





YWCA TORONTO 2016 ANNUAL REPORT

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YWCA TORONTO WOMEN OF DISTINCTION AWARDS



May 18, 2017 at The Carlu **BUY YOUR TICKETS TODAY** womenofdistinction.ca

MESSAGE FROM CEO & BOARD PRESIDENT

At YWCA Toronto, we are driven by the power of hope - the belief that a better and more equitable world for women and girls is possible. We help women escape violence, move out of poverty and access safe, affordable housing. We are also a leading voice for women's rights.

In 2016, we served more than 13,700 people in 32 programs across Toronto. At a time of rising precarious employment, we expanded our employment and training services. As Canada welcomed refugees, we supported newcomer women to integrate successfully. We stood as allies with Indigenous Peoples and spoke out against racism and hate to build a city where all are included. We focused our advocacy on sexual consent and affordable housing, amplifying women's voices and lived experiences.

As you read this year's annual report, join us in celebrating the women who have shared their stories. None of our work would be possible without an incredible team of Board members, staff, community partners, government and generous donors. Together, we are sending a strong message to women across Toronto that we believe you, we support you, and we are standing alongside you to fight for systemic change.

BESSY TRIANTAFYLLOS President, Board of Directors (left) HEATHER M. McGREGOR Chief Executive Officer (right)

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BREAKING THROUGH

LEILA Breakthrough Participant

"My name is Leila."

Those were the only words Leila – an international fashion model who worked in New York and Europe for six years – could utter at her first expressive arts session at YWCA Toronto's Breakthrough program.

Leila's life was consumed with darkness after she experienced violence in 2015. Returning home to Toronto, she felt broken and coped in silence. Once she discovered Breakthrough and began expressing herself through art, and felt the compassion and empathy of the staff and fellow participants, Leila began to see the light.

"I didn't feel anything, but then I would look down at a piece of art I created that showed otherwise, and there was something so powerfully healing in that."

Excited by new possibilities, Leila started her own business, BKLYN BODEGA, a pop-up shop and online vintage clothing store. To Leila, her business is an art form with each piece telling a unique story. A portion of the proceeds will go back to Breakthrough to support women who have experienced violence begin to heal.

"What I am taking away with me from YWCA Toronto's Breakthrough program is hope for my future." \$3.7 million

invested in violence against women shelters and programs

454

women and children found safety and support at a YWCA Toronto shelter

419

women and children overcame trauma in healing and expressive arts programs

319

women and children received micro-loans that helped them escape violence

WE BELIEVE SURVIVORS

In 2016, YWCA Toronto helped 419 women recover from trauma in healing and expressive arts programs, including the Breakthrough program. Breakthrough is known across Toronto for its social action initiatives, from art cards with paintings, sketches and inspirational healing messages to performance art using movement, wearable art, poetry and music. Through expressive arts, women find their voices and begin healing journeys.

A powerful bond links women in Breakthrough to one another and it is rooted in similar lived experiences. Women tell us that they feel safe in the program and describe it as a place of non-judgment, where they are believed and supported. At YWCA Toronto, all of our services use a trauma-informed approach to meet the needs of women and children who have experienced violence. We stand alongside survivors in our advocacy for provincial and national action plans to eliminate violence against women.

DISCOVERING THE TRADES

JANICE Skilled Trades Participant

A routine trip to her local library during maternity leave ended up changing Janice's life. During her visit she discovered a flyer for YWCA Toronto's Painter-Decorator training, a pre-apprenticeship program in the skilled trades. She called to enquire, not really knowing what it was all about.

What Janice did know was that she was dissatisfied with her previous jobs in retail and coffee shops because of the instability of shift work. She wanted more for herself and family. Once enrolled in the training program, Janice was unstoppable.

"I didn't know I was passionate about painting and decorating. I could not

believe that I could create a beautiful finished product."

The skilled trade program included in-class sessions, but also hands-on activities led by experts, and a job placement before graduation. When Janice graduated in 2016 she was filled with pride and excitement to start her job as a painter at Center Core Painting and Decorating Ltd., where she continues to work today.

"I got this job because of YWCA Toronto and I love it. I have the freedom to buy what I need for my family and have the financial security to be independent."

\$6.4 million

invested in employment and skills training

7,000

women in employment and training programs gained stronger economic futures

1,577

newcomers developed
job-readiness skills to prepare them
for the Canadian labour market

616

women built business and career skills in YWCA Toronto's social purpose enterprise

STRONG ECONOMIC FUTURES

In 2016, YWCA Toronto helped 7,000 women build strong economic futures, including in our free pre-apprenticeship training programs. We prepare women to launch careers in the skilled trades as Refrigeration and Air Conditioning Systems Mechanics and Electricians or Painter-Decorators. In a unique women-only experience, we provide academic upgrading and employment-readiness workshops. We partner with certified colleges for technical training and certification.

