

COMMUNITY IMPACT REPORT

2019 | YMCA-YWCA of the
National Capital Region





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Building Healthy Communities

The YMCA-YWCA of the National Capital Region is the heart of our community, and a leading resource for health, fitness, recreation, child care and social services.

Our Mission

The YMCA-YWCA of the National Capital Region is a charity, open to all, and dedicated to enriching our community and its individuals.

Our Vision

The YMCA-YWCA of the National Capital Region is a leader and valued partner in creating a vibrant and healthy community where everyone belongs and can reach their full potential.

Our Values

Caring, honesty, respect, responsibility, and inclusiveness are the 5 values that influence our actions and decisions.



(Re)Building Healthy Communities

It's hard to comprehend the complete shift that has been felt across the globe in the wake of COVID-19. As we reflect back on 2019 to prepare this report, the events of last year feel like another lifetime. The world as we know it has been altered rapidly and drastically over the course of a just a few months.

Earlier this year, when the virus reached us in the National Capital Region, we reacted quickly to the new landscape so that we could continue to deliver on our mission and support those who need us most in our communities. Like so many other charitable and for-profit organizations, the realities of COVID-19 hit us hard. Many of our staff were temporarily laid off, and for everyone's health and wellbeing, several of our facilities were ordered closed.

Fortunately, our ability to pivot means we are able to keep serving our community through online programs and services, delivered by staff who are able to work remotely. In addition, as a vital service, we continue to support residents in our housing programs. With over 150 years of experience, we remain committed to keeping our communities healthy and strong, even when we can't be together.

In good times, our work is important, and in times of difficulty, that important work becomes critical. Now, more than ever, the need for a healthy community is the difference between merely surviving this pandemic and thriving in our "next normal". Building healthy communities has been the foundation of what we do at the Y, and we feel poised and prepared to continue playing a critical role in helping the people in our community thrive.

In this year's Annual Report, we are proud to share that our impact is as strong as ever. We welcomed more than 90,000 people to our Y in 2019, nearly an 8% increase over 2018. This large number represents individual members of our community who came together in search of a healthier lifestyle, others who

were seeking friendship and a sense of belonging, and those wanting to grow and learn to build brighter future options. And with more than \$837,000 given by the Y in financial aid last year, our doors remained open and truly accessible to everyone in our community.

As we look toward the future, furthering our work to stabilize and secure the financial health of our organization is paramount. We continue to make difficult decisions that strengthen our impact as a charity. There is still more hard work ahead to ensure our Y remains robust and resilient, but we are confident that our Y is well positioned to serve the needs of our community for many years to come.

As always, none of this would be possible without the support of you – our volunteers, donors, partners, staff, members, and clients. Together, we have made a positive, lasting difference in the lives of so many.

When this pandemic is over, things might look different, but the heart and soul of the Y will remain the same. Thank you again for your support as we move forward to (re)build a healthier community.

Sincerely,



Jean Laurin, CPA, CA
Chair, Board of Directors

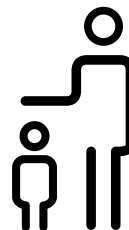


R. J. (Bob) Gallagher, M.P.A.
President and CEO

Community Impact

Building a healthy community starts by bringing people together. From making an active lifestyle accessible to all, to helping immigrants achieve their dreams, and to providing a home to our community's most vulnerable people, the Y is changing lives every day. **Here is how we do it.**

LICENSED & RECREATIONAL CHILD CARE



625

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

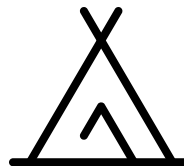
HEALTH, FITNESS & AQUATICS



51,525

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

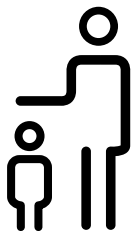
CAMP



5,616

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

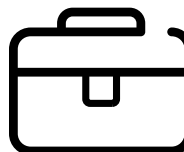
PHYSICAL LITERACY



17,181

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

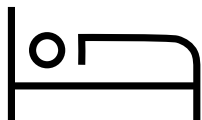
EMPLOYMENT SERVICES



16,973

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

EMERGENCY SHELTER & SUPPORTIVE HOUSING



689

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

NEWCOMER SERVICES



11,232

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

TRADES



2,836

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



25

service locations across the National Capital Region



1,730

generous donors



768

dedicated employees and volunteers



\$837k

in financial assistance provided to people in need



90,171

people served

Community Leadership

BOARD OF DIRECTORS

Jean Laurin, CPA, CA

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United Way/Centraide Eastern Ontario

