



COMMUNITY IMPACT REPORT

2020 |

YMCA-YWCA of the
National Capital Region



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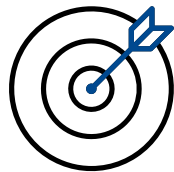
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The Heart of Our Community

The YMCA-YWCA of the National Capital Region is the heart of our community, and a leading resource for housing programs, employment and newcomer services, child care, camp, and health, fitness & aquatics programs.



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

2020 was a year like no other. For many, it was spent in a state of fear and anxiety, while life as we knew it changed in unimaginable ways. Measures to help curb the spread of COVID-19 meant that we were all forced to stay close to home; and physical distancing, mask wearing, and reduced social contact became a necessary part of everyday life.

The changes didn't stop there. For the first time in our Y's history, we were forced to temporarily close the doors of many of our facilities. Despite this, we continued serving our community through essential programs like Housing and Child Care, and even while physically closed, we quickly adjusted to offer Employment and Newcomer Services online. By the summer of 2020, we were also able to provide a Camp experience for children desperate for normalcy and socialization, and offer very limited access to Health and Fitness services.

COVID-19 and the responses to controlling its spread have been unpredictable. Unfortunately, this means many of our facilities remain shuttered (or shuttered again) today, and the programs that are able to run are either doing so at a greatly reduced capacity or adjusting how they deliver services. We simply never imagined the incredible impact that COVID-19 would have on the world, on all of our lives, and on our organization.

Not surprisingly, 2020 and the pandemic have taken a large toll on our Y. Ongoing closures and restrictions have dramatically impacted our revenue streams as well as our ability to fully serve the community. We had to make many tough decisions to ensure we remain financially sustainable, especially now, when charities like the Y are needed more than ever to help recover from the pandemic. As we struggle through this, we know how important our role is as the heart of our community, and remain confident and committed that our Y will continue to be a vital partner as our region rebounds and rebuilds.

In this year's Annual Report, we will place a spotlight on some of the ways we have been able to overcome

setbacks and continue supporting our community during this incredibly challenging period. Whether it is providing Ottawa-area families with safe housing in their time of need, offering loving guidance to children in our care, or helping a newcomer to Canada find support and excitement for their future – the Y has been here supporting our community through it all.

In sharing the Y's impact in 2020, we must give our sincerest thanks to our staff teams, who have been incredible Y representatives by personifying our core values under challenging circumstances. Their resilience and dedication has been overwhelming. Thanks too, to our volunteers, residents, clients, donors, and partners. Finally, we could not have continued to offer our services without the considerable assistance of the Federal and Provincial governments and the City of Ottawa. Together, you all play an important role in this unprecedented chapter of our Y's history. Because of you, our Y has been in the National Capital Region for 155 years. And because of you, we will continue to be here long after this pandemic is over.

Sincerely,



Jean Laurin, CPA, CA
Chair, Board of Directors



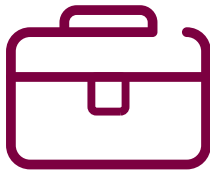
R. J. (Bob) Gallagher, M.P.A.
President and CEO

Our Impact in 2020

Although closures kept us from welcoming many people in person, our Y was here providing support, encouragement, and assistance to those building a better future. **Especially in these challenging times, we remain committed to meeting the most urgent needs of our community.**



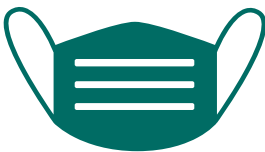
Despite the closure of overnight camps across Ontario, **616 children** were able to find a sense of joy, exploration, and a much needed chance to socialize at our **Y Day camps**.



Our **Y Employment Access Center** helped encourage local business growth by providing access to **over \$500K in financial incentives**, allowing employers to provide employee onboarding and/or training for job creation or promotion.



The Y helped our community stay healthy at home, with more than **5,500 visits from people in the National Capital Region** accessing free virtual fitness and wellness classes through **YMCA at Home and YThrive**.



Community partners and supporters donated **over 50,000 facemasks, and an assortment of face shields, gloves, and gowns** to Y staff working in essential services like child care, housing, and cleaning and maintenance.



