



# The Power of Belonging

COMMUNITY  
IMPACT REPORT 2017

YMCA-YWCA of the  
National Capital Region



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# Building Healthy Communities Through the Power of Belonging

A strong sense of belonging can inspire and transform lives in incredible ways. At the YMCA-YWCA of the National Capital Region, we know that our impact goes far beyond simply providing places to get help or stay fit. What makes us special is our inclusivity; how we welcome people from all walks of life, and through our engaging programs and enthusiastic staff and volunteers, inspire connection and belonging.

Whether it is providing a struggling family with safe shelter and a sense of home, empowering children and youth with new-found abilities and confidence at camp, or offering encouragement and guidance to those looking to adopt and maintain an active lifestyle, our Y is a community of caring neighbours, friends, and family here to support everyone on their journey.

Our impact is undeniable. More than 82,000 people turned to our Y for help in 2017, and we granted over \$1.05 million in financial assistance and forgiven fees to individuals, families, and children who would otherwise be unable to participate in our life-changing programs and services.

We also continue to work closely with our community partners, providing those in need with vital services like emergency housing and employment assistance. Working hand in hand, we ensure that those most at risk find the stability to develop future options and become more fully engaged members of our community.

Every day at the YMCA-YWCA of the National Capital Region, we witness people learning new skills, making new friends, getting healthier, and working towards personal success - together. It is an incredibly powerful sight, and we feel privileged to play a vital our role in so many lives.



**Ross Quane, CPA, CA, CMC**  
Chair, Board of Directors



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

# Community and Belonging

At the Y, we provide values in action. We deliver sustainable, safe programs that positively transform lives and communities through the power of belonging. **Here is how we do it.**



**25** locations across the National Capital Region



**1,508** generous donors



**812** dedicated employees



**\$1.05 million** in financial assistance provided to people in need



**82,432** people brought together

**776**

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**

**2,538**

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



**Licensed Child Care**



**5,797**

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



**Camp**

**12,106**

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



**Employment Services**

**45,936**

people chose a healthier, more active life and are better connected to their friends, families, and communities.



**Health, Fitness and Aquatics**

**1,907**

children had a safe place to go after school, providing a sense of belonging and access to mentors.



**Recreational Child Care**

**1,148**

people expanded their knowledge, gained valuable skills, and put their education to work by taking part in Y trades programs.



**Trades**

**10,840**

immigrants were given access to the resources they need to become thriving members of our community.



