



2010 Annual Report
YWCA TORONTO

www.ywcatoronto.org

A MESSAGE FROM THE BOARD PRESIDENT & CHIEF EXECUTIVE OFFICER

Women call YWCA Toronto for many different reasons. What is striking, however, is that the vast majority of the women who call have the experience of trauma in common.

Experiencing violence and abuse has a profound impact on a woman's life. Her self-esteem and self-confidence are undermined. She often becomes isolated. She lives in fear. Her mental health suffers. When she calls for help, the YWCA answers.

The YWCA exists to improve the lives of women and girls. We offer a range of housing options, employment programs, family support services, community support programs, as well as opportunities that foster girls' leadership. Last year we assisted more than 16,000 people who were trying to build stronger lives.

Our programs and services provide meaningful, relevant and effective support. Many of the relationships we develop with the women who call us for help result in the provision of support and services. Women and girls coping with trauma and facing multiple barriers, require extensive support to heal and thrive.

With the right support, women struggling as a result of poverty, homelessness, violence, racism, or other forms of exclusions

can thrive. Indeed, this firm belief, rooted in research and experience, increasingly informs how YWCA Toronto creates and delivers programs – and it is what motivated us to build the YWCA Elm Centre.

Opening in the summer of 2011, the YWCA Elm Centre will provide supportive, affordable housing to 100 women living with mental health and/or addiction issues and will have an additional 200 affordable apartments for single low-income women, women with children and families of Aboriginal ancestry.

The YWCA Elm Centre is just one of the ways in which YWCA Toronto is working to help women lead full, healthy lives. In this Annual Report, we are proud to share with you some of the work we did in 2010 with women and girls.

We are grateful to the thousands of Torontonians who have donated time and money to our efforts. Together, we are transforming lives and this City.

Thank you,



A handwritten signature in black ink that reads "K. Blakely-Kozman".

Dr. Kristin Blakely-Kozman
Board President



A handwritten signature in black ink that reads "Heather M. McGregor".

Heather M. McGregor
Chief Executive Officer

MISSION

YWCA Toronto is an association of diverse and caring women dedicated to improving the lives of women and girls through dynamic leadership, advocacy and a range of unique and essential services that promote personal growth and economic independence.

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9:53 am call received

“I’ve lived in five places and three shelters over the last two years. Everywhere I go, people call me crazy. I just want someone to help me.”



THE YWCA PROVIDES HOUSING

- and the support to keep it.

When women are living with both poverty and mental health challenges, they often face chronic homelessness. It does not have to be this way.

Most women with mental health challenges have experienced trauma such as violence or abuse. This is well documented in a growing body of research and is certainly the experience of the women and girls at the YWCA.

With the right support and, critically, with stable housing, women with mental health challenges can thrive. For this reason, YWCA Toronto will be opening the YWCA Elm Centre in the summer of 2011.

The YWCA Elm Centre will provide supportive, affordable housing to 100 women living with mental health and/or addiction issues and will have an additional 200 affordable apartments for single low-income women, women with children and families of Aboriginal ancestry.

We are in the final stages of fundraising for this ambitious and important project.



2011 WOMEN OF DISTINCTION

The YWCA Women of Distinction Awards honour women whose contributions have improved the lives of women and girls.



“I do this work to help make Canada a healthier and more just place.”

-Joan Lesmond

8:57 am

call received

*“He’s still here.
I’m in the
bathroom with the
door locked. What
should I do?”*



THE YWCA PROVIDES A WAY OUT.

The women and children who flee to our shelters not only need physical safety, they also need support to heal from the trauma of violence. Women are often overwhelmed by feelings of guilt and blame. Their self-esteem, autonomy and mental health have usually suffered profoundly.

The YWCA provides shelter from the violence, as well as the counselling and support women and children need to heal and build healthy lives.

At our two shelters for women and children fleeing violence we help women access education and training, strengthen parenting skills and navigate the immigration system. We also offer programs specifically for children who have witnessed domestic violence.

