



# COMMUNITY IMPACT REPORT 2021

YMCA-YWCA of the  
National Capital Region

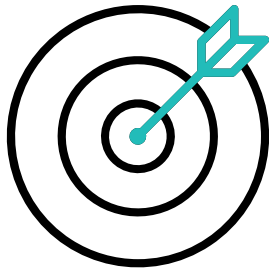


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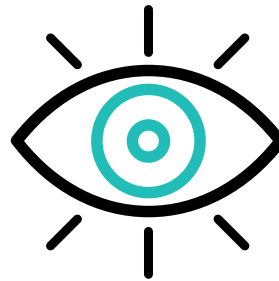
# A Driving Force for Good

At the YMCA-YWCA of the National Capital Region, our dedicated staff and volunteer teams personify the Y's mission, vision, and values. Through housing programs, employment and newcomer services, child care, camp, and health, fitness & aquatics programs, they deliver on our commitment to be a driving force for good in the communities we serve.



## 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 core values that influence our actions and decisions.



# Message to the Community

2021 was a challenging year for all of us, as individuals, organizations, and as a society. After nine months of managing through the trials of a pandemic that impacted everything about our daily lives, we were optimistic that 2021 would have us return to normal operation and normal life. Unfortunately, that change didn't come as quickly as we hoped.

Instead, it was the second year of adaptation, as spreading COVID-19 variants meant programs and services shut down and reopened several times. We learned to appreciate just how fast the world can change, and in turn, how our Y must be flexible to address those changes. Through the end of the second wave, and then the third, the future continued to feel uncertain. It still does. What we know now is that there is no return to normal. Instead, our Y will evolve and transform in order to continue supporting our communities in the ways they need most.

Despite ongoing closures and restrictions during 2021, our Y provided vital programs and services to thousands of people in our community. Housing programs, child care, immigrant and employment services, camp, and health and wellness programs helped keep our communities grounded, cared for, working towards the future, and feeling healthy.

And a big reason we were able to engage and inspire so many people is the support, leadership, and dedication shown by our Y staff and volunteers. We are so incredibly proud of our team, who bring our mission to life every single day, whether on the frontlines or behind the scenes. It is each of our caring staff and volunteers who make everything possible. So, in this year's annual report, we

will shine a light on 3 exceptional individuals from our 'Team Y' who demonstrated leadership and creativity while embodying Y values in the face of the pandemic.

As we continue to step forward in this new normal, it is clear that the Y has never been more essential to the support and healing of our communities. We will continue to find new ways to help, to serve, and to be a driving force for good. We've seen firsthand how one person can make a difference. But when you add dozens, hundreds, or thousands more, you get something much greater... a movement focused on building a better tomorrow.

To every staff, volunteer, donor, partner, resident, member, and participant that is part of our Y, we sincerely thank you for believing in that better tomorrow with us.

Sincerely,



A handwritten signature in black ink, appearing to read 'S Crabtree'.

**Susannah Crabtree**  
Chair, Board of Directors



A handwritten signature in black ink, appearing to read 'R. J. Gallagher'.

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

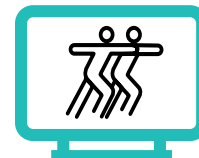
# Our Impact in 2021

As COVID-19 progressed through second and third waves, 2021 forced us to embrace constant change and adaptation. Facilities were opened and closed several times, and the restrictions we faced directly impacted our community and staff.

Despite these setbacks, we were able to be creative and adjust how we delivered Y services and programs, with a special focus on supporting emerging community needs. **Working collaboratively with our local, provincial, and national networks - and the dedication of our staff and volunteer teams - enabled us to grow stronger, together.**



Our Y Employment Access Center **provided access to financial incentives of nearly \$773K** to encourage local business growth, helping employers provide employee onboarding and/or training for job creation or promotion.



The Y helped our community stay healthy at home by **providing free access to the YMCA at Home website**. There were **15,275 visits** to the site, as people joined fitness classes, family activities, and mental wellness sessions.



The Y welcomed **325 people – including 90 children – into our transitional housing programs**, where each person found a safe and secure space to live and a positive foundation from which to rebuild their future.



Dedicated staff **nurtured the curiosity and development of nearly 300 children in the Y's Licensed Child Care program**, with an uninterrupted focus on safety and helping kids reach developmental milestones.