**Newcomer Services**

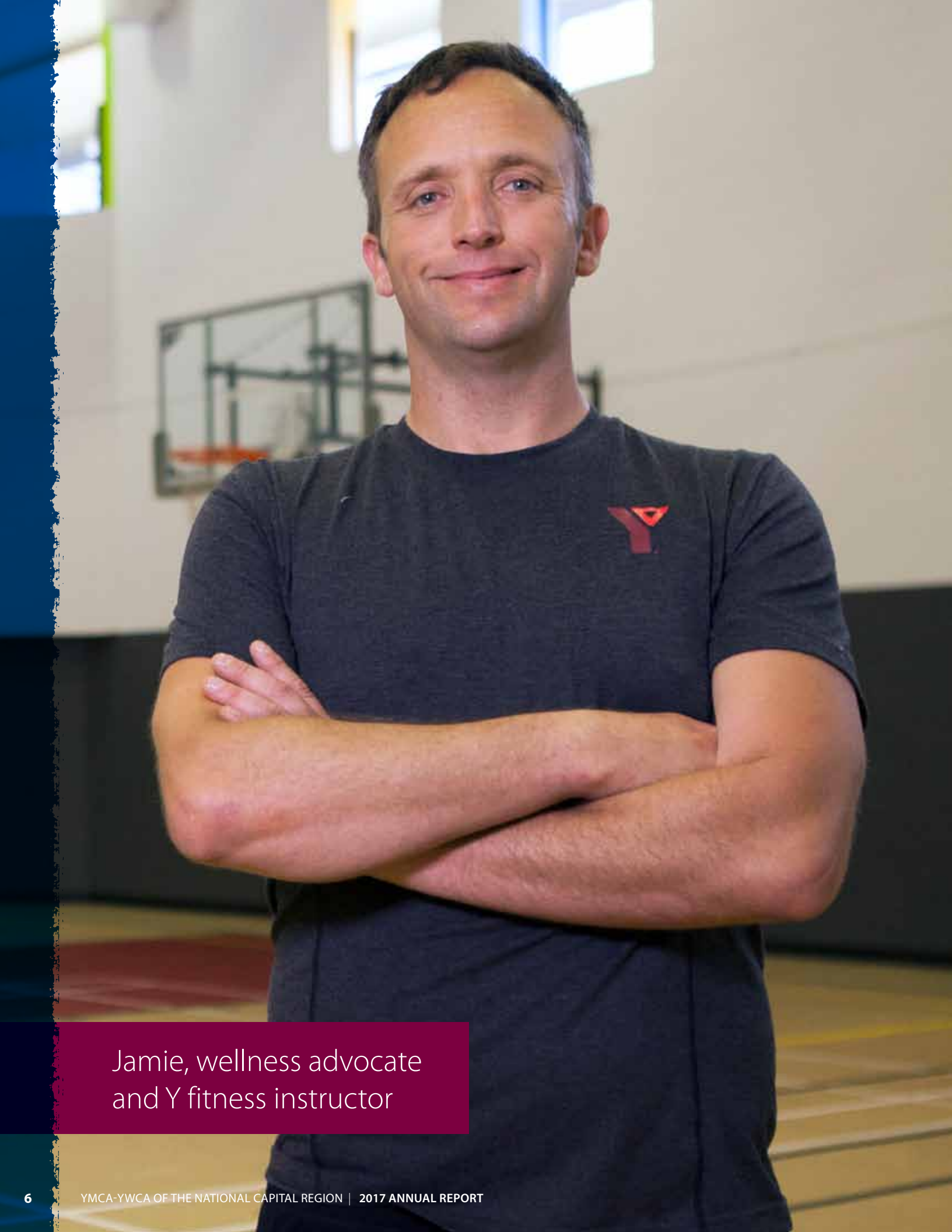
**1,384**

youth were empowered to take control of their futures by making informed life decisions when engaging in risk-taking behaviours.



**Youth Gambling Awareness**





Jamie, wellness advocate  
and Y fitness instructor

# Stronger, Together

“When we walked through the doors of the Y it felt like a community, a place where it didn’t matter who you were, you belonged.”

“Dad, slow down!”

Those words are music to Jamie’s ears, since only a few years ago he was battling significant health challenges and wasn’t able to keep up with his daughters.

Jamie was more than 120 pounds overweight, had developed Type 2 diabetes and was battling anxiety and depression. He was scared. Everything changed after a sobering visit with his doctor, when he was told that if he didn’t make changes he wouldn’t be alive to see his children grow up. He knew he needed to do something – if not for himself, then for his daughters.

Jamie wanted to go to a place where he and his family could become involved, where they could make lifestyle changes together. When he walked through the doors of the YMCA, he felt like he was part of a community. He felt at home and met people who believed in his healthy future.