In 2010, the YWCA’s two shelters helped 180 women and children find a way out of abusive relationships.

4:11 pm call received

“She never smiles. Her dad is in jail and her mother suffers from severe depression. The grandmother she lives with has Alzheimer’s.”



THE YWCA'S SUMMER CAMP IS FULL OF FUN AND FRIENDSHIP.

When a volunteer with Big Sisters contacted the YWCA's Camp Tapawingo to figure out how her “little sister” could get to Camp, we were eager to help.

In 2010, 191 people received subsidies to go to Camp Tapawingo.

At Camp, girls from all walks of life learn new skills, develop confidence and establish life-changing friendships.

The girls enjoy the pride that comes from achieving what they once thought was impossible. They experience the warmth and calm of a quiet campfire. They revel in the magic of the Canadian outdoors. They flourish in new friendships.

12:02 pm call received

“I want a place that my kids can call home, where we can play and be happy.”



THE YWCA OFFERS A PLACE TO CALL HOME.

Every family needs a place to call home, but many do not have one. Without stable housing, children are forced to change schools frequently, good relationships are hard to form and stress wreaks havoc. Many of the families the YWCA works with are desperately trying to find decent, affordable, permanent housing.

In 2010, 407 people lived in permanent housing offered by YWCA Toronto. In all of our housing facilities, we also provide community support workers to help tenants problem solve and build healthy communities.

3:37 pm call received

“My daughter is refusing to go to school. She’s only 14 years old. She won’t listen to me.”



THE YWCA CREATES OPPORTUNITIES FOR GIRLS.

YWCA Toronto runs Canada’s only full time Girls’ Centre. The Girls’ Centre is a girl-only space that gives girls the support they need to build confidence, address problems in their lives, develop strong self-esteem and become leaders. It is a fun and warm place in which girls’ lives are transformed.

In 2010, 624 girls participated in the YWCA Girls’ Centre programs.

It is not just at the Girls’ Centre where we work with youth. For example, since 2004 the YWCA has been running popular youth programming at an apartment building in Scarborough. The program began because youth in the building were struggling with peer pressure, boredom and the stresses of poverty. When the youth were given the opportunity to participate in interesting programs and had the guidance of skilled and compassionate staff, many of the youth flourished. At many of our sites, YWCA Toronto is working to ensure youth of all ages, and especially girls, have access to the space and support they need.

11:52 am call received

THE YWCA HELPS WOMEN FIND JOBS.

“I’ve been so busy trying to keep him happy so he won’t hit me. I haven’t had a paid job in ten years. Now what am I going to do?”



The majority of women who come to the YWCA to get help finding work face significant barriers. Some have experienced abuse. Others have low levels of education. Still others are struggling with responsibilities for caring for children and/or elders. Some have little paid work experience.

The YWCA offers a range of employment programs for women, including one tailored to women who have experienced violence and another designed specifically for women receiving social assistance. The YWCA believes that women need programs and services that acknowledge the significance of the trauma so many have experienced and the specific barriers they face.