The **Y's Licensed Child Care program** provided **302 children** with a safe place to learn, create, and grow, allowing their parents - many front line workers - to continue serving our community.



Despite COVID closures and restrictions, the **Y Employment Access Centre** hosted **532 online workshops and information sessions** to support the unemployed during this time of economic recession.



At a time when children were not able to get enough physical activity, the **Y's online Y Gym program** was shared with all local school boards to support distance learning and keep kids active while at home.

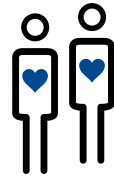


The **Y's transitional housing programs** provided safe, secure housing and a sense of community to **429 people** – including **115 children** - seeking refuge.

2020 BY THE NUMBERS:



819
generous donors.



270
dedicated employees
and volunteers.



644
people gained valuable skills
and put their education to work
through Y trades programs.



Over \$139k
in financial assistance provided
to local families in need.



12,724
people received support finding
work/employees through our
Employment Access Centre.



6,321
Newcomers were welcomed and
provided with information and
support they need to thrive.

Community Leadership

BOARD OF DIRECTORS

**Jean Laurin, CPA, CA,
Chair**

CEO (Retired), ENCON Group Inc.

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Secretary**

Chief External Relations and
Legal Officer,
Payments Canada

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Social Development Canada

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Corporate Director

Mark Taylor

Vice President Resource
Development,
United Way/Centraide Ottawa

Caroline Xavier

Associate Deputy Minister of
Immigration Refugees and
Citizenship Canada

EXECUTIVE TEAM

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

President and Chief Executive
Officer

Morgan Bello, MIR, MBA, CHRP

Vice President, People & Culture

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

CFO and Vice President,
Corporate Services

Cathy Turnbull

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

*Retired during term

SUMMARIZED FINANCIAL RESULTS

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

Revenue	2020	2019
Membership and Programs	2,630	7,855
Employment	6,982	7,259
Housing	4,304	4,284
Child Care	1,705	2,950
Camping	287	1,455
Government Covid Subsidies (wages & rent)	2,917	0
Other	1,040	575
	19,865	24,378

Expenses	2020	2019
Salaries and Benefits	11,760	14,605
Purchased Services and Supplies	2,558	4,022
Building and Maintenance	3,391	3,952
Other	166	225
	17,875	22,804

Net Contribution before Interest, Amortization & Special Charges	1,990	1,573
Interest	(740)	(738)
Amortization	(1,051)	(1,124)
Net Contribution before Special Charges	199	(289)
Net Insurance Proceeds	0	141
Interest on CRA Assessment	0	145
Debt Restructuring	(68)	(156)
Net Surplus (Deficiency)	131	(159)

*Financial information summarized from the December 31, 2020 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
Employment Social
Development Canada
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 Tourism Education
Corporation
United Way of East Ontario

SPONSORS

Annis O'Sullivan Vollebakk
Belanger Longtin
Bird Richard
Builders Lodge - CHEO Nurses
Busy Fingers
Café Deluxe
Cardel Homes
Carleton Financial Services
Carol Maisonneuve
Charles Taylor Adjusting
Chris and Mary Taggart
Clean Water Works
Clyde and Co
David Schaeffer Engineering
Limited
Davis Landscaping & Design
Deloitte LLP
Dilfo Mechanical Ltd
Dolyn Developments Inc.
Donnelly Automotive Group
Dymon Storage

Eastern Ontario and Western
Quebec Christmas Cheer
Foundation
Emond Harnden LLP
Ernst & Young
Evelyne E. Laishely Foundation
Expertise Multi-Concept
Focus Eye Centre
Forbes Chochla LLP
Gibbs & Associates
Good Night Project
Gowling WLG
Green Shield Canada
Home Depot South Keys
IBI Group
Inflector Environmental
Services
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KPMG LLP
Lightenco
Marathon Underground
Constructors Corporation
Marian Balla - Alderian Group
McKercher LLP
Monette May & Associates
Nautical Lands Group
Nicol & Lazier Law
Norton Rose Fulbright
Ottawa Pool Works
Pajama Patrol
Parkdale Food
Paterson Group
PBC Group
Perras Moore Real Estate
Rasmussen Starr Ruddy, LLP
RBC Dominion Securities Inc.,
Century Wealth Management
Regional Group of Companies
Rogers
Scotiabank