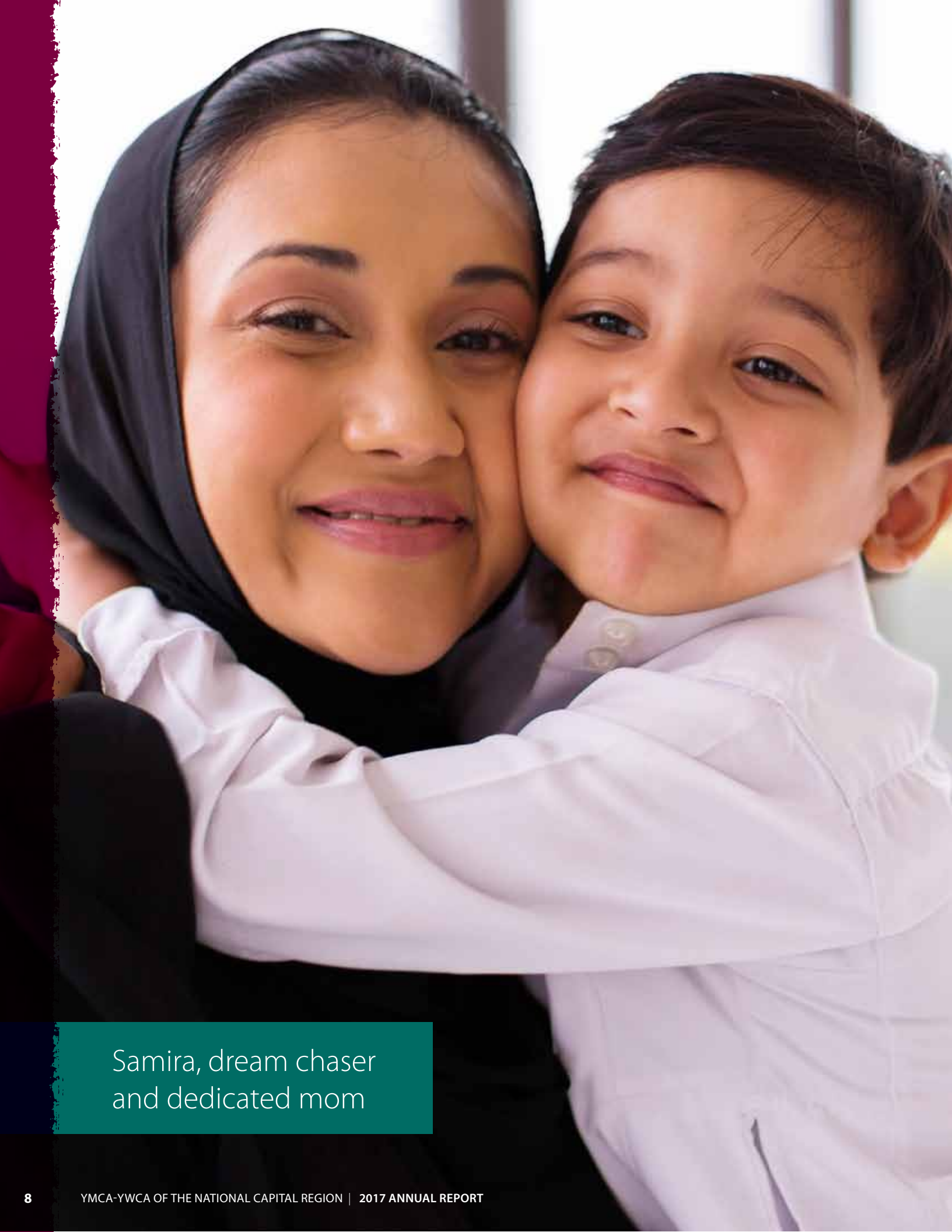
The Y staff helped Jamie make big changes and tackle his goals one small step at a time. That made all the difference - over the next two years, Jamie lost 145 pounds. His physical and mental health improved dramatically. And amazingly, he has become a YMCA wellness instructor, personal trainer, and a group fitness instructor!

Jamie’s health has never been better, and with his YMCA community by his side, he will help many more people become active and healthy.



**45,936 people**

*made their health a priority, choosing to be active and connected while being engaged in health, fitness, and aquatics programs at the Y.*



Samira, dream chaser  
and dedicated mom



# A Place to Call Home

“I am so grateful for the support my children and I had while living at the Y.”

Samira\* and her two children arrived at the Y’s Emergency Family Shelter after fleeing their war-torn home and spending nine years living in a refugee camp. Adjusting to life in a new, unfamiliar country was difficult, but the family was grateful to get a fresh start. Once they settled in at the shelter, Samira jumped into action. She was an active volunteer in the community, the family worked together on improving their English abilities, and once the kids were enrolled in school, Samira began furthering her own education to build a career here in Canada.

Samira’s children thrived while living at the Y. They took part in the After School Care Program and received homework help when needed. They also had fun! They made many new friends at the Y and were able to participate in programs like swim lessons, summer camp, and basketball.

The peace of mind Samira felt knowing that her children were happy and in a safe place meant she was able to devote time towards building stability for her family’s future. After a lot of work and dedication, Samira recently completed her schooling and is now a qualified Early Childhood Assistant. She and her children have had more good news, too – after living at the Y for just over a year, they have secured a home and will be leaving the shelter for independent living.

The future is looking bright for this young family!

 **607 people**

*found a safe and welcoming place for their family to live at the Y’s Emergency Family Shelter, receiving the support they needed to stabilize and rebuild their lives.*

\*Name and photo have been changed to protect the family’s privacy.



Julia, inspired camper  
and future teacher

# From Camper to Leader

“Going to camp has had a huge impact on my life. I wouldn’t be the person I am today if it weren’t for the Y! ”

Julia first came to the Y’s Camp Otonabee at just seven years old. Now 24, she hasn’t missed a summer walking among the pine trees and paddling on the water surrounding the camp.

