



**Where healthy
communities are built**

**COMMUNITY
IMPACT REPORT 2018**

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



Where an impact is made

The YMCA-YWCA of the National Capital Region is a leading resource for health, recreation, child care, housing, employment, and newcomer services.

Our Mission

The Y is a charitable association dedicated to improving the quality of life for children, youth, adults and families through programs that build spirit, mind and body. We provide opportunities for personal growth and character development by delivering unique and contemporary programs for everyone, inclusive of race, religion, creed, ability or economic circumstance.

Our Work

- **Promote healthy living** by ensuring absolutely everyone is given the opportunity to achieve a healthier lifestyle.
- **Nurture the potential of children and youth** by engaging young people and encouraging positive choices.
- **Support vulnerable people** by helping them stabilize and develop future options.
- **Inspire personal success** by providing access to essential training and resources.



Contents

- 5 Where community connects
- 6 Where transformation begins
- 9 Where fitness is friendly

- 11 Where lives are rebuilt
- 13 Where transformation happens
- 14 Summarized Financial Results

- 15 Community Leadership
- 16 Working Together to Make a Difference
- 18 Impacting Lives

Where community connects

The Y. It's where our community comes together, and where encouragement and belonging inspires the best in people, every day. It's where we nurture potential, and where every child, teen, adult, and family has access to the essentials they need to learn, grow and thrive.

At the YMCA-YWCA of the National Capital Region, we are proud to provide these “wheres” - places and people who deliver the vital, life-changing programs and services that our community needs most. Whether it is offering comfort and a safe home to families with nowhere else to go, helping children develop self-confidence and independence, providing essential training to inspire success in newcomers to our region, or celebrating our members' accomplishments in their quests for a healthier lifestyle, the Y is a foundation from which a brighter future and a stronger community can be built.

Looking back on 2018, our Y continued to strengthen the considerable positive impact we have on children, adults and families across the region. Nearly 84,000 people turned to us for help last year, and we will introduce you to three of them later in this report. The lives of Alan, Fatou, and Marouane have been forever changed and enriched by the connections they built at our Y. And our impact didn't stop there. We also provided over \$775,000 in financial aid in 2018, allowing equal opportunity for all to dream bigger, focus on personal well-being, and make strong social connections.

Though the needs of the people in our community continue to grow and change, the Y's commitment to serving them is as strong today as it was when we began more than 150 years ago. We couldn't possibly do all of this on our own. We are fortunate to have a dedicated network of donors, volunteers, partners, members and staff that support our mission and help ensure the Y remains a place for our community to feel connected.

With that support, the Y has tremendous power to change lives – we see it every day. Thank you for inspiring us as we move forward together to build a healthier community.

Sincerely,




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




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

Where transformation begins

At the Y, we transform communities and help children, youth and families lead healthier, happier, and more secure lives. **Here is how we do it:**



25 service locations across the National Capital Region



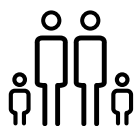
1,011 dedicated employees and volunteers



1,766 generous donors



Over \$775k in financial assistance provided to people in need



83,909 people served

HEALTH, FITNESS AND AQUATICS



48,859

people were part of an encouraging community taking positive steps to **improve their health and wellness.**

PHYSICAL LITERACY



17,133

children developed **physical literacy and self-confidence** in Y fitness, recreation, and camp programs.

CAMP



6,423

children gained confidence, built friendships, discovered new abilities, and **developed leadership skills for life.**

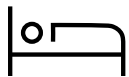
LICENSED AND RECREATIONAL CHILD CARE



659

children developed a **solid foundation for learning** while being nurtured by caring mentors.

EMERGENCY SHELTER AND SUPPORTIVE HOUSING



766

people found **safety, a caring community, and a place to call home** while rebuilding their lives.

EMPLOYMENT SERVICES



12,593

people took important steps towards **securing their futures** by accessing training and employment services.

NEWCOMER SERVICES



12,143

immigrants were welcomed and given the support they needed to become **thriving members of our community.**

TRADES



1,915

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



48,859

people chose a healthier and more active life at the Y.

3,506

children, teens and adults were able to participate in programs thanks to Y financial assistance.

5,387

people learned water-safety skills that will keep them safer and confident around water.

Where fitness is friendly

“I have a great life, and staying fit with friends at the Y helps me keep it that way!”

When Alan Richardson moved to Ottawa in 2012 he was thrilled to find the Ruddy Family YMCA-YWCA was just down the street. Alan has always made staying active a priority, and knowing that he had a Y nearby meant he'd get the chance to keep working out, and maybe meet a few neighbours. What he never anticipated was the overwhelming feeling of warmth and acceptance he would experience once he became a Y member.