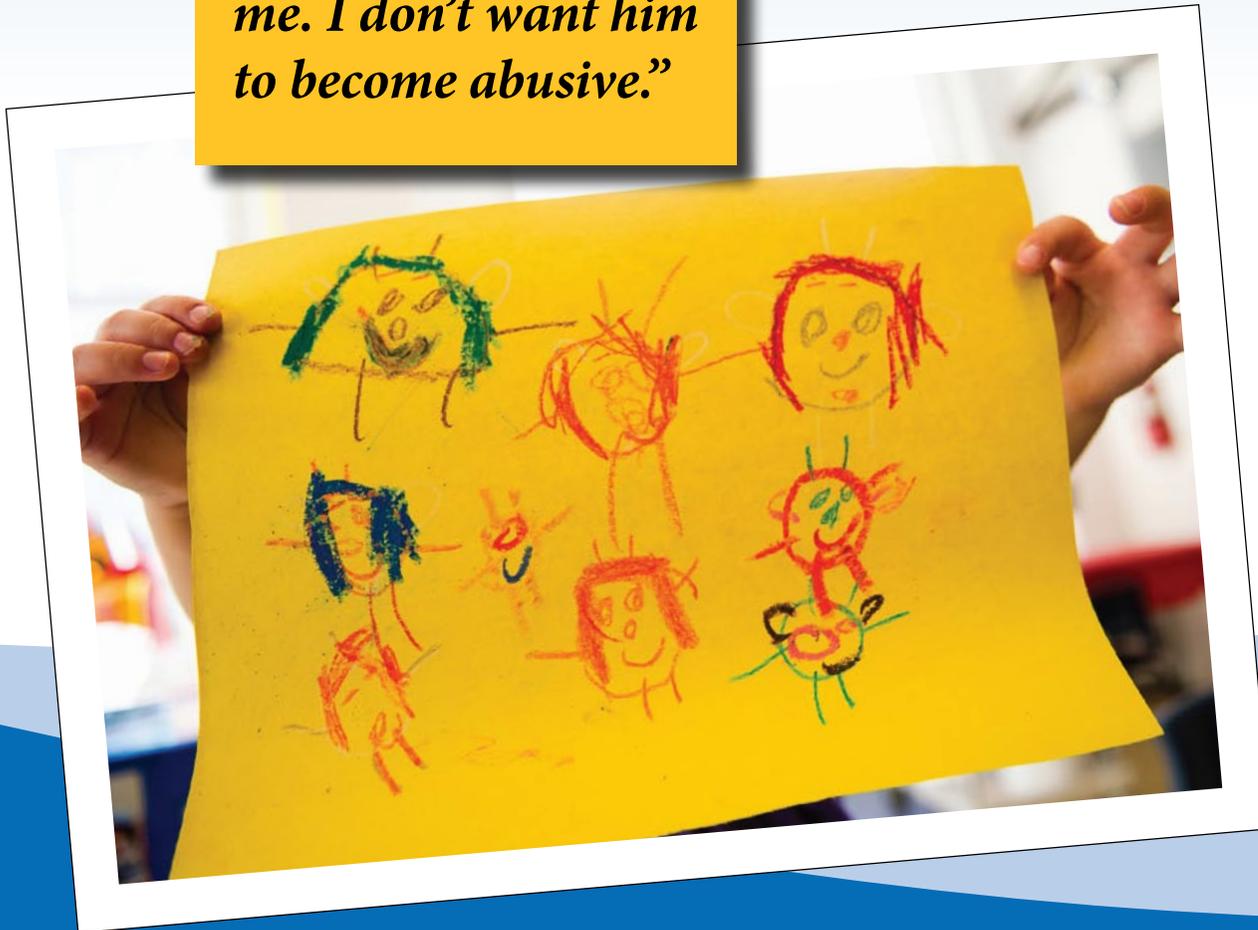
In our women-only programs, we work closely with women to determine their needs and develop practical and individualized plans.

Highlights in 2010 in our employment programs include: opening the YWCA Women’s Employment Centre with two locations in Scarborough, running an immensely successful pre-apprentice carpentry program and continuing our work with young, new immigrant women and girls to help them overcome barriers to employment and settle in their new country.

In 2010, 11,793 people used our employment services.

1:46 pm call received

“My kids saw everything. No wonder my son is acting out against me. I don’t want him to become abusive.”



THE YWCA HELPS FAMILIES HEAL AND GROW STRONGER.

Under the best of circumstances, parenting is difficult. And for most of the families the YWCA works with, the circumstances are far from ideal. Many of the families the YWCA works with are struggling with the consequences of violence, poverty and other trauma. In our experience, however, most parents are eager to help their children reach their full potential. And of course, children themselves need support.

The YWCA Family Support Centre delivers workshops, as well as telephone and on-site counselling to assist parents in the development of the parenting skills necessary to help their children live full, happy, healthy lives.

Additionally, the YWCA offers specific programs to help children heal from trauma - and develop into the people they want to be.

In 2010, 929 people found help at the YWCA Family Centre and in our programs for children who have experienced trauma.