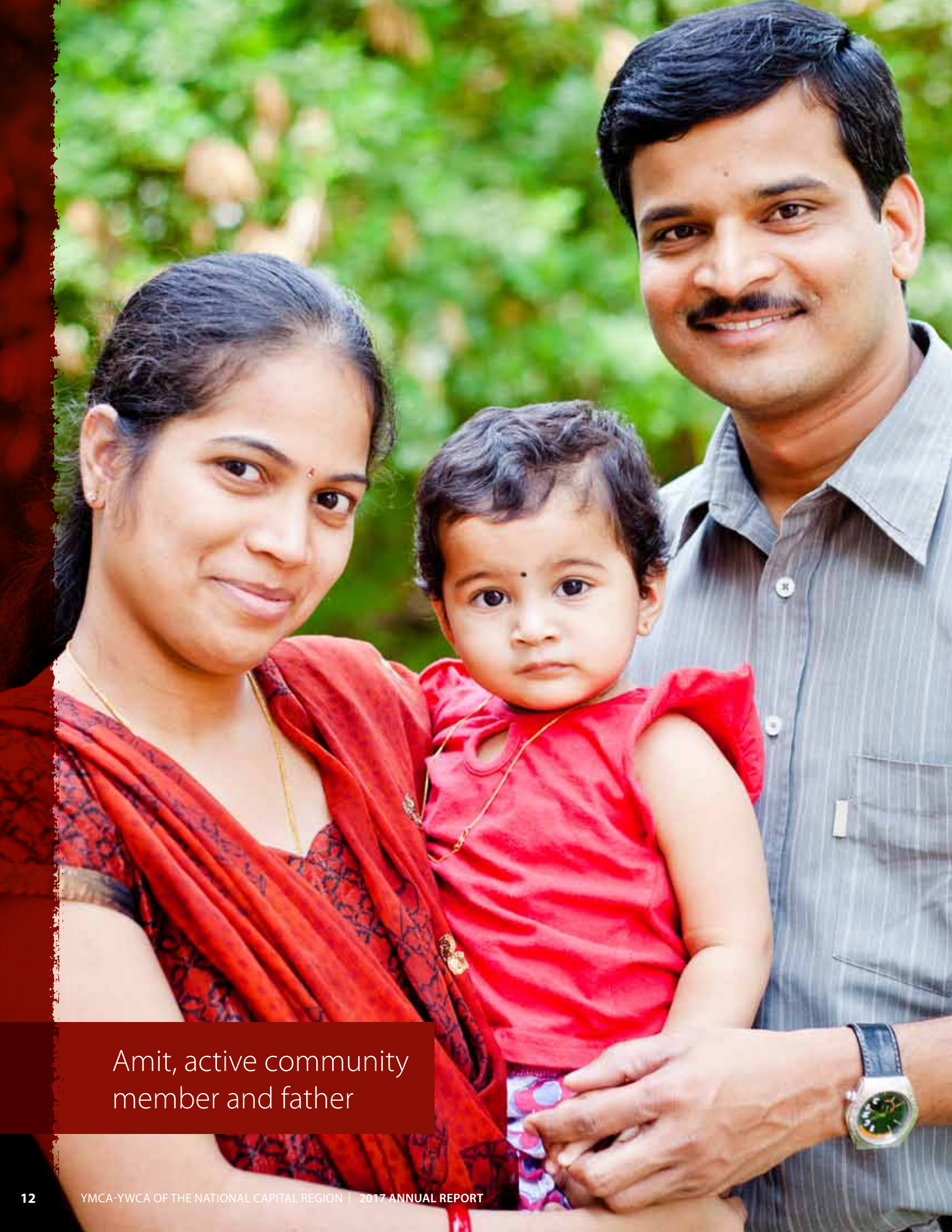
As a young girl, Julia spent a week or two at camp each summer, taking part in general programs. She loved the activity, friendships, and confidence she felt learning new skills and being outdoors all day. Each spring she would get excited about going back to see her camp family that summer.

When she was old enough, Julia took the opportunity to participate in the month-long Leader in Training (LIT) program. She was hooked from that first year as an LIT, and after a month of building lasting friendships, she set her sights on becoming a camp counsellor and working at Camp Otonabee. Two summers later, she reached her goal! Julia was offered her first paid position with the camp at age 16 and has been part of the Y camp team since.

