MESSAGE FROM CEO & BOARD PRESIDENT

With more than 32 programs across Toronto, YWCA Toronto helps women escape violence, move out of poverty and access safe, affordable housing. Our range of employment programs guide women to decent employment opportunities. Through our advocacy, we ensure women’s diverse voices are heard as Canada embarks on necessary strategies on affordable housing and gender-based violence.

In 2017, we celebrated three important milestones in the history of our Association: the 60th anniversary of 1st Stop Woodlawn Housing, the 10th anniversary of Bergamot Apartments, and the 5th anniversary of Elm Centre. Bold risk-taking advanced these critical women’s housing programs in times of financial and political uncertainty. YWCA Toronto is a reflection of the strength of our women’s community and our success is a reflection of the power of our movement.

In this Annual Report, we are proud to share the impact of your support. The resilience of the women we serve, the passion of our staff, the dedication of volunteers and the generosity of our donors anchor our tenacity and unwavering commitment to transforming the lives of women and girls.

HEATHER M. MCGREGOR
Chief Executive Officer (right)

BEESY TRIANTAFYLOS
President, Board of Directors (left)

At YWCA Toronto a resurgent feminist movement inspires us. From the Women’s March to #MeToo, women and allies are taking action for gender equity, social justice and better futures. This is what our YWCA movement has always been about – courage in the face of adversity.

EXECUTIVE TEAM

CHIEF EXECUTIVE OFFICER
Heather M. McGregor

DIRECTORS
ADVOCACY & COMMUNICATIONS
Colette Prevost*  
EMPLOYMENT & TRAINING
Tsering Tsomo**
FINANCE & INFORMATION TECHNOLOGY
Lois Fine
HUMAN RESOURCES & ADMINISTRATION
Jeannette Manguald-Stoicaer
PERMANENT HOUSING
Alefia Lewis
PHILANTHROPY
Firoozeh Radjai
PROPERTY SERVICES & ASSET MANAGEMENT
Sally Palmateer
SHELTERS AND GIRLS’ & FAMILY PROGRAMS
Nina Gorka

CUPE LOCAL 2189

PRESIDENT
Marie Lorenzo
VICE-PRESIDENT
Michi Chun
RECORDING SECRETARY
Bethany Jolliffe
GREEVANCE OFFICER
Neha Trivedi
SECRETARY TREASURER
Tara Jawer

TRUSTEES
1 Year Trustee - Sahar Haghighoo
2 Year Trustee - Jenny Lin
3 Year Trustee - Julia Haylork

Note: *Maureen Adams retired from this position July 2017.  
** Marilda Tselepis retired from this position June 2017.
Five years ago, YWCA Toronto opened the doors to Winona’s Place, our affordable housing initiative for Indigenous women and their families. With 50 units of permanent housing, Winona’s Place is centrally located in downtown Toronto. Staff offer traditional healing programs developed in collaboration with Indigenous partners. Women build community in group activities and enjoy the rooftop garden where herbal medicines grow in the summer. Generous donors raised over $500,000 to ensure that the building is secure for women and children impacted by violence.

To quote journalist Connie Walker, a 2017 Woman of Distinction, “It is important to truly understand the realities that Indigenous women and girls face in this country, but we also need to showcase the incredible strength and resilience in our communities.” At YWCA Toronto, we take these words to heart. We stand alongside Indigenous women for truth and reconciliation, starting with addressing violence against Indigenous women, girls and Two Spirit people. In the face of injustice, we take action.

CREATING INDIGENOUS WOMEN’S HOUSING

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YWCA Toronto helps young mothers gain positive parenting and life skills in our Teen Mothers’ program. Launched in 1976, the Teen Mothers’ program was the first of its kind in Scarborough. We continue to offer young mothers parenting information and holistic support on life skills, financial literacy, healthy relationships, food security, housing assistance and educational pathways. Young women benefit from support on their parenting journeys, and from the bonds they form amongst one another.

Young women also tell us about the challenges they face in securing safe, affordable housing – not only for themselves, but also for their children. Across Toronto, rent costs are skyrocketing. More than 180,000 people fill waiting lists for homes that they will never see. YWCA Toronto works alongside young women to provide support and we advocate at all levels of government on the issue of women’s access to safe, affordable housing. Housing is a human right.

Chyanne Teen Mothers’ Program

Building Confidence

Chyanne is kind and nurturing; determination and boldness shine in her eyes. Her son, wide-eyed two-year-old Jessiah loves helping in the kitchen, Elmo, reading books and getting his photo taken.