3:10 pm call received

“He’s going to kill us. We need to get out. I can’t do this anymore.”



THE YWCA HELPS WOMEN ESCAPE VIOLENCE.

Sometimes women are too terrified to leave. Sometimes they are too poor. Sometimes they are both. Women worry about feeding their children and paying rent. When they do decide to leave, the YWCA offers a range of services including specialized shelters and counselling.

The YWCA December 6 Fund offers interest-free loans to women fleeing abuse. The loans of up to \$750 are used to pay first and last month’s rent, pay arrears or assist with moving expenses.

In 2010, 91 loans helped 241 women and children flee violence.

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Yorktown Child and Family Centre
Yorktown Women's Shelter

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City of Toronto - Housing, Support & Administration

City of Toronto - Social Housing Unit
Human Resources and Skills Development Canada
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Ministry of Training, Colleges and Universities - Employment Ontario
Ministry of Community and Social Services
Ministry of Health and Long Term Care

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Ontario Early Years
Ontario Trillium Foundation
Ontario Women's Directorate
Girls Action Foundation/
Fondation filles d'action
The Counselling Foundation of Canada
Toronto Arts Council

United Way of Peel Region
United Way Toronto
YWCA Canada

STATEMENT OF FINANCIAL POSITION

Young Women's Christian Association of Greater Toronto | Incorporated under the laws of Ontario | As at December 31

| | 2010 | 2009 |
|--|-------------------|-------------------|
| | \$ | \$ |
| ASSETS | | |
| Current | | |
| Cash and cash equivalents | 1,331,100 | 616,762 |
| Accounts receivable | 2,591,403 | 2,831,379 |
| Prepaid expenses and other assets | 268,079 | 263,089 |
| Total current assets | 4,190,582 | 3,711,230 |
| Long-term receivable | 313,900 | 316,087 |
| Investments | 13,049,362 | 6,154,065 |
| Capital assets, net | 64,573,936 | 36,088,194 |
| | 82,127,780 | 46,269,576 |
| LIABILITIES AND NET ASSETS | | |
| Current | | |
| Accounts payable and accrued liabilities | 11,554,888 | 4,683,014 |
| Deferred contributions | 1,447,215 | 735,800 |
| Current portion of mortgages payable | 387,094 | 364,343 |
| Current portion of loans payable | 69,047 | 35,714 |
| Total current liabilities | 13,458,244 | 5,818,871 |
| Mortgages payable | 9,974,132 | 10,361,226 |
| Capital replacement reserve | 1,118,990 | 1,205,851 |
| Loans payable | 31,735,706 | 6,381,277 |
| Deferred capital contributions | 21,134,182 | 17,857,441 |
| Total liabilities | 77,421,254 | 41,624,666 |
| Net assets | | |
| Unrestricted | -- | -- |
| Internally restricted | 4,706,526 | 4,644,910 |
| Total net assets | 4,706,526 | 4,644,910 |
| | 82,127,780 | 46,269,576 |

STATEMENT OF OPERATIONS

Young Women's Christian Association of Greater Toronto | Incorporated under the laws of Ontario | Year ended December 31

| | 2010 | 2009 |
|---|-------------------|-------------------|
| | \$ | \$ |
| REVENUE | | |
| Government | 17,951,626 | 17,239,088 |
| Fundraising | 2,053,081 | 2,257,054 |
| Individuals | 1,858,578 | 1,784,677 |
| United Way Toronto | 1,428,047 | 1,428,047 |
| Investment income | 108,182 | 123,836 |
| Miscellaneous | 278,636 | 151,134 |
| | 23,678,150 | 22,983,836 |
| EXPENSES | | |
| Salaries and employee benefits | 14,397,543 | 13,625,124 |
| Building occupancy | 4,872,343 | 4,467,057 |
| Other program costs | 3,188,390 | 3,326,800 |
| General and administration | 1,059,468 | 1,033,757 |
| Allocation to YWCA Canada | 98,790 | 92,064 |
| | 23,616,534 | 22,544,802 |
| Excess of revenue over expenses for the year | 61,616 | 439,034 |

Auditors: Ernst & Young LLP

A full set of Financial Statements is available upon request.