Working with the children at camp has been a life-changing experience for Julia. Helping to develop new generations of campers, and seeing firsthand the transformative impact that her leadership had, Julia was inspired to make teaching children her career. She is currently enrolled in the University of Ottawa’s Bachelor of Education program and has risen through the ranks at camp to become the Assistant Director, Outdoor Education and Camping.

 **22,083**  
**children**

*found their confidence and developed powerful leadership and social skills in Y Camps, child care, and recreation programs.*



Amit, active community member and father

# Building Roots in Canada

“We felt so happy that the Y’s Newcomer Information Centre was able to help guide us on the right path.”

Amit\* and his wife Priya\*, along with their two children, arrived in Canada in January 2017 as refugee claimants. They moved into his brother’s home in Ottawa, and although they were filled with gratitude to be starting a new life in Canada, it wasn’t easy. Amit’s brother has a large family and space was very limited. Amit and Priya were struggling to find their own housing, and the entire family was having a difficult time adjusting and settling in their new city.

When they heard about the Y’s Newcomer Information Centre (NIC), Amit and Priya decided to drop by. They received an orientation to the NIC and learned about all the services available to them. They received some referrals and also participated in workshops offered through the NIC. The Online Application Assistance workshop, where they were able to apply for their work permits, and the Refugee Claimant information session, both proved invaluable. The information they learned in the

workshops helped ensure Amit’s success in court where he was accepted as a protected person in Canada.

The family was able to find affordable housing and a Y team member at the NIC helped them secure furniture through Ottawa’s Furniture Bank. Amit and Priya are both now feeling stable and actively looking for work in their fields, and with the help of the Y’s Newcomer Information Centre, are happy to say they are finally home.



**10,840**  
**immigrants**

*gained access to essential referral and training programs through Y Newcomer Services, helping them realize their dreams.*

\*Name and photo have been changed to protect the family’s privacy.

# Summarized Financial Results

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

	<b>2017</b>	2016
	<b>\$</b>	\$
<b>Revenue</b>		
Membership and Programs	<b>8,157</b>	8,193
Employment	<b>6,802</b>	6,686
Housing	<b>4,396</b>	4,360
Child Care	<b>2,510</b>	2,642
Camping	<b>1,188</b>	1,107
Other	<b>500</b>	452
<b>Total Revenue</b>	<b>23,553</b>	23,440
<b>Expenses</b>		
Salaries and Benefits	<b>13,454</b>	13,045
Purchased Services and Supplies	<b>3,854</b>	3,938
Building and Maintenance	<b>4,009</b>	3,908
Interest	<b>1,143</b>	995
Other	<b>534</b>	564
<b>Total Expenses</b>	<b>22,994</b>	22,450
Excess of revenue over expenses for the year before undernoted items	<b>559</b>	990
Capital asset related items including amortization, gain (loss) on sale and insurance proceeds	<b>(1,282)</b>	(1,441)
Unusual items Debt restructuring costs	<b>(1,456)</b>	(100)
Net excess of revenue over expenses for the Capital Campaign	-	-
Deficiency of revenue over expenses for the year	<b>(2,179)</b>	(551)

\*Financial information summarized from the December 31, 2017 audited financial statements.

# Community Leadership

## Board of Directors

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\*Resigned during term.

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---

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**Rob Adams**  
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Children's Services

# 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 Foundation  
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

## Sponsors

ACE Insurance  
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Anonymous Sponsor  
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Ottawa Pool Works  
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Steiber Berlach LLP  
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Tamarack Developments  
Tamarack Homes  
Temple Insurance Company  
The Matt Foundation

The Metcalfe Hotel  
The National Arts Centre  
Tierney Stauffer LLP  
WCPD Foundation  
Westboro Management Ltd  
Wilderness Tours  
XL Catlin

## Partners

A Way Home Ottawa  
Acclaim Ability Management  
ACTT  
Agelic Employment Services  
Algonquin College  
Alliance to End Homelessness  
Amethyst Women's Addiction Centre  
Association des colleges et universites de la francophonie canadienne  
Caldwell Family Centre Inc.  
Canadian Apprenticeship Forum  
Canadian Centre for Language Benchmarks  
Canadian Hearing Society  
Canadian Immigrant Integration Program  
Canadian Mental Health Association  
Canadian Tire Jumpstart Foundation  
CARE Centre for Internationally Educated Nurses  
Carleton University  
Catholic Centre for Immigrants  
Catholic Family Services  
Causeway Work Centre  
Center 454