Chyanne came to the Teen Mothers’ Program when she was five months pregnant. She was shy and uncertain about what motherhood entailed. The program offers free support for mothers 14 to 22 years of age and a place to build positive parenting skills, access resources, and learn from specialists.

Although hesitant at first, Chyanne began participating in empowerment workshops, received support from staff and was encouraged by the strength and stories of the other mothers around her.

“There was so much I didn’t know. I have learned a lot about children, but a lot about myself too.”

Now, she beams with pride when she talks about setting goals for herself, like returning to high school, and being the best role model and mom she can be.

“I see myself very differently now. I am able to speak up not only for myself, but for my son.”

YWCA Toronto invested $2.5 million in girls & family programs

> $2.5 million invested in girls & family programs

> 779 girls built friendships & became leaders at YWCA’s Camp Tapawingo

> 363 girls became better critical thinkers, challenging sexualized & violent media images of girls at the Girls’ Centre

> 525 teen moms & families increased social networks, & developed the confidence & skills to raise healthy children

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In 2017, YWCA Toronto’s two Join, Unify, Motivate and Participate (JUMP) programs helped 1,284 newcomer women and girls with comprehensive settlement support. With locations in Scarborough and Etobicoke, JUMP offers employment training, job search support, and professional workshops in individualized and group sessions. Women tell us that they come to JUMP because it is a women-centered learning environment. It is a safe space where they can build connections, receive support and leave feeling more confident and prepared to take on the Canadian labour market.

When women in our programs share stories, we hear about hope – the hope to improve their lives, and to provide better opportunities for their children. Yet in Canada, newcomer women face systemic barriers to reaching these ends, over-representation in precarious jobs and a larger pay gap. YWCA Toronto speaks out strongly in support of decent work, fair pay and updated labour standards. We honour newcomer women’s resilience, and recognize the gifts and skills they bring to Canada.

When Sonia thinks back on her arrival in Canada from the Philippines she remembers minus 18°C weather, and a time marked with apprehension and fear. Daily activities such as grocery shopping created crises of confidence because colloquial English was hard to follow.

“I wanted to explore the possibility of settling, but it was very challenging.”

Sonia was working as a live-in caregiver, but was looking forward to doing more. Her self-esteem was plummeting and the challenge of adjusting to Canadian life was weighing heavily on her heart. That is when her friend introduced her to JUMP, a settlement support program for newcomer women and girls. It helps women and girls explore career options, build skills, job search and integrate into Canadian society. For Sonia, this is when things began to change.

She participated in many training programs including office administration, cashiering and entrepreneurship and received the support she needed. Sonia’s smile now brightens the room and she has a renewed sense of self-confidence.

“I was not like this before. There is a lot of support here. It is like a second home.”

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Sonia JUMP Settlement Services

FINDING HOME

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In 2017, YWCA Toronto’s December 6 Fund provided interest-free loans to 323 women and children fleeing violence. With this fund, we help women establish themselves in safety, heal from trauma, and move on from violence. Our loans range from $500 to $1,000 and can be used towards rent, moving costs, furniture or utility deposits. When women are able to get back on their feet, they repay the loans and free up the funds for other women in need.

YWCA Toronto’s commitment to social justice is strongest in our work to eliminate gender-based violence. In 2017, it gave us hope to see feminists come together for gender equity, racial justice and action – from the millions who took part in the Women’s March worldwide, to the online #MeToo campaign where more than 4.7 million people used the hashtag to speak out about sexual violence. We believe survivors and stand alongside them to advance systemic change.
YWCA Toronto works tenaciously to break down barriers that hold women back from achieving equity. Our advocacy is driven by the experiences of women. In 2017, we focused on:

• Joining the movement for a $15 minimum wage in Ontario, making clear that women are over-represented in precarious jobs.

• Supporting Indigenous women leaders in calling for the elimination of sex discrimination in the all-too-controversial Indian Act.

• Leading the call for dedicated funding for women-centred employment programs to promote economic empowerment.

• Advancing gender-based violence prevention strategies at the provincial and federal levels.

• Demanding action on Toronto’s poverty reduction strategy and gender equity in the City Budget alongside other civic leaders.

• Working with child care advocates for new subsidies, and funding to achieve professional pay for early childhood educators and childcare workers.