Alan lives with Cerebral Palsy and has limited mobility issues, but doesn't let that slow him down for a second. Since retiring, he has made exercising and physical fitness his full time job, and the Y has been there the whole way. Despite any physical challenges he might face, rain or shine, 7 days a week, Alan is at the Y, bringing along his trademark radiant smile and an infectious can-do attitude.

Alan keeps his routine fun by constantly trying new things. He's taken part in classes of all types, from Chair Fit, to Young at Heart Cardio, even Zumba and Cyclefit. Alan's exercise routine also includes using weight training equipment, stationary bikes, and most recently he has ventured onto the new functional fitness space.

Embracing a healthy lifestyle is important to Alan and the Y helps him stay busy, sharp, focused and social. Since joining the Y, he has made many new friends and is encouraged by (and an inspiration to) Y members and staff. Alan attributes his courage for trying new classes and equipment to everyone's support and willingness to offer a helping hand.

Alan plans to continue going to the Y every day to try new things, be among friends and maintain his physical fitness.



766

children, youth and adults were given a safe place to live.

301

homeless people sleep at the Y on any given night.

30

children living in the Y's family shelter were given an opportunity to experience camp.

Where lives are rebuilt

“I am so grateful that the Y was there to keep me and my family safe, and to help us get through the worst time of our lives.”

Fatou Camara’s story begins in Guinea, West Africa, long before her arrival in Canada. Growing up, she dreamed of becoming a doctor and one day giving back to her community. But in April 2000, escalating life-threatening violence changed her life forever, forcing Fatou to unexpectedly flee her home and country. She arrived in Montreal, Quebec, completely alone, with little more than the clothes on her back.

Settling into a new country and culture was very difficult, especially without friends or family support. Time passed, and as Fatou became more comfortable in her newfound home, she secured a job, made friends and slowly began rebuilding her life. Unfortunately, the violence returned. After living in Montreal for over 15 years, Fatou’s home once again became unsafe. She left Montreal with her two children, now aged 14 and 17, to start over again in Ottawa.

Once arriving in Ottawa, Fatou and her children found long sought after refuge at the Y’s Transitional Family Housing Program. Homeless, frightened, and tired, she and her family were anxious upon their arrival. Y staff greeted them

with reassuring, open arms and went above and beyond to make things easier. Soon after settling in, they began to feel a little more trusting and started enjoying the diverse new community they were now a part of.

Fatou and her children found the support and relief they needed within the Y’s Transitional Family Housing Program, and with the support of their new neighbours and friends, began to stabilize and look towards a brighter future. After 9 months at the Y, their family was able to move on to independent living. Now Fatou has aspirations of resuming her education in nursing, and her children - both honour students - are thriving at school. The experience their family shared at the Y not only taught Fatou more about herself, she learned more about people from other walks of life. She says she is inspired by all kinds of people now, and thanks to their time at the Y, her children have become more responsible and are volunteering in the community.

For Fatou and her family, the Y was a place where rebuilding their lives was possible, and where their dreams started becoming reality.

*Photo has been changed to protect the family’s privacy



26,651

people looking for a more secure future got assistance in the Y's Newcomer and Employment programs.

40%

of all immigrants to Ottawa visited the Y's NIC.

1,915

people took part in trades programs at the Y.

Where dreams become reality

“The Y’s Employment Access Centre was vital in helping me realize my dream to have a fulfilling, inspired career in Canada.”

As a young man in Morocco, Marouane Smaili set his sights on building a new life in a more progressive, multicultural country. His search led him to Canada, where values of equality and inclusiveness were more in line with his own. Before long, his hard work paid off and he was accepted to come to Canada.

Wanting to ensure a smooth transition, Marouane researched newcomer and employment services before arriving in Ottawa. It was important to him to be well prepared so that he would be able to settle, find work, and become part of his new community with as much ease as possible. He contacted the Y’s Newcomer Information Centre (NIC) and Employment Access Centre (EAC) upon arrival.

Moving to a new country where culture, language, and approaches to work are not familiar can be an overwhelming experience. At the NIC, Marouane learned about services available to him, and was referred to the EAC for assistance with his

job search. The EAC helped Marouane explore different career opportunities through several workshops that taught effective job searching, examined job interview techniques and analyzed resume writing.

After only one month of working with his Y Employment Specialist, Marouane succeeded in securing a fulfilling career. Marouane is currently working as an Employment Consultant for the Y’s Build ON program – a pre-arrival program that helps newcomers to Ontario explore careers in trades before their arrival – and credits the educational resources provided to him, as well as the moral support and mentorship he received, as the secret to his success.

For Marouane, being a part of the Y family has meant he also has the opportunity to reach a personal goal of working with and helping fellow immigrants. He is inspired, and his success gives Marouane the confidence to continue reaching for new dreams.