Charitable Business #108229865RR0001

Information filed under the Public Sector Salary Disclosure Act, 1996 is available on the Ministry of Finance website: <http://www.fin.gov.on.ca>.

10:26am call received

“The staff at this new women’s shelter in Iqaluit need training. The violence and trauma women and children are coping with is almost unimaginable.”



YWCA TORONTO IS HELPING BUILD THE WOMEN’S MOVEMENT.

When YWCA Agvvik Nunavut opened the first shelter in Iqaluit for abused women and children, the demand for services was high – and the trauma that women and children were coping with was severe.

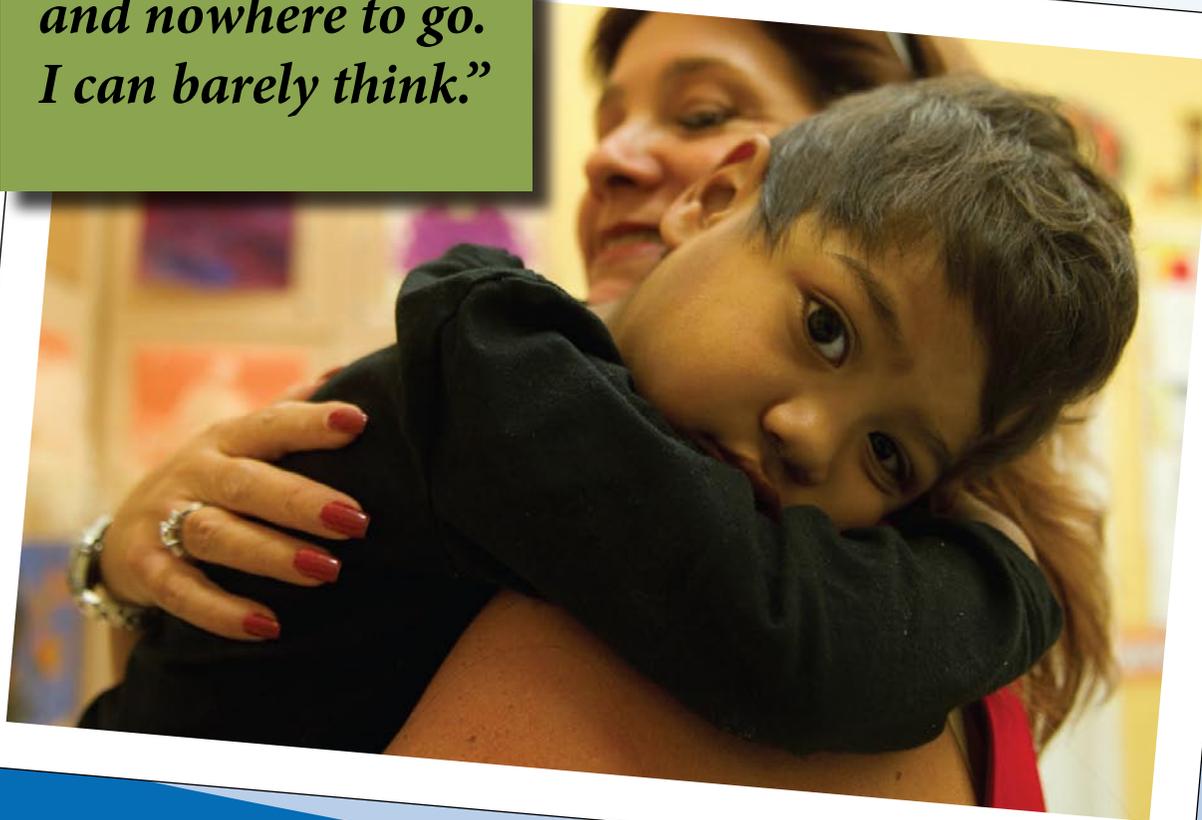
The staff team was eager, but they were also in need of additional training to assist them in their very challenging jobs.