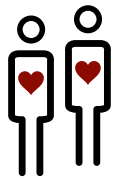


As restrictions continued to limit children's access to a camp experience across Ontario, the Y was able to **provide 1,627 kids with an opportunity to explore, meet friends, and develop leadership skills** at outdoor and neighbourhood day camps.



Y Employment Access Centre **hosted 464 online workshops and information sessions** to support the unemployed during this time of uncertainty.

## 2021 BY THE NUMBERS:



**300**  
dedicated employees and volunteers.



**Over \$47K**  
in financial assistance provided to local families in need.



**479**  
generous donors.



**3,449**  
people gained valuable skills and put their education to work through Y trades programs.



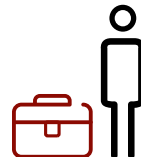
**197**  
newcomer youth were inspired to engage in their community while building leadership skills in our Newcomer Youth Leadership Development program.



**1,520**  
people were granted subsidized rates so they could participate in health, fitness, and camp programs.



**28**  
languages spoken by Y staff supporting the diverse needs of our clients and members.



**22,141**  
people received support finding work/employees through our Employment Access Centre.



**7,250**  
newcomers were welcomed and provided with information and support they need to thrive in their new communities.



**Your Job Story** is a pre-employment and skills training program that helps youth overcome barriers to employment or pursuing their goals, and provides hands on career exploration and opportunities for leadership development.

**Notre histoire d'emploi** est un programme de préparation à l'emploi et de développement des compétences de vie aidant les jeunes à surmonter les obstacles à l'employabilité et à poursuivre leurs objectifs de vie. Le programme offre des opportunités d'exploration de carrière et de développement du leadership.



# Vanessa McNicoll

Director,  
Your Job Story Program

by  
Canada

Ce projet est  
le gouvernement du Canada



**“Navigating a new role, new program, and new way of delivering content was challenging, but the most important thing to me was making sure my team felt supported and connected during the pandemic.”**

Vanessa began her career with the Y in 2016 as a Resource Centre Advisor with the Employment Access Centre team. Over the years she acquired diverse experience, skills, and learning opportunities that led to her current role, Director of Your Job Story (YJS) – a youth employment program designed to help guide and support marginalized youth to overcome employment barriers and pursue life goals.

With an education in social services and a passion for helping people realize their strengths and capabilities, Vanessa worked with her team to develop a curriculum for YJS and expanding the Y’s programming options for youth in our community. During the time spent detailing the program, the first wave of COVID-19 meant Vanessa’s team had to quickly shift the way content was going to be delivered to participants. Learning in-person was no longer going to be an option, and for organizations like the Y that relied on making meaningful connections with people as a foundation of its programming, online delivery was an unexplored concept.

The first program ran in June 2020 and presented a series of uncharted challenges including, how to recruit in the midst of a pandemic, how to sustain and provide employment opportunities during a time when so many employers were forced to lay off staff, and how to best support participants in an unfamiliar virtual setting. Vanessa found herself in the unique position of not only navigating a new program during a pandemic, but also trying to

find footing in her career transition from frontline to program management. Making sure her team felt supported and connected when she wasn’t able to meet with them in-person was one of her biggest priorities and challenges. Despite an irregular start to the program and her new role, Vanessa used this time as a learning experience to grow her skillsets and coach her team to the best of her abilities.

Over the last year, Vanessa and her team have reevaluated and adapted the program based on feedback from youth, reviewing what’s worked and what hasn’t. Each time a new challenge emerged, Vanessa and her team found creative ways of delivering the best possible program and supports using the resources available to them.

Thanks to Vanessa and her team, Your Job Story kept a light on in our community for youth during a time when many felt alone and isolated and employment was unpredictable. Participants not only found encouragement from staff, they supported and celebrate each other’s achievements. The biggest takeaway for Vanessa this last year has been being able to support staff while getting to see the huge positive impact this program has had on youth in our community.





# Gabriel Desca

Full-time Cleaner,  
Taggart Family Y

## **“After 25 years, the Y has become my second home and family. When the pandemic started I needed to be there to offer help.”**

For over 25 years, Gabriel has helped keep the Y healthy and clean for residents, staff, clients, members and visitors. His extensive experience with the Y has contributed to several well-deserved promotions and set the stage for him to rise up as a leader during the last few years.