YWCA Toronto's pre-apprenticeship programs provide women with a path out of entry-level positions and into careers with good salaries, benefits and opportunities for advancement. This is critical as the rise of precarious work has made it increasingly difficult to secure good jobs with livable incomes. Every day, we are working to break down barriers to entering traditionally male-dominated trades. Our ultimate goal is securing women's economic empowerment – from changing the face of the skilled trades, to pay equity, to affordable child care.

BECOMING A LEADER

EADYN Former Camp Tapawingo Camper

Since 1999 Eadyn has had strong ties to Camp Tapawingo, the YWCA's all-girls camp on Georgian Bay. She began as a quiet camper, became a Counsellor-in-Training, and has returned as a staff member every summer for 11 years.

Growing up in community housing it was hard to see past the realities of everyday life. Camp opened Eadyn's eyes to the power of nature, to the bonds formed in an all-girls environment, and most importantly, to seeing diverse women in leadership positions.

"Camp shifted my mindset. I loved being a role model and I realized my energy and voice were making a positive impact on other girls and I loved that."

Eadyn is an undeniably vivacious and self-assured woman, but according to her, Camp introduced the idea that she had the energy and qualities to lead.

Inspired by Camp, Eadyn received a Diploma in Outdoor Recreation and Leisure Services and now works for Carnival Cruises where she leads programming for teenagers from all over the world. For Eadyn, it all comes back to Camp.

"YWCA Toronto's Camp Tapawingo helped me find my voice...and it's loud!" \$2.5 million

invested in girls' and family programs

684

girls built friendships and became leaders at YWCA's Camp Tapawingo

520

girls became critical thinkers, challenging sexualized and violent media images of girls

629

teen moms and families increased social networks, and developed the confidence and skills to raise healthy children

GIRLS RUN THE WORLD

This year, YWCA Toronto welcomed 684 young leaders to Camp Tapawingo, our all-girls camp located just south of Parry Sound. Girls describe camp as a place where they can be themselves and escape from daily pressures in the city. It is a special place where lasting friendships are formed, and where they can take up fun outdoor activities like sailing, canoeing, mountain biking and swimming.

Girls learn a lot about leadership at camp - through our Counsellor-in-Training program, team-based activities, mentoring younger campers, and planning camp-wide activities. At YWCA Toronto, our goal is always to provide girls with the opportunities, skills and confidence to be successful. Thanks to a generous subsidy program, we are proud to offer girls of all socio-economic backgrounds the chance to experience the magic of camp - many for the very first time.

FINDING STABILITY

LOO-CRESHA Bergamot Apartments Tenant

One of Loo-Cresha's fondest memories of living in YWCA Toronto's Bergamot Apartments is when she was able to give her daughter her very first room of her own. As she put pink and purple decorations on the walls she was so grateful.

Loo-Cresha's journey has not been easy. As a teenager she left an abusive relationship and stayed at the YWCA's 1st Stop Shelter. She struggled to support her baby and live independently. In 2007, she was one of the first families to be accepted into the YWCA's new permanent housing program in Etobicoke. Now, 10 years later, Loo-Cresha has a stable home for herself and her two children.

"I love living here. I love the potluck dinners and the homework clubs for my children. I love the community and the staff. I feel safe."

Behind her soft-spoken demeanor, Loo-Cresha is tenacious and strong. She is currently studying for her Bachelor of Social Work degree.

"Seeing the difference the organization has made in my life made me want to give back. Social work is my passion and my chance to help others as I have been helped by YWCA Toronto."



943

women and children live in safe affordable housing

255

women received specialized mental health and addiction supports

50

units of affordable housing designated for Indigenous women

HOUSING IS A HUMAN RIGHT

In 2016, YWCA Toronto provided safe, affordable housing for 943 women and their children including at Bergamot Apartments in Etobicoke. Walking into Bergamot, it feels like home. It is bright and open – a safe space. Trauma-informed services are available for women and a 62-space Early Learning Centre is open to families. Through community partnerships, Bergamot offers on-site legal support, health clinics and even children's homework clubs.

Women tell us that they choose to live at Bergamot because it is a women-only space. For many, the ability to lock their doors means safety and peace of mind. A fixed address means stability and belonging. YWCA Toronto strives to amplify these voices in our calls for a national affordable housing strategy. With over 97,000 households on Toronto's social housing waiting list, the need has never been more urgent.