SHK Law Corporation
Shoe Box Project
Singleton Urquhart LLP
Smith & Reid Insurance
Smith, Petrie, Carr & Scott
Insurance Brokers Ltd.
Sobeys Trim Innes Road
SSQ
Stantec
Stieber Berlach LLP
Swiss Chalet Merivale
Tamarack Homes
Tartan Homes
TD Commercial Banking
The Matt Foundation
True Loaf
Victor Canada
Waterford Property Group
Y Focus Club

PARTNERS

ACCES Employment
Adult High School
AEIP Pre-Arrival Services
Agelic Employment Services
Algonquin College
Alliance to End Homelessness
Amethyst Women's Addiction
Centre
Caldwell Family Centre Inc.
Canada Green Building
Council
Canadian Apprenticeship
Forum
Canadian Mental Health
Association
Canadian Museum of Nature
Career Lab VR
Carleton University
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)
City of Clarence-Rockland
City of Ottawa
Clic En Ligne
Community Coalition for
Literacy
Community Employment
Resource Centre (John
Howard Society)
Community Information
Centre
Community Use of Schools
Communiuty Legal Services
Ottawa
Connecting Ottawa
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	Language Training Centre	Ottawa Life Magazine	St. Mary's Home
Dave Smith Youth Treatment Centre	Le Carrefour	Ottawa Local Immigration Partnership (OLIP)	St-Nicholas Adult High School
Dress for Success	Lebanese and Arab Social Services Agency	Ottawa Mission	St-Nicholas Adult High School
Edgewood	Literacy Coalition of Eastern Ontario	Ottawa Police Service	Tennant House
Elizabeth Fry Society of Ottawa	Local Agencies Serving Immigrants (LASI) Ottawa	Ottawa Public Health	TESL Canada
Empathy House	Local Planning Board	Ottawa Public Library	TESL Ontario
Employment Networking Group	Mason Gilles Chagnon	Ottawa Rape Crisis Centre	The Caring and Sharing Exchange
Employment Ontario Ottawa Network	Matthew House	Ottawa Supportive Housing Network	The Door Youth Centre
English Language Tutoring for the Ottawa Community ELTOC	Minwaashin Lodge	Ottawa Withdrawal Management	The Ottawa Hospital- Civic Campus
Entraide budgétaire Ottawa	Mobile Crisis	Ottawa-Carleton Detention Centre	The Ottawa Mission
Epicure (Pur) Catering	Monfort Renaissance	Ottawa-Carleton Catholic School Board	The Ottawa Sports Pages
Francios Dupuis Recreation Centre	Naomi Resource Centre	Parkwood Hills Stakeholders Committee	The Shoebox Project T
Frontline for Youth Group	Nepean, Rideau and Osgoode Community Centre	Pinecrest Queensway Community Health Centre	The Shop, (St John the Evangelist Anglican Church)
Glebe Community Health Centre	New Canadians Centre Youth Peterborough	Pre-Arrival Support Services	The Snowsuit Fund of Ottawa
Global Experience Ontario	OCDSB Education officer	Psychiatric Survivors of Ottawa	The Well
Graybridge Malkam	Odawa Native Friendship Centre	Recovery Connections	Toy Mountain
Great River Media	Ontario and Industrial Finishing Skills Centre	Refugee 613	Tungasuvvingat Inuit
Greater Ottawa Home Builder's Association	Ontario Council of Agencies Serving Immigrants	Renewed Computer Technology	Twice Upon a Time
Harmony House	Ontario Disability Support Program	Renfrew County District School Board	United Way
Healthy Babies Healthy Children	Ontario Landlord and Tenant Board	Réseau de Soutien à l'immigration Francophone de l'EST de l'Ontario	Valoris
Hire Immigrants Ottawa (United Way)	Ontario Works	Respect Pharmacy	Vanier Community Health Center
Hope Place Centre	Operation Come Home	Restoring Hope Shelter	Vanier Employment Services
Housing Help	Options Bytown	Rideauwood Addictions and Family Services	Vesta Treatment Program
Immigrant Employment Council of BC	Ottawa Business Journal / Kitchissippi Times	ROMCO	Volunteer Ottawa
Immigrant Services	Ottawa Carleton District School Board	Royal Ottawa Hospital	Wabano
Association of Nova Scotia	Ottawa Catholic School Board	Salvation Army	Waste Management
Immigrant Women Services Ottawa	Ottawa Children's Treatment Centre	Schindler	World Skills Employment Centre
Interior Finishing Systems Training Centre	Ottawa Chinese Community Service Centre (In-Tac)	Serenity Renewal	Wymering Manor
International Organization for Migration	Ottawa Community Housing	Service Canada	YMCA Canada
ITO 2.0 (Youth Services Bureau)	Ottawa Community Immigrant Service Organization (OCISO)	Sexual Assault Support Center	YMCA Management Resource Centre
Jewish Family Services	Ottawa Community Loan Fund	Shepherds of Good Hope	YMCA Niagara
John Howard Society of Ottawa	Ottawa Food Bank	Skills for Change	YMCA of Greater Toronto
Kagita Mikam	Ottawa Inner City Health	Social Planning Council	YMCA Ontario Employment & Immigrant Services Managers Working Group
Kids Up Front	Ottawa Inncercity Ministries	Somali Centre for Family Services	YMCA Ontario Employment Ontario Managers Working Group
KIND (formerly Pink Triangle Services)	Ottawa ISAP Advisory Committee (Immigrant Settlement Adaptation Programs)	SOPA Online Settlement Pre-Arrival	YOU Turn
La Cité	Ottawa LAC (Language Advisory Group)	St. Joes Women's Centre	Youth Coordinated Access Group
Landscape Ontario		St. Joseph Communications	Youth Haven Shelter
Language Assessment Services, Kingston		St. Lawrence College Employment Services	Youth Probation Service
		St. Mary's Home	Youth Services Bureau