When COVID-19 first made its way to our community, Gabriel was one week into his much-anticipated month-long vacation. Instead of enjoying his time off, he decided to cut his vacation short and come back to work to help the Y navigate the immediate challenges every department was facing. At a time when many were fearful of all the unknowns surrounding the virus, Gabriel came to work every day wanting to help keep the facilities as clean as possible and make everyone feel safe.

Incorporating new disinfecting and sanitizing practices with little turnaround was challenging, but Gabriel enjoyed being the one to help staff feel comfortable with training. When the Y acquired an electrostatic sprayer and a sanitizing fogger machine, he was excited to be the one to understand each piece of equipment in order to facilitate training. His

heartfelt coaching across the Association ensured that not only would staff be less apprehensive about being at work, but they would be confident in carrying out newly enhanced cleaning protocols in the event of his absence.

Throughout the pandemic, Gabriel met every challenge with an open mind and without hesitation. From completing jobs that now took twice as long, to escorting COVID-positive cases out of the building and thoroughly disinfecting where they had been, Gabriel’s dedication to his second home has been a source of strength many coworkers have relied on over the last two years. His sincere intentions to help staff feel safe and happy while at work have been at the forefront of each day.

Gabriel has been an integral part of helping the Y thrive throughout the pandemic. His continued commitment and support to his role and beyond is helping us build a healthier, stronger community.





# Vanessa Spratt

General Manager,  
Camping and Outdoor Education

## **“Y Forest school helped us build relationships with families in our community and provided an alternative safe place for kids to learn, discover, and make connections with others.”**

Vanessa’s Y journey celebrates her love for camp and youth programs and spans over 18 years, three Ys, and two provinces. Starting as a camp counselor at the age of 16 at Camp Davern, Vanessa then continued working in children’s programs at the Kingston Y while completing her schooling. After moving west and working with the YMCA of Calgary at Camp Chief Hector for two years, Vanessa made the decision to move back to Ontario and take on the role of General Manager, Camps, at the YMCA-YWCA of the National Capital Region.

With a heartfelt interest in the outdoors and its ability to translate to youth programming, Vanessa is passionate about creating environmental programs that expose inner city youth to the natural world. Applying her Ontario Teaching Certification to hands-on courses delivered in nature has always been a dream of hers. The onset of COVID-19 drastically changed the world we live in, and imposed multiple closures on businesses, organizations, and facilities throughout our communities, including schools. While parents were looking for child care and alternative learning options, Vanessa was searching for a way to keep her full-time team working in the community. Out of an entirely unfamiliar situation, Vanessa’s dream of combining nature and teaching found the right timing and platform to become a reality, and Y Forest School was born.

Though the benefits of providing an alternative classroom during an unsettling time were tenfold, operating Y Forest School during the pandemic

was not without challenges. There was a lot of fluctuation and instability in the community, vaccines were being rolled out, parents were nervous, young children were not wearing masks, and there were many high-risk people to protect. Camp Otonabee had the space and flexibility to try something new and maintain a heartbeat for staff that truly had the desire to be there and whose skillsets are not easy to replace.

One of the first of its kind at any Y in Canada, Y Forest School became a place to reset, ease anxieties, and link learning through play in nature. The majority of time was spent outside participating in exercises and activities geared towards varying levels of age and ability. From counting pinecones to spelling with sticks, Vanessa found a way to create unique programs for each student to learn and grow. Each day included 40 minutes of inside workbook time where Ontario certified teachers were onsite to help guide and assist learning outcomes.

Vanessa’s biggest learning experience over the last few years has also been her greatest success. As the ever-changing needs of the community unfolded, she was able to quickly pivot camp operations to not only provide tremendous support to both staff and families, but to also explore the footholds of bringing a very large program and dream to life.