UNLOCKING POTENTIAL

MYRNA Life Skills Coach Participant

Myrna is the embodiment of the adage 'before you can help others, you must help yourself'. Her positivity and work as an employment and training counsellor on and off the Kanesatake reserve has transformed many lives. Myrna, a Mohawk woman, discovered YWCA Toronto's Life Skills program in 2014. This coaching program transformed the way she connected with clients and helped them tap into their potential.

"I was able to work with each client to identify their needs, discover the obstacles they face and come up with solutions with them, not for them."

During the program Myrna got to know herself through experiential learning, problem-solving exercises and action planning sessions. In turn, she learned how to help people find their passion and build on their strengths and abilities.

Now as an Aboriginal Liaison Officer for Correctional Services Canada, Myrna continues to support Indigenous people in her community to achieve success and develop resilience.

"YWCA Toronto's Life Skills program empowered me with the practical tools to help myself and to help others. I developed coaching, facilitation, and leadership skills that engage people to find their voice and to believe in themselves"

\$210,000

invested in YWCA Toronto's national training centre for Life Skills coaches

275

women enhanced leadership skills by completing Life Skills training

28

training sessions held across Canada, from Sault Ste. Marie and Atikokan in northern Ontario to Thompson and Saskatoon in the prairies

28%

of women trained as Life Skills coaches self-identified as Indigenous

CHANGING LIVES

This year, YWCA Toronto trained 275 women leaders, coaches and facilitators in our Life Skills training program. This program helps participants to build on their own unique skills and talents in communications, leadership and problem solving. Our goal is for leaders to walk away with additional tools to engage people in their communities and, ultimately, to make change. We work all over Canada, including in remote Indigenous communities.

Over the past five years, we have worked with over 50 Indigenous-led organizations and Band Councils. YWCA Toronto strives to build on these partnerships and we stand with Indigenous Peoples as allies to advance reconciliation. Our work has been strongly influenced by the Truth and Reconciliation Commission's groundbreaking report and its Calls to Action, especially in the urgent areas of violence against women, child welfare, education, health care, and affordable housing.

SPEAKING OUT

ADVOCACY & COMMUNICATIONS

In 2016, YWCA Toronto received YWCA Canada's National Advocacy Award for our federal election strategy, #WomenVoteForAction.
That campaign reached over 4.5 million people through media and social media and made women's issues election issues. We are proud to be a strong voice for women.

This year we launched our second advocacy campaign, #ActOnHousing, calling for a national affordable housing strategy. Together, we highlighted that women fleeing violence and Indigenous women must be included as groups with distinct housing needs, and that safety and support are critical components of women's housing.

In a year of high-profile sexual assault trials and low conviction rates, we launched a public education campaign on sexual violence and harassment. It raised awareness for the need to strengthen protections and support for sexual assault survivors.

On Facebook, our sexual violence infographic reached over 1.5 million people. We advocated for trauma counselling and free legal services for women who experience violence.

Through our work, we made clear that YWCA Toronto is feminist to the core, inclusive and a leading voice for progressive change.



1 in 3

Canadian women will experience violence in their lifetime

90%

of sexual assaults against women are never reported

37%

of single women-led families are living in poverty

18,577

children are on Toronto's waiting list for affordable child care

97,524

households are on Toronto's social housing waiting list

FEMINIST TO THE CORE

YWCA Toronto works tenaciously to break down barriers that hold women back from achieving equality. Our advocacy is driven by the experiences of women with whom we work and the expertise of front-line staff. In 2016, we focused on:

- Leading an on-line #ConsentOnCampus Twitter chat that engaged youth, activist organizations and university administrators and reached over 1.4 million people.
- Successfully speaking out to reverse changes to child care regulations that would decrease spaces and raise fees.
- Shaping federal strategies on gender-based violence and affordable housing.
- Promoting education about the history of Canada's residential schools and the Truth and Reconciliation Commission's Calls to Action.
- Joining with other civic leaders to save lives by supporting supervised injection sites in Toronto.
- Supporting calls to add gender identity and gender expression as protected human rights.
- Demanding that governments raise social assistance rates and act on poverty reduction through coalition work with sector leaders.

BUILDING PARTNERSHIPS

PHILANTHROPY

Our donors support our work in so many unique and creative ways.

At YWCA Toronto, we are fortunate to have a number of community partners who host fundraising events for us, year after year.

Downtown Automotive Group (DAG), led by President and CEO Shahin Alizadeh, has raised \$250,000 over the last five years to support women and children living in our emergency shelters. This past year, DAG proudly presented the acclaimed Canadian musician Jim Cuddy at the iconic Winter Garden Theatre. The event was a resounding success, raising \$80.000 and attended by more than 400 people.