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Associate Deputy Minister,
Immigration, Refugees and Citizenship
Canada

EXECUTIVE TEAM

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

President and Chief Executive Officer

Morgan Bello

Vice President, People & Culture

Jeremy Roberts,

MBA, CFA, CPA, CMA
CFO and Vice President,
Corporate Services

Mike Tait

Vice President, Health, Fitness,
and Aquatics

Cathy Turnbull

Vice President, Child Care, Housing,
Employment and Newcomer Services

SUMMARIZED FINANCIAL RESULTS

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

Revenue	2019	2018
Membership and Programs	7,855	7,772
Employment	7,259	7,298
Housing	4,284	4,332
Child Care	2,950	2,889
Camping	1,455	1,191
Other	575	433
	24,378	23,915
Expenses	2019	2018
Salaries and Benefits	14,605	14,464
Purchased Services and Supplies	4,022	3,969
Building and Maintenance	3,952	4,074
Other	225	239
	22,804	22,746
Net Contribution before Interest, Amortization & Special Charges	1,573	1,169
Interest	(738)	(776)
Amortization	(1,124)	(1,288)
Net Contribution before Special Charges	(289)	(895)
Net Insurance Proceeds	141	9
Interest on CRA Assessment	145	0
Net Gain/Loss on Sale of Capital Assets	0	167
Debt Restructuring	(156)	(71)
Net Surplus (Deficiency)	(159)	(790)

*Financial information summarized from the December 31, 2019 audited financial statements.

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
Government of Canada
Immigration, Refugees and Citizenship Canada
Ministry of Children, Community and Social Services
Ministry of Health and Long Term Care
Ministry of Labour, Training and Skills Development
Ontario Ministry of Education
Ontario Ministry of Heritage, Sport, Tourism and Culture Industries
Ontario Tourism Education Corporation
United Way of East Ontario

SPONSORS

Alexander Holburn Beaudin + Lang LLP
Annis O'Sullivan Vollebakk Ltd.
Anonymous Sponsor
Arch Insurance Canada Ltd.
Aviva Canada Inc.
Bader - Canada Cleaning
Beacon Lite Ltd.
Belanger Longtin
BFL Canada
Bird Richard
Borden Ladner Gervais
Bradley's Insurance
Brett McGarry Law
CazaSaikaley
Charles Taylor Adjusting

Clarity Group
Clean Water Works Inc.
Cleland Jardine Engineering Ltd.
Clyde & Co.
David Schaeffer Engineering Limited
Davis Landscape & Design Inc.
Deloitte LLP
Dilfo Mechanical Ltd.
Dolyn Developments Inc.
Donnelly Automotive Group
Eastern Ontario and Western Quebec
Christmas Cheer Foundation
Emond Harnden
Ernst & Young LLP
Evelyne E. Laishely Foundation
Everest Reinsurance Company
Expertise Multi-Concept
Focus Eye Centre
Forbes Chochla LLP
Gibbs & Associates
GML Actuarial Services
Golder Associates Ltd.
Gowling WLG
Green Shield Canada
HDI Global Specialty SE
Home Depot South Keys
Hulse Playfair McGarry
Indigo Park Canada Inc.
Inflector Environmental Services
Interbase Consultants Ltd. - Ottawa
J. L. Richards & Associates Limited

John C. Singlehurst
Keller Engineering
Ken Guarisco And Associates Inc.
KPMG LLP
Lightenco
Lyft
Marathon Underground Constructors Corporation
Marsh and McLennan
Mather Management
McKellar Structured Settlements
McMillan LLP
MDR Associates Conflict Resolution Inc.
Menard Law
Miller Waste Systems Inc.
Monette May & Associates
Nicol & Lazier LLP
Novatech Engineering Consultants Limited
Ottawa Pool Works
Paterson Group Inc. Consulting Engineers
PBC Group
Perley-Robertson, Hill & McDougall LLP/s.r.l.
Rasmussen Starr Ruddy, LLP
Ruppert McCarthy
Scotia McLeod Kanata
Scotiabank Real Estate
SHK Law Corporation
Singleton Urquhart LLP
Smith Petrie Carr & Scott

