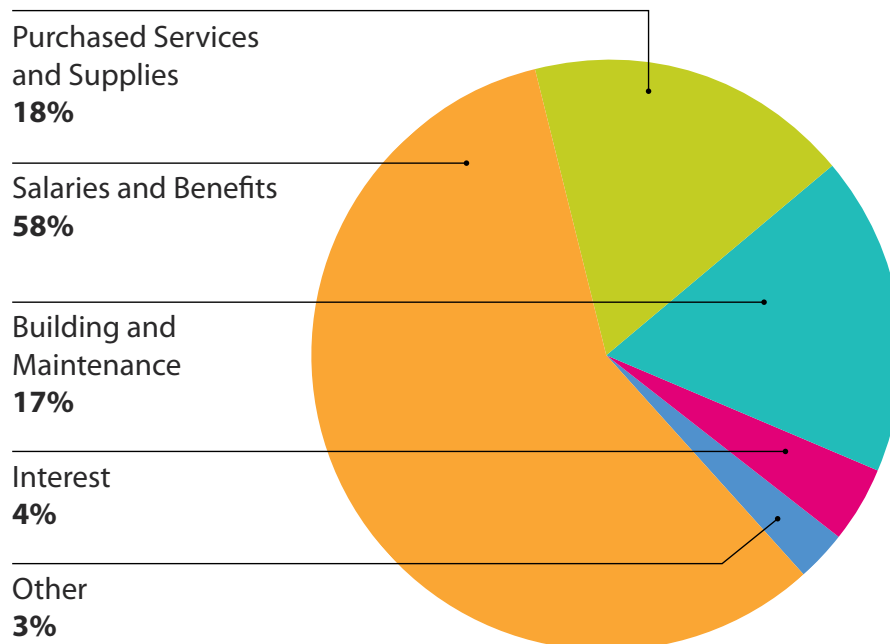
	2016	2015
	\$	\$
Revenue		
Membership and Programs	8,193	9,425
Employment	6,686	6,699
Housing	4,360	3,337
Child Care	2,642	2,444
Camping	1,107	1,055
Other	452	464
Total Revenue	23,440	23,424
Expenses		
Salaries and Benefits	13,045	13,254
Purchased Services and Supplies	4,038	4,144
Building and Maintenance	3,908	4,034
Interest	995	1,106
Other	564	554
Total Expenses	22,550	23,092
Excess revenue over expenses for the year before undernoted items	890	332
Capital asset related items including amortization and gain (loss) on sale	(1,441)	(1,555)
Deficiency of revenue over expenses for the year before the Capital Campaign	(551)	(1,223)
Net excess (deficiency) of revenue over expenses for the Capital Campaign	-	-
Deficiency of revenue over expenses for the year	(551)	(1,223)

*Financial information summarized from the December 31, 2016 audited financial statements.

2016 Revenue



2016 Expenses



Community Leadership

Board of Directors

Janet LeBlanc, Chair

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Janet LeBlanc + Associates Inc.

Todd Cain

Director General,
Health Canada

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Acart Communications

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Vice President, Policy, Research,
Legal and General Counsel,
Payments Canada

Colleen Kelley

Vice President and Practice Lead,
Business Operations,
Stratford Managers Corporation

*Resigned during term.

Executive Team

R. J. (Bob) Gallagher, M.P.A.

President and CEO

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Vice President,
Human Resources,
Housing, Employment and
Newcomer Services

Moira MacIntosh

Vice President,
Marketing, Communications
and Sales

Brian Laffin

Vice President,
Finance and Corporate Services

Rob Adams

Vice President,
Health, Fitness and Aquatics and
Children's Services

Jack Silverstein

Vice President,
Financial Development

Working Together to Make a Difference

Strong partnerships are essential to our ability to offer life changing programs and services. Funders, sponsors and partners work collaboratively with the Y to share our mission and lend their guidance, resources and expertise to deliver vital services to the most vulnerable people in our community.