Summarized Financial Results

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

	2018 \$	2017 \$
Revenue		
Membership and Programs	7,772	8,157
Employment	7,298	6,802
Housing	4,332	4,396
Child Care	2,889	2,510
Camping	1,191	1,188
Other	433	500
Total Revenue	23,915	23,553
Expenses		
Salaries and Benefits	14,464	13,454
Purchased Services and Supplies	3,969	3,854
Building and Maintenance	4,074	4,009
Interest	776	1,143
Other	239	534
Total Expenses	23,522	22,994
Excess of revenue over expenses for the year before undernoted items	393	559
Capital asset related items including amortization, gain (loss) on sale and insurance proceeds	(1,112)	(1,282)
Unusual items Debt restructuring costs	(71)	(1,456)
Net excess of revenue over expenses for the Capital Campaign	-	-
Deficiency of revenue over expenses for the year	(790)	(2,179)

*Financial information summarized from the December 31, 2018 audited financial statements.

Community Leadership

Board of Directors

Ross Quane, CPA, CA, CMC

Chair

Chief Financial Officer (Retired),
The Perley and Rideau Veterans'
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Meredith Thatcher, IFMA

Fellow, CFM, Prosci®*

Founder and President, Thatcher
Workplace Consulting

*Resigned during term.

Executive Team

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

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Officer

**Jeremy Roberts, MBA, CFA,
CPA, CMA**

CFO and Vice President,
Corporate Services

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Financial Development

Mike Tait

Vice President, Health, Fitness,
and Aquatics

Cathy Turnbull

Vice President Human Resources,
Housing, Employment and
Newcomer 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

City of Ottawa
Immigration, Refugees and
Citizenship Canada
Ministry of Children,
Community and Social
Services
Ministry of Training, Colleges,
and Universities (MTCU)
Ontario Ministry of Education
Ontario Ministry of Health
Promotion
United Way Ottawa

Sponsors

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Ltd.
Clyde & Co.
David A. Nicol
David Schaeffer Engineering
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Deloitte LLP
Dilfo Mechanical Ltd.
Dolyn Developments Inc.
Donnelly Automotive Group

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Quebec Christmas Cheer
Foundation
Emond Harnden
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Ernst & Young LLP
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Grounded Kitchen Coffee
Home Depot South Keys
Hulse Playfair McGarry
Indigo Park Canada Inc.
Inflector Environmental
Services
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Interbase Consultants Ltd. -
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McKellar Structured
Settlements
McKercher LLP
McMillan LLP

MDR Associates Conflict
Resolution Inc.
Miller Waste Systems Inc.
Monette May & Associates
Nautical Lands Group
Nicol & Lazier LLP
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Consultants Limited
Ontario Realtors Care
Foundation
Ontario Realtors Care
Foundation
Orkin
Ottawa Pool Works
Paterson Group Inc.
Consulting Engineers
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Construction Management
PBC Group
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Wilderness Tours
WMC Water Management
XL Catlin

Partners

A Way Home Ottawa
Acclaim Ability Management
Agelic Employment Services
Algonguin College
Alliance to End Homelessness
Amethyst Women's Addiction
Centre
Caldwell Family Centre Inc.
Camp Banting
Canadian Apprenticeship
Forum
Canadian Hearing Society
Canadian Immigrant
Integration Program
Canadian Mental Health
Association
Carleton University
Catholic Centre for
Immigrants
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
Clic En Ligne