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+

9753567 Canada limited
Canadian Women's Foundation
City of Ottawa
City of Ottawa, Parks, Recreation and Cultural Services
Dilfo Mechanical Ltd.
Green Shield Canada
Marathon Underground Constructors Corporation
Sheila and Don Bayne
Lois M. Hurst
Ottawa Community Foundation
Ottawa Pool Works
PBC Group
Rogers Communications
The Wesley and Mary Nicol Charitable Foundation
One anonymous donor

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Annis O'Sullivan Vollebekk Ltd.
Anzai! Inc
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Peggi Birch
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Perras Moore Real Estate
Pierrette Levesque
Randy Risk
Rasmussen Starr Ruddy, LLP
RBC Dominion Securities Inc., Century Wealth Management
RBC Foundation
Richard J. Moore, LLB, CMed, CARb
Richard Martin
Ross Quane

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947179 Ontario inc. O/A
Mather Management
Allan L. Whitney
Anna Laurence
Anne Butler

Rotary Club of South Nepean
 Roxborough Bus Lines
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 Sharon McGarry
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 Smith & Bradley's Insurance Ltd.
 Smith Petrie Carr & Scott Insurance Brokers Ltd.
 SSQ Groupe financier
 Stieber Berlach LLP
 Susannah L. Crabtree
 Tamarack Developments
 Tartan Homes Corporation
 TD Accounts Payable Centre
 Temple Insurance Company
 The Home Depot Canada Foundation

The Matt Foundation
 The Regional Group of Companies Inc.
 Tim Davis Design
 Todd Cain
 Toromont Cat / Battlefield Equipment
 Turlex Office Services Limited Partnership
 Uniform Urban Developments
 United Way Centraide
 Victor Canada
 Walmar Ventilation Products
 Waste Management
 XL Catlin
 Y Service International And Area Canada And Caribbean

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	Claire Martin
Christine Gibbard	Richard Martin
Fiona Gilfillan	Catherine Mason
Clare Gillespie	Richard Moore
D. Mary Hackett*	Don Noble
Al Hatton	Wilda Phillips*
Lois M. Hurst*	Robert Slipp
Charles Hurst*	William Whillans*
Nancy Johnson	James S. 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.

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

 [ymcaywcaottawa](https://www.youtube.com/ymcaywcaottawa)

Charitable Registration Number: 11907 2072 RR0001