Funders

Borealis Foundation
Canadian Tire Jumpstart
City of Ottawa
Employment and Social
Development Canada
Immigration, Refugees and
Citizenship Canada
Ministry of Advanced Education and
Skills Development
Ministry of Citizenship and
Immigration
Ontario Ministry of Education
Ontario Ministry of Health Promotion
United Way Ottawa

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Adelphia Floor Surfaces Ltd.
Annis O'Sullivan Vollebakk Ltd.
Anonymous Sponsor
Arch Insurance Canada Ltd.
Aviva Canada Inc.
Bird Richard
Borden Ladner Gervais
Borealis Publishing
Capital PPG/Dulux
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Stantec Consulting Ltd.
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Tamarack Developments
Temple Insurance Company
The Loft Hair Salon
The Matt Foundation

The McCarney Family Foundation
The National Arts Centre
The Regional Group of
Companies Inc.
Tierney Stauffer LLP
WCPD Foundation
Westboro Management Ltd.
XL Catlin

Partners

A Way Home Ottawa
Acclaim Ability Management
Active Engagement and Integration
Project
Agelic Employment Services
Algonquin College
Alliance to End Homelessness
Amethyst Women's Addiction Centre
Association des colleges et
universites de la francophonie
canadienne
British Columbia Construction
Association
Caldwell Family Centre Inc.
Canada Revenue Agency
Canadian Apprenticeship Forum
Canadian Centre for Language
Benchmarks
Canadian Hearing Society
Canadian Immigrant Integration
Program
Canadian Mental Health Association
Canadian Orientation Abroad
Canadian Tire Jumpstart Foundation
CARE Centre for Internationally
Educated Nurses
Carleton University
Casino Lac-Leamy
Catholic Centre for Immigrants
Causeway Work Centre
Centre 454
Centre 507
Centre des services communautaires
Vanier services d'emploi
Centre for Canadian Language
Benchmarks (CCLB)
Centretown Community Health
Centre
Children's Aid Society

Children's Hospital of Eastern Ontario
CISOC (Cultural Interpretation
Services for our Community)
City of Clarence-Rockland
City of Ottawa
Community Coalition for Literacy
Community Employment Resource
Centre (John Howard Society)
Community Information Centre
Confederation Court Community
House
Conseil des écoles catholiques du
centre-est
Conseil des écoles publiques de l'est
de l'ontario
Conseil Economique & Social
d'Ottawa-Carleton
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COSTI Immigrant Services
Dave Smith Youth Treatment Centre
Department of National Defence
Dress for Success
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Eco Equitable
Employment Networking Group
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Network
English Language Tutoring for the
Ottawa Community ELTOC
Entraide budgétaire Ottawa
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Federal Consumer Agency of Canada
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Graybridge Malkam
Healthy Babies Healthy Children
Hire Immigrants Ottawa
(United Way)
Housing Help
Hub Ottawa
Immigrant Services Association of
Nova Scotia
Immigrant Women Services Ottawa
Interior Finishing Systems Training
Centre
International Credentials
International Organization for
Migration
Invest Ottawa
ITO 2.0 (Youth Services Bureau)

Jewish Family Services
Jewish Vocational Services of Toronto
John Howard Society of Ottawa
Kanata Sailing Club
Kanata Ski Club
L'Escale High School
La Cité
Language Assessment Services,
Kingston
Language Training Centre
Lebanese and Arab Social Services
Agency
Literacy Coalition of Eastern Ontario
Local Employment Planning Council
March of Dimes Ottawa
Minwaashin Lodge
Nepean, Rideau and Osgoode
Community Centre
Odawa Native Friendship Centre
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Ontario Council of Agencies Serving
Immigrants
Ontario Disability Support Program
Ontario Lottery and Gaming
Corporation
Ontario Works
Operation Come Home
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Board
Ottawa Catholic School Board
Ottawa Chinese Community Service
Centre (In-Tac)
Ottawa Community Immigrant
Service Organization (OCISO)
Ottawa Community Loan Fund
Ottawa Heart Institute
Ottawa Hospital
Ottawa Immigration Portal
Ottawa Inner City Health
Ottawa Innercity Ministries
Ottawa ISAP Advisory Committee
(Immigrant Settlement Adaptation
Programs)
Ottawa LAC (Language Advisory
Group)
Ottawa Life Magazine
Ottawa Local Immigration
Partnership (OLIP)
Ottawa Public Health