Community Coalition for Literacy	Language Assessment Services, Kingston	Ottawa Withdrawal Management	Vanier Community Health Center
Community Employment Resource Centre (John Howard Society)	Language Training Centre	Ottawa-Carleton Catholic School Board	Vanier Employment Services
Community Information Centre	Le Carrefour	Parkwood Hills Stakeholders Committee	Volunteer Ottawa
Confederation Court	Lebanese and Arab Social Services Agency	Peter's New Jobs	Wabano
Connecting Ottawa	Literacy Coalition of Eastern Ontario	Pinecrest Queensway Community Health Centre	World Skills Employment Centre
Conseil des écoles catholiques du centre-est	Local Agencies Serving Immigrants (LASI) Ottawa	Employment Services	YMCA Canada
Conseil des écoles publiques de l'est de l'Ontario	Local Employment Planning Council	Planning for Canada	YMCA Management Resource Centre
Conseil Economique & Social d'Ottawa-Carleton	March of Dimes Ottawa	Psychiatric Survivors of Ottawa	YMCA of Greater Toronto
Cornerstone Housing for Women	Matthew House	Rainbow Refugee Network	YMCA Ontario Employment & Immigrant Services Managers Working Group
CVE Inc.	Minwaashin Lodge	Ranstad	YMCA Ontario Employment Ontario Managers Working Group
Dave Smith Youth Treatment Centre	Mobile Crisis	Refugee 613	Youth Probation Services
Dress for Success	Nepean, Rideau and Osgoode Community Centre	Refugee Network of Ottawa (ReNoO)	Youth Services Bureau
Eastern Regional Group	Odawa Native Friendship Centre	Renewed Computer Technology	YWCA Canada
Eco Equitable	Ontario and Industrial Finishing Skills Centre	Renfrew County District School Board	
Edgewood	Ontario Council of Agencies Serving Immigrants	Réseau de Soutien à l'immigration Francophone de l'EST de l'Ontario	
Employment Networking Group	Ontario Disability Support Program	Rideau Ottawa Valley Learning Network	
Employment Ontario Ottawa Network	Ontario Landlord and Tenant Board	Rideauwood Addictions and Family Services	
English Language Tutoring for the Ottawa Community ELTOC	Ontario Works	Robyn Easy Center	
Entraide budgétaire Ottawa	Operation Come Home	Royal Ottawa Hospital	
Global Experience Ontario	Options Bytown	Salvation Army	
Graybridge Malkam	Ottawa Catholic School Board	Serenity Renewal	
Harmony House	Ottawa Children's Treatment Centre	Service Canada	
he Shop, (St John the Evangelist Anglican Church)	Ottawa Chinese Community Service Centre (In-Tac)	Sexual Assault Support Center	
Healthy Babies Healthy Children	Ottawa Community Housing	Shepherds of Good Hope	
Hire Immigrants Ottawa (United Way)	Ottawa Community Immigrant Service Organization (OCISO)	Skills for Change	
Housing Help	Ottawa Community Loan Fund	Social Planning Council	
Immigrant Services Association of Nova Scotia	Ottawa Food Bank	Somali Centre for Family Services	
Immigrant Women Services Ottawa	Ottawa Food Bank	South East Community Health Centre	
Interior Finishing Systems Training Centre	Ottawa Immigration Portal	South Nepean Muslim Centre	
International Organization for Migration	Ottawa Inner City Health	St. Joes Women's Centre	
ITO 2.0 (Youth Services Bureau)	Ottawa Innercity Ministries	St. Joseph Communications	
Jewish Family Services	Ottawa ISAP Advisory Committee (Immigrant Settlement Adaptation Programs)	St. Lawrence College	
John Howard Society of Ottawa	Ottawa LAC (Language Advisory Group)	Employment Services	
Kanata Sailing Club	Ottawa Life Magazine	St. Mary's Home	
Karibu Centre	Ottawa Life Magazine	St-Nicholas Adult High School	
KIND (formerly Pink Triangle Services)	Ottawa Local Immigration Partnership (OLIP)	Suits His Style	
La Cité	Ottawa Local Planning & Coordination Council	TESL Canada	
Landscape Ontario	Ottawa Mission	TESL Ontario	
	Ottawa Mission	The Caring and Sharing Exchange	
	Ottawa Police Service	The Ottawa Mission	
	Ottawa Public Health	The Shoebox Project T	
	Ottawa Public Library	The Well	
	Ottawa Supportive Housing Network	Tungasuvvingat Inuit	
		Twice Upon a Time	
		United Way	
		Valoris	

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+

CIBC Children's Foundation
 City of Ottawa, Parks, Recreation and Cultural Services
 Danbe Foundation
 HLS Linen Services
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 Anil Mital
 Nordstrom
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 Anne MacDonald
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 Lorraine Touchette
 Cathy and Bob Turnbull
 Dan and Gayle Turner
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 Uniform Commercial
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 Alexandra Wilkinson
 Shelly Yerburgh
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 Contractors Ltd.
 3 Anonymous donors

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
John Campbell	F. William Marsh*
Kim Canary	Richard Martin
Christine Gibbard	Catherine Mason
Fiona Gilfillan	Richard Moore
Clare Gillespie	Don Noble
D. Mary Hackett*	Wilda Phillips
Al Hatton	Robert Slipp
Charles Hurst*	William Whillans*
Nancy Johnson	James Wightman
Jim Kenward	
Susan Kusiar	*Deceased
Ronald Larkin Brown	

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
Bill Marsh Fund Y Volunteer Camp Leadership Opportunity	Mary Hackett Fund Camp Davern
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. Laishley 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	The Claire and John Martin Endowment Fund Campership
James Looney Fund General Y Needs	T. Seaton Ewart Fund Campership for Boys
John Eagleson Estate Fund Campership for Boys and Y Capital Needs	Wilda Phillips Leadership Bursary Fund Post Secondary Bursaries for Y Kids

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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