## Board of Directors

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CFO and Vice President, Corporate Services

**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

<b>Revenue</b>	<b>2021</b>	<b>2020</b>
Membership and Programs	1,700	2,630
Employment	9,394	6,982
Housing	4,335	4,304
Child Care	2,560	1,705
Camping	550	287
Covid Subsidies	4,300	2,917
Other	206	1,040
	<b>23,045</b>	<b>19,865</b>
<b>Expenses</b>	<b>2021</b>	<b>2020</b>
Salaries and Benefits	12,053	11,760
Purchased Services and Supplies	4,088	2,558
Building and Maintenance	3,238	3,391
Interest	739	740
Other	179	166
	<b>20,297</b>	<b>18,615</b>
Net Contribution before Amortization & Special Charges	2,748	1,250
Amortization	(936)	(1,051)
Net Contribution Before Special Charges	1,812	199
Net Gain/Loss on Sale of Capital Assets	(1)	0
Debt Restructuring	162	(68)
Net Surplus (Deficiency)	<b>1,973</b>	<b>131</b>

\*Financial information summarized from the December 31, 2021 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

Canadian Tire Jump Start  
City of Ottawa  
Employment Social Development Canada  
Government of Canada  
Government of Ontario  
Immigration, Refugees and Citizenship Canada  
Ministry of Children, Community and Social Services  
Ministry of Heritage, Sport, Tourism, and Culture Industries of Ontario  
Ministry of Labour, Training and Skills Development  
Ontario Ministry of Education  
Ontario Tourism Education Corporation  
Ottawa Community Foundation  
RBC Foundation  
Rogers Communications  
United Way of East Ontario

## SPONSORS

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Charles Taylor Adjusting  
Clean Water Works  
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McMillan LLP  
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Nicol & Lazier Law  
Norton Rose Fulbright

Ottawa-Gatineau Youth Foundation  
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Parkdale Food  
Paterson Group  
PBC Group  
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ACCES Employment  
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AEIP Pre-Arrival Services  
Agelic Employment Services  
Algonguin College  
Alliance to End Homelessness  
Amethyst Women's Addiction Centre  
Caldwell Family Centre Inc.  
Camp Banting  
Canada Green Building Council  
Canadian Apprenticeship Forum  
Canadian Mental Health Association  
Canadian Museum of Nature  
Capital Rainbow Refuge  
Catholic Centre for Immigrants  
Causeway Work Centre  
Center 454  
Centre 507  
Centre d'appuis et de Prévention  
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  
Children's Inclusion Support Services  
Chrysalis House