Centre des services communautaires Vanier services d'emploi  
 Centre for Canadian Language Benchmarks (CCLB)  
 Centre for Education and Training  
 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  
 City of Ottawa 311  
 Clic En Ligne  
 Community Care Access  
 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  
 Cornerstone Housing for Women  
 CVE Inc.  
 Dave Smith Youth Treatment Centre  
 Discovery University  
 Dress for Success  
 Eastern Regional Group  
 Eco Equitable  
 Edgewood  
 Employment Networking Group  
 Employment Ontario Ottawa Network  
 English Language Tutoring for the Ottawa Community ELTOC  
 Entraide budgétaire Ottawa  
 Global Experience Ontario  
 Graybridge Malkam  
 Harmony House  
 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 Organization for Migration  
 ITO 2.0 (Youth Services Bureau)  
 Jewish Family Services  
 John Howard Society of Ottawa  
 Kanata Sailing Club  
 Kanata Ski Club  
 Karibu Centre  
 KIND (formerly Pink Triangle Services)  
 L'Escale High School  
 La Cité  
 Language Assessment Services, Kingston  
 Language Training Centre  
 Le Carrefour  
 Lebanese and Arab Social Services Agency  
 Literacy Coalition of Eastern Ontario  
 Local Agencies Serving Immigrants (LASI) Ottawa  
 Local Employment Planning Council  
 Maison Gilles Chagnon  
 March of Dimes Ottawa  
 Matthew House  
 Ministry of Community Safety and Correctional Services  
 Minwaashin Lodge  
 Mobile Crisis  
 Nepean, Rideau and Osgoode Community Centre  
 Odawa Native Friendship Centre  
 Ontario and Industrial Finishing Skills Centre  
 Ontario Council of Agencies Serving Immigrants  
 Ontario Disability Support Program  
 Ontario Landlord and Tenant Board  
 Ontario Works  
 Operation Come Home  
 Options Bytown  
 Ottawa Carleton District School Board  
 Ottawa Catholic School Board  
 Ottawa Chinese Community Service Centre (In-Tac)  
 Ottawa Community Housing  
 Ottawa Community Immigrant Service Organization (OCISO)  
 Ottawa Community Loan Fund  
 Ottawa Food Bank  
 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 Mission  
 Ottawa Public Health  
 Ottawa Public Library  
 Ottawa Supportive Housing Network  
 Ottawa Withdrawal Management  
 Ottawa-Carleton Catholic School Board  
 Parkwood Hills Stakeholders Committee  
 Peter's New Jobs  
 Pinecrest Queensway Community Health Centre  
 Employment Services  
 Planning for Canada  
 Psychiatric Survivors of Ottawa  
 Rainbow Refugee Network  
 Ranstad  
 Refugee 613  
 Refugee Network of Ottawa (ReNoO)  
 Renewed Computer Technology  
 Renfrew County District School Board  
 Réseau de Soutien à l'immigration Francophone de l'EST de l'Ontario  
 Rideauwood Addictions and Family Services  
 Robyn Easy Center  
 Royal Ottawa Hospital  
 Salvation Army  
 Serenity Renewal  
 Service Canada  
 Sexual Assault Support Center  
 Shepherds of Good Hope  
 Skills for Change  
 Social Planning Council  
 Somali Centre for Family Services  
 South East Community Health Centre  
 South Nepean Muslim Centre  
 St Mary's Home  
 St. Joes Women's Centre  
 St. Joseph Communications  
 St. Lawrence College  
 Employment Services  
 St-Nicholas Adult High School  
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 University of Ottawa  
 University of Ottawa Heart Institute  
 Up With Women  
 Valoris  
 Vanier Community Health Center  
 Vanier Employment Services  
 Volunteer Ottawa  
 Wabano  
 World Skills Employment Program  
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 YMCA Management Resource Centre  
 YMCA of Greater Toronto  
 YMCA Ontario Employment & Immigrant Services Managers Working Group  
 YMCA Ontario Employment Ontario Managers Working Group  
 Youth Probation Services  
 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  
 Brian Scott and Monica Sapiano  
 Britton Smith Foundation  
 Canadian Tire Jumpstart  
 CIBC Children's Foundation  
 City of Ottawa, Parks, Recreation and Cultural Services  
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## 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.

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

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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

Corporate Offices  
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