HoHoTO hosted their second holiday celebration which brought together Toronto's emerging digital and technology community for an evening in support of YWCA Toronto's Girls' Centre at the MOD Club.

In addition to raising \$50,000, HoHoTO hosted the Girls' Tech Tour and an ongoing mentorship program at the Girls' Centre. Lee Dale, HoHoTO co-chair, said of this exciting initiative, "Our partnership with YWCA Toronto's Girls' Centre will empower young women to learn about opportunities available in tech and, more importantly, go after them."

GIRLS' CENTRE PARTICIPANTS

\$2.5 million donated to

YWCA Toronto in 2016

\$703,202

raised at the YWCA Toronto Women of Distinction Awards

\$53,375

in gift cards distributed to women and their families over the holiday season through the Adopt-a-Family program

\$191,633

in Gift-in-Kind donations

commitment to advancing women and girls in our city. Donors and volunteers offer their resources and skills so that YWCA Toronto can be there for women and girls when they need help the most.

We continue to be inspired and motivated by our donors'

In 2016, 2,583 people donated to YWCA Toronto and 632 individual and corporate volunteers offered 25,107 hours to our programs and events.

YWCA Toronto supporters ensure that the vital services we offer can reach the 13,700 people we serve annually.

When women flee violence and find safety and security in our shelters, move out of homelessness and poverty to find stable, long-term permanent housing with us, our donors have been there. When our participants strengthen their skills and broaden their education at our employment and training centres, build resiliency, well-being and ultimately thrive in our 32 programs, our donors have shown their unwavering support, every step of the way.

We are grateful beyond measure for the valuable partnerships we have built with our donors, partnerships that create lasting change in the lives of some of the most vulnerable members of our community.

YWCA TORONTO BOARD OF DIRECTORS

YWCA Toronto's Board of Directors are committed to creating change for women and girls across Toronto. They ensure that our work is aligned with our vision and mission, steward our financial and donor resources, and provide leadership and oversight of our strategic plan and initiatives.

YWCA TORONTO BOARD OF DIRECTORS

(Back Row, L to R) Bessy Triantafyllos, Alice Longhurst, Sabrina Wu, Barb Keenan, Silvia Jacinto, Carlene McCubbin (Front Row) Doris Chan, Nikita Patel, Christine Tekker, Sonali Chakraborti, Julie Neff, Nora Nestor

Absent Suhuyini Abudulai, Brenda Andress, Pierrette Dosanjh, Christina Dorey-Gray, Kellie Hodges, Signe Leisk



OUR VISION

YWCA Toronto will be a leader in transforming the lives of marginalized and disadvantaged women and girls in Toronto.

OUR MISSION

YWCA Toronto accomplishes
this vision by being a strong advocate
for women and girls, providing
transformative services in the
areas of employment support and
training, housing options and shelters,
leadership development programs
for girls and key supports for
women and children who have
experienced violence.

OUR STRATEGIC PRIORITIES

STRENGTHEN awareness of YWCA Toronto, leveraging our credibility and reputation.

ENSURE financial and organizational sustainability.

INTEGRATE continuous quality improvement in operations and programs.

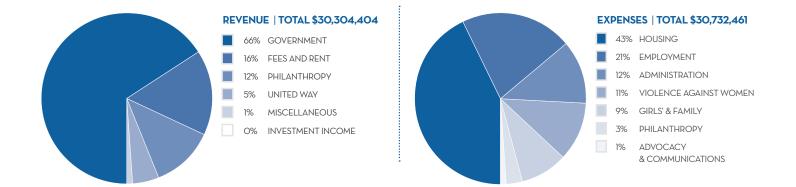
DELIVER high-impact, life-changing programs for women and girls.

ALIGN advocacy with mission priorities, supported by program expertise.

PROMOTE strong governance and employer best practices.

2015 REVENUE & EXPENSES

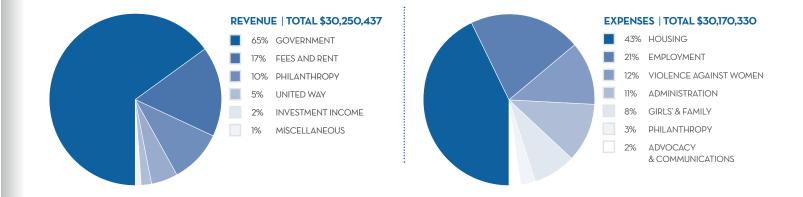
Year ended December 31



2015 EXCESS OF EXPENSES OVER REVENUE FOR THE YEAR: **(\$428,057)**

2016 REVENUE & EXPENSES

Year ended December 31



2016 EXCESS OF REVENUE OVER EXPENSES FOR THE YEAR: **\$80.107**

Auditors: Ernst & Young LLP | A full set of Financial Statements is available upon request. Charitable Business #10822 9865 RROOOl Information filed under the Public Sector Salary Disclosure Act, 1996 is available on the Ministry of Finance website: http://www.fin.gov.on.ca.