In 2010, YWCA Toronto was honoured to be asked to provide Life Skills Training to the staff of YWCA Agvvit Nunavut. We customized the training to help the staff build problem-solving and coping skills, as well as facilitation and group leadership skills.

This training continued the efforts of YWCA Toronto to support the establishment of YWCA Agvvit Nunavut and its much-needed shelter. Over the last three years, we have also provided resources and expertise in the areas of non-profit management and the development of services for women and children who have experienced violence.

9:54 am call received

*“I’ve just received
an eviction notice.
I have no money. I
have two little kids.
and nowhere to go.
I can barely think.”*



THE YWCA HELPS FAMILIES REBUILD.

For families struggling to find stability and security, Beatrice House is a turning point. Beatrice House provides housing, access to a highly enriched child development centre and individualized support services for women and their children who are homeless or at risk of homelessness. For up to two years, families at Beatrice House have access to extensive support and resources that are often life-changing.

Most of the women at Beatrice House have experienced violence. And so it is no surprise to YWCA staff that most of the women we work with - and many of the children - also have mental health challenges.

In addition to helping women recover from trauma and find a strong sense of self, we also help women access training and education that will lead to sustainable employment opportunities.

In 2010, 407 women and children started rebuilding their lives at Beatrice House.

10:13 am call received

“My grandmother was abused, my mother was abused. I was abused. I will not allow my daughter to know this horror.”



THE YWCA WORKS FOR SYSTEMIC CHANGE.

We receive thousands of calls for help. And while the YWCA works with each individual woman, we also work for systemic change.

Because our shelters remain full of women and children fleeing violence, because thousands of women and families continue to be in desperate need of affordable housing and because poverty needlessly persists, the YWCA works to affect public policy and to bring issues of importance to public attention.

In 2010, YWCA Toronto contributed to a number of important efforts to create greater social justice and equality. For example, we worked with many groups across Canada to ensure strong gun controls remain in place. We joined other women's organizations to ensure Ontario's social assistance system is reformed in a manner that addresses the specific challenges women face. We advocated for women-only employment programs. We took every opportunity to make the case for more affordable, supportive housing and a national childcare policy and we also contributed to Ontario's new Sexual Violence Action Plan.

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The family of Ken Thomson and the family of Audrey Campbell in memory of Irma Brydson

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The Estate of Helen Allen Stacey
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Isabel Bassett

***NOTE: Every effort was taken to ensure the accuracy of the information contained within the annual report. We apologize for errors that may have occurred in the listing or spelling of names and ask that you advise us by calling 416.961.8100 ext.352.**

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Gloria Bishop
William Braithwaite
Chubb Insurance Co. of Canada
Brian Clarke
Charles S. Coffey, O.C.
Nancy Coxford
Steve & Katharine Coxford
The Estate of Lyla Ada Crossley
Sidney Robinson & Linda Currie
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Caring about women and girls of tomorrow, these generous people have made their legacy by including the YWCA in their estate plans.

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Ms. Carroll Allen Dale
Dr. Kristin Blakely-Kozman
Ms. Ellen K. Campbell
Miss Mollie Christie
The Estate of Lyla Ada Crossley

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NEW MONARCH SOCIETY MEMBERS IN 2010

The Estate of Evelyn Hodgkinson
The Estate of Florence Winnifred Stacey

2010 YWCA WOMEN OF DISTINCTION AWARDS

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YWCA INTERNATIONAL BOUTIQUE

This year, fair trade sales at YWCA International Boutique supported the development of centres for women in Zimbabwe.

SPECIAL THANKS

KIM QUASHIE

For this year's design of the annual report.

CALLA EVANS

For her photography. (calla@callaevans.com)

We would also like to thank participants, staff and volunteers whose efforts contributed to this annual report.



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87 Elm Street | Toronto ON M5G 1X8 (after July 2011)

416.961.8100

info@ywcatoronto.org | www.ywcatoronto.org



A TURNING POINT
FOR WOMEN



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