CISOC (Cultural Interpretation Services for our Community)	Healthy Babies Healthy Children	Ontario and Industrial Finishing Skills Centre	Pinecrest Queensway Community Health Centre	The Shoebox Project
City of Clarence-Rockland	Hire Immigrants Ottawa (United Way)	Ontario Council of Agencies Serving Immigrants	Employment Services	The Snowsuit Fund of Ottawa
City of Ottawa	Housing Help	Ontario Disability Support Program	Planned Parenthood	The Well
Clic En Ligne	Immigrant Employment Council of BC	Ontario Landlord and Tenant Board	Pre-Arrival Support Services	Toy Mountain
Community Coalition for Literacy	Immigrant Services Association of Nova Scotia	Ontario Works	Rebels in the Kitchen	Tungasuvvingat Inuit
Community Employment Resource Centre (John Howard Society)	Immigrant Women Services Ottawa	Operation Come Home	Refugee 613	Twice Upon a Time
Community Information Centre	Infection Prevention and Control Program (IPAC)	Ottawa Carleton District School Board	Renewed Computer Technology	United Way
Community Legal Services Ottawa	Jewish Family Services	Ottawa Catholic School Board	Renfrew County District School Board	Valoris
Connecting Ottawa	Jite ami	Ottawa Children's Treatment Centre	Réseau de Soutien à l'immigration Francophone de l'EST de l'Ontario	Vanier Community Health Center
Conseil des écoles catholiques du centre-est	John Howard Society of Ottawa	Ottawa Chinese Community Service Centre (In-Tac)	Respect Pharmacy	Vanier Employment Services
Conseil des écoles publiques de l'est de l'ontario	Kids Up Front	Ottawa Community Housing	Restoring Hope Ministries	Wabano
Conseil Economique & Social d'Ottawa-Carleton	KIND (formerly Pink Triangle Services)	Ottawa Community Immigrant Service Organization (OCISO)	Rideauwood Addictions and Family Services	World Skills Employment Centre
Cornerstone Housing for Women	La Cité	Ottawa Community Loan Fund	Royal Ottawa Hospital	YMCA Canada
Dave Smith Youth Treatment Centre	Landscape Ontario	Ottawa Food Bank	Salvation Army	YMCA Management Resource Centre
Dress for Success	Language Assessment Services, Kingston	Ottawa Inner City Health	Serenity Renewal	YMCA Niagara
Elizabeth Fry Society of Ottawa	Language Training Centre	Ottawa Inncity Ministries	Service Canada	YMCA of Greater Toronto
Empathy House	Le Carrefour	Ottawa ISAP Advisory Committee (Immigrant Settlement Adaptation Programs)	Sexual Assault Support Center	YMCA of Northeastern Ontario
Employment Networking Group	Lebanese and Arab Social Services Agency	Ottawa LAC (Language Advisory Group)	Shepherds of Good Hope	YMCA of Simcoe-Muskoka
Employment Ontario Ottawa Network	Literacy Coalition of Eastern Ontario	Ottawa Local Immigration Partnership (OLIP)	Somali Centre for Family Services	YMCA of Southwestern Ontario
English Language Tutoring for the Ottawa Community ELTOC	Local Agencies Serving Immigrants (LASI) Ottawa	Ottawa Mission	SOPA Online Settlement Pre-Arrival	YMCA of Three Rivers
Entraide budgétaire Ottawa	Local Planning Board	Ottawa Police Service	St. Joes Women's Centre	YMCA Ontario Employment & Immigrant Services Managers Working Group
Epicure (Pur) Catering	Matthew House	Ottawa Public Health	St. Lawrence College	YMCA Ontario Employment Ontario Managers Working Group
Familiar Faces Program - Frontline for Youth Group	Minwaashin Lodge	Ottawa Public Library	St. Mary's Home	YOU Turn
Glebe Community Health Centre	Mobile Crisis	Ottawa Rape Crisis Centre	St-Nicholas Adult High School	Youth Coordinated Access Group
Global Experience Ontario	Monfort Renaissance	Ottawa Supportive Housing Network	Street Haven Addiction Services	Youth Probation Service
Greater Ottawa Home Builder's Association	Naomi Resource Centre	Ottawa-Carleton Catholic School Board	Tennant House	Youth Services Bureau
Harmony House	Nepean, Rideau and Osgoode Community Centre	Parkwood Hills Stakeholders Committee	TESL Canada	
	OCDSB Education officer		TESL Ontario	
	Odawa Native Friendship Centre		The Bouldless Mindset	
			The Caring and Sharing Exchange	
			The Court Diversion Program (Ministry of Correction)	
			The Ottawa Mission	

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.

*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.*

## 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+

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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.

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\*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

**Anne Bouey Fund**  
Youth Leadership

**Annie Robina Gray Keith Fund**  
Sponsorship for Girls and  
Women

**Bill and Karen Whillans Fund**  
Community Leadership  
Development

**Bill Marsh Fund**  
Y Volunteer Camp Leadership  
Opportunity

**Canoe Club Fund**  
Campership

**Don Noble Legacy  
Leadership Fund**  
Leadership Skills Bursaries

**Donnie Fraser  
Campership Memorial Fund**  
Campership for Girls

**George Jackson  
Youth Leadership Fund**  
International Leadership

**Gerry Marsh Fund**  
Y Female Volunteer Camp  
Leadership Opportunity

**James Looney Fund**  
General Y Needs

**John Eagleson Estate Fund**  
Campership for Boys and  
Y Capital Needs

**John Patterson Fund**  
General Y Needs

**June Craig Memorial Fund**  
Campership and Housing

**Kemis & Gladys Allen  
Estate Fund**  
General Y Needs

**Louis Bonnenfant Fund**  
Campership

**Mary Hackett Fund**  
Camp Davern

**Mildred Millicent Groh Fund**  
General Y Needs

**Rolla Law Crain Fund**  
Youth Leadership  
Carlingwood Y

**Rowell K. &  
Evelyne E. Lashley Fund**  
Campership

**Sean Egan Ascent for  
Y Kids Fund**  
Y Kids Fit Program

**The Claire and John Martin  
Endowment Fund**  
Campership

**T. Seaton Ewart Fund**  
Campership for Boys

**Wilda Phillips Leadership  
Bursary Fund**  
Post Secondary Bursaries for  
Y Kids



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