2016 GIVING

\$100.000+

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\$50,000+

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\$25.000+

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22

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Scarborouah Southwest

Ontario Early Years Centre Toronto Central Local

Health Integration Network

United Way Peel Region

United Way of Greater Toronto

& York Region

YWCA INTERNATIONAL BOUTIQUE



Monday-Saturday 10am-6pm 81 St. Clair Avenue East

(inside the Sobey's mall)

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Policy Alternatives

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District of Parry Sound Social

Services Administration Board

Dress for Success

Driftwood Community Centre

Ernestine's Women's Shelter

Eva's Satellite

Eaual Voice The Furniture Bank

George Brown College

George Hull Centre for

Children & Families

Highfield Community Enrichment Project

Hive Toronto & Youth

Empowering Parents

Humber College

Jean Tweed Centre

Job Start

Ladies Learnina Code

Inner City Health Associates

Learning Enrichment Foundation

Music Box Program

Nestle Purina

Ontario Industrial

Finishina Skills Centre

PAID Clinic

Project Esperance

Rexdale Alliance Church Rexdale Women's Centre

Rise Asset Development

Royal Ontario Museum

Scarborouah Women's Centre

Second Harvest

Self-Employment Training

for Women

Sheridan College

Sewing Entrepreneurship

for Women in Toronto Signature Service Inc.

Sisterina

SmartSaver/Omega Foundation

Social Planning Toronto

Synergy Diva

Toronto District School Board

Ontario Regulatory Association

for ESL Teachers

The Centre for Education & Training

Toronto Art Therapy Institute

Toronto Community Benefits Network

Toronto East Quadrant

Local Immigration Partnership

Toronto Fire Department Toronto Public Health

Toronto Public Library

Toronto West Local

Immigration Partnership

Toronto Workforce Innovation Group

Trios College

University Health Network

University of Toronto

University Settlement House

Welleslev Institute

White Ribbon Campaign

Wiawamen Inc.

Women's College Hospital

Women's Habitat

Women's Shelters Canada

YMCA - Language

Assessment & Referral Centre

YMCA - YWCA National

Capital Region

Yorktown Shelter for Women

YWCA Canada

YWCA Employment Ontario Centres

YWCA Halifax

YWCA Hamilton

YWCA laaluit

YWCA Moncton

YWCA Saskatoon

YWCA Thompson

YWCA Vancouver

COALITIONS

Campaign 2000

Campaian for an Equal

Senate for Canada

Children's Aid Societies/Violence

Against Women Advisory Council

Coalition for Gun Control

Commitment to Community

Fast Toronto Human

Resources Association

Ealinton East/Kennedy Park/Ionview

Neighbourhood Action Partnership

Equal Pay Coalition

Etobicoke Youth Network

GTA Housing Action Lab Immigrant and Refugee

Housing Committee

Kipling Community Council Mental Health and Addictions

Supportive Housing Network

Neighbourhood Action Partnership North York Mental Health Network

ONESTED

Ontario Association of

Interval & Transition Houses

Ontario Campaian 2000 Ontario Campina Association

Ontario Coalition

for Better Child Care

Ontario Council of Agencies

Serving Immigrants Ontario Mentoring Coalition

Ontario Non-Profit

Housing Association

Ontario Non-Profit Network

Scarborough Business Association Scarborough Centre for Revitalization

Scarborough Economic Opportunities

Development Partnership Scarborough Economic

Opportunities Planning Table

Scarborough Employment

Ontario Network

Scarborough Neighbourhood Improvement Coalitions

The Girls' Action Racialized

Working Group

The Local Immigrant

Partnership Council

Toronto Aboriginal Agencies Network Toronto Coalition for Better Child Care

Toronto Shelter Network

Toronto West Local

Immigration Partnership

Transitional Housina

Woman ACT

& Support Program Network

Violence Against Women Network

Women's Mental Health

& Addictions Network Youna Parents

No Fixed Address Network

CREATIVE DESIGN AND PRODUCTION Kim Quashie **PHOTOGRAPHY** Calla Evans & Rebecca Wilson

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