Ottawa Public Library
Ottawa Supportive Housing Network
Ottawa-Carleton Catholic School
Board
Parkwood Hills Stakeholders
Committee
Peter's New Jobs
Pinecrest Queensway Community
Health Centre Employment Services
Planning for Canada
Ranstad
Refugee 613
Renewed Computer Technology
Renfrew County District School
Board
Réseau de Soutien à l'immigration
Francophone de l'EST de l'Ontario
Rideau-Carleton Raceway
Rideauwood Addictions and Family
Services
Royal Ottawa Hospital
Service Canada
Shepherds of Good Hope

Skills for Change
Social Planning Council
Somali Centre for Family Services
South East Community Health
Centre
St Mary's Home
St. Joe's Women's Centre
St. Joseph Communications
St. Lawrence College Employment
Services
Suits His Style
TESL Canada
TESL Ontario
The Caring and Sharing Exchange
The National Arts Centre
The Ottawa Mission
The Well
TOES Niagara
Tungasuvvingat Inuit
Twice Upon a Time
United Way
University of Ottawa

University of Ottawa Heart Institute
Valoris
Vanier Employment Services
Volunteer Ottawa
Wabano
Women's Business Network of
Ottawa
World Skills Employment Program
YMCA Canada
YMCA of Greater Toronto
YMCA Ontario Employment Ontario
Managers Working Group
Your Reno Guys
Youth Services Bureau
YWCA Canada
YWCA Toronto

Power of Trades and Second Stage Housing for Youth
programs partially funded by:



Impacting Lives

As a Y donor your support allows us to eliminate the financial barriers families face so that more children, youth and adults can have the opportunity to thrive. Your donation gives us tremendous power to change lives.

Chair's Round Table

The Chair's Round Table is a recognition program that acknowledges the caring community members and organizations that support the Y at the \$1,000 donation level and above. The Chair's Round Table celebrates the vision, leadership and philanthropy that shape our Association and the quality of life in our community.

Leaders \$10,000+

Alterna Savings and Credit Union Limited
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Stewart McKelvey	Anonymous Donor
Strategic Charitable Giving Foundation	
TELUS Community Affairs	

Heritage Club Members

The Heritage Club is comprised of individuals, families and businesses who support our mission and have included the Y in their planned giving. Through their care and commitment, they are helping ensure our Y has a secure future and that Y programs continue to address the most urgent needs in our community.

Anne Bouey	Gavin Lumsden
Ronald Larkin Brown	Gerry and Bill Marsh*
Kim Canary and Al Hatton	Richard Martin
John Campbell and Susan Kusiar	Catherine E. Mason
Nancy B. J. Johnson	Richard J. Moore
Christine Gibbard	Judy and Don Noble
Fiona Gilfillan	Wilda Phillips
Clare Gillespie	Robert Slipp
D. Mary Hackett	Bill* and Karen Whillans
Charles Hurst*	James S. Wightman
Jim T. Kenward	*Deceased

Endowment Funds

Some donors have chosen to make a planned gift to the Y by way of creating an Endowment Fund where the capital remains intact. Only the net allocable income earned is used, thus perpetuating their gift to provide help and hope to people in need for generations.

Ann Pearson Fund International Leadership	John Patterson Fund General Y Needs
Anne Bouey Fund Youth Leadership	June Craig Memorial Fund Campership and Housing
Annie Robina Gray Keith Fund Sponsorship for Girls and Women	Kemis & Gladys Allen Estate Fund General Y Needs
Bill and Karen Whillans Fund Community Leadership Development	Louis Bonnenfant Fund Campership
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Canoe Club Fund Campership	Mildred Millicent Groh Fund General Y Needs
Don Noble Legacy Leadership Fund Leadership Skills Bursaries	Rolla Law Crain Fund Youth Leadership Carlingwood Y
Donnie Fraser Campership Memorial Fund Campership for Girls	Rowell K. & Evelyne E. Lashley Fund Campership
George Jackson Youth Leadership Fund International Leadership	Sean Egan Ascent for Y Kids Fund Y Kids Fit Program
Gerry Marsh Fund Y Female Volunteer Camp Leadership Opportunity	T. Seaton Ewart Fund Campership for Boys
James Looney Fund General Y Needs	Wilda Phillips Leadership Bursary Fund Post Secondary Bursaries for Y Kids
John Eagleson Estate Fund Campership for Boys and Y Capital Needs	

A sincere effort has been made to accurately acknowledge each donor, family member and friend in this publication. If names have been inadvertently omitted or incorrectly listed, please contact us so we may correct our records.

YMCA-YWCA of the National Capital Region

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