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

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+

Sheila and Don Bayne
CIBC Children's Foundation
City of Ottawa, Parks, Recreation and Cultural Services
Crabtree Foundation
Danbe Foundation
Dilfo Mechanical Ltd.
Épicure Catering
Lépine
Lyft
Marathon Underground Constructors Corporation
The Matt Foundation
David McPhedran
Anil Mital
Ontario Trillium Foundation
PBC Group
Rogers Communications Inc.
Soloway Wright LLP
Taggart Parkes Foundation
Waste Management

The Wesley and Mary Nicol Charitable Foundation
One anonymous donor

PATRONS \$1,000+

Rob Adams and Jean McFeely
Anzai! Inc
Mark Audcent
Allan Baker
David Baker
Marion and Michael Balla
Deborah Bellinger
Morgan Bello
Mr. Alex Beraskow
Louise Bergeron
Bird Richard
Boston Pizza Orleans
Tomislav Bracika
John and Fruji Bull
Douglas and Lynne Burnside
Anne Butler
Canadian Tire Jumpstart

Kevin Chadwick
Lisa Chillingworth Watson
John M. Connolly
David Cook
Geraldine and Patrick Cooney
Susannah Crabtree and Jeremy Anglesey
Carlos Da Silva
Alan and Erin Doak
Doherty & Associates Investment Counsel
Dr. J David and Doris Roger Family Fund
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Eastern Ontario & Western Quebec Christmas Cheer Foundation
Enterprise Holdings Foundation
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Franick Road Service Inc
Friday Luncheon Discussion Club
Frischkorn Audio Visual Corp.
Bob and Susan Gallagher
John Wemekamp and Fiona Gilfillan
Patrick Griffith and Madeleine Finner
Ken Guarisco
Ed Herweyer
Bill Hingston
HLS Linen Services

The Home Depot Canada Foundation
Nancy B. J. Johnson
Anne and Andy Joyce
Robert Klaassen and Jolanta Karpinski
Keller Engineering Associates Inc.
Jim T. Kenward
KPMG Foundation
Walter Krepski
Anna Laurence
Jean and Diane Laurin
Janet and Leo Lefebvre
Pierrette Levesque
Anne MacDonald
Richard Martin
Mike Mcgahan
Barbara McIsaac
William Metz and Elizabeth Friesen
Michael Smith and Kesha Murray
National Arts Centre Foundation
William Nelson
Don and Judy Noble
Orkin Canada
Ottawa Pool Works
OutGROW OutPLAY
Jacques Paquette
Bruce and Marlene Patrick
PCL Constructors Canada Inc.
Wilda Phillips
Michel Pilon
Ross Quane
Scott and Valerie Reid
Renfroe Land Management
Résidence Des Bâtitseurs
Randy and Constance Risk
Rogers Communications

Romco
 Roxborough Bus Lines
 John and Jennifer Ruddy
 Lindy Samson
 Francis Savage and
 Holly Shipton
 Andy Shelp
 Jack and Sarah Silverstein
 Gary Simonsen
 Smith & Bradley's Insurance Ltd.
 John and Frances Singlehurst
 StratCom
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 Lorraine Touchette

Cathy and Bob Turnbull
 Dan and Gayle Turner
 Uniform Commercial Developments
 Raumont Viau
 Victor Canada
 John and Violet Walker
 Walmar Ventilation Products
 Allan Whitney and
 Elizabeth Shore
 Allen Wong and
 Jessica Raslack
 Shelly Yerburgh
 Ziebarth Electrical Contractors Ltd.
 Three 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*
 John Campbell
 Kim Canary
 Christine Gibbard
 Fiona Gilfillan
 Clare Gillespie
 D. Mary Hackett*
 Al Hatton
 Charles Hurst*
 Nancy Johnson
 Jim Kenward
 Susan Kusiar
 Ronald Larkin Brown

Gavin Lumsden
 F. William Marsh*
 Claire Martin
 Richard Martin
 Catherine Mason
 Richard Moore
 Don Noble
 Wilda Phillips
 Robert Slipp
 William Whillans*
 James S. Wightman*

*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

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

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National Capital Region**

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Charitable Registration Number: 11907 2072 RR0001