• Standing in solidarity with Muslim women in fighting Islamophobia, xenophobia and racism.

In 2017, the YWCA movement proved to be a force of influence on Parliament Hill. YWCA leaders successfully advocated for a gender lens on the National Housing Strategy. Together, we called for a minimum of 25% of funds to be dedicated to projects and services for women, girls and their families. We spoke out—and government heard our call to action.

The inclusion of our ‘ask’ in the National Housing Strategy is a hopeful step forward. It signals the possibility of new investment in women’s emergency shelters, permanent housing, and supportive housing. It may lead to additional funding for staff support to address mental health and addiction challenges that women may experience.

Looking ahead, we will continue advocating until the women’s housing crisis is averted, Indigenous women are prioritized, and funding for critical staff supports. We are just getting started and will need your help to keep the pressure on. Advocacy works!

ADVOCACY WORKS!

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SYSTEM CHANGE

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Toronto’s only and Canada’s first full-time Girls’ Centre – is the inaugural three-year focus of the Distinction Fund. This vital program is drastically under-funded, yet immensely impactful. The transformative Distinction Fund is crucial to sustaining and strengthening the Girls’ Centre.

Thanks to the Distinction Fund, we can provide opportunities to an increased number of girls to enhance their confidence, skills, security and long-term stability – propelling girls and women into leadership roles. This contribution to collective action sets an inspiring example that will galvanize long-term investments in a future that is equitable and filled with opportunities for women and girls.

“In our world we are equal. The cool staff at YWCA Toronto give us the space to talk about what matters to girls. We can have fun, be who we are, and strive to be who we want to be without judgement. We learn how we can change the world for the better.”

> Maykah and Mahayah – Members of the Girls’ Council

MULTIPLYING IMPACT

In 2017 we established the Circle of Distinction to bring together 264 Women of Distinction Award recipients from the last 37 years, who together, have enormous power to change the world for women and girls.

The Circle is also a call to collective action. Its exceptional members motivate, inspire and lead to amplify women’s voices and mobilize for the advancement of women and girls in Toronto and around the world.

The Distinction Fund was launched in concert with the Circle to bolster YWCA Toronto’s capacity to help women and girls move out of poverty and away from violence, build sustainable futures, and provide girls and young women access to the extraordinary opportunities that make becoming a Woman of Distinction possible.

Thanks to an amazing lead gift from the Irma Brydson Foundation, and the generosity of Circle members, an impressive $400,000 has been raised so far. The Circle is changing the face of philanthropy in Toronto to become a unified, powerful force committed to fundamental change for women and girls.

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> Maykah and Mahayah – Members of the Girls’ Council
YWCA Toronto’s Board of Directors is committed to creating change for women and girls across Toronto. The Board ensures that our work is aligned with our vision and mission, stewards our financial and donor resources, and provides leadership and oversight of our strategic plan and initiatives.

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.
### 2016 REVENUE & EXPENSES
**Year ended December 31**

#### Excess of Revenue over Expenses for the Year: $80,107

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Total $30,250,437</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing</td>
<td>6%</td>
</tr>
<tr>
<td>Violence Against Women</td>
<td>12%</td>
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<tr>
<td>Employment</td>
<td>21%</td>
</tr>
<tr>
<td>Girls &amp; Family Programs</td>
<td>2%</td>
</tr>
<tr>
<td>Advocacy &amp; Communications</td>
<td>11%</td>
</tr>
<tr>
<td>Administration</td>
<td>1%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>1%</td>
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<table>
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<tr>
<th>Revenue</th>
<th>Total $30,525,047</th>
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</thead>
<tbody>
<tr>
<td>Government</td>
<td>65%</td>
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<tr>
<td>Philanthropy</td>
<td>10%</td>
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<tr>
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</tr>
<tr>
<td>Revenue</td>
<td>6%</td>
</tr>
<tr>
<td>Investment Income</td>
<td>1%</td>
</tr>
<tr>
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<td>1%</td>
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</tbody>
</table>

#### 2017 REVENUE & EXPENSES
**Year ended December 31**

#### Excess of Revenue over Expenses for the Year: $25,099

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Total $30,522,699</th>
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<tr>
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<tr>
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Auditors: Ernst & Young LLP

A full set of Financial Statements is available upon request. Charitable Business #10822 9865 RR0001

Information filed under the Public Sector Salary Disclosure Act, 1996 is available on the Ministry of Finance website: [http://www.fin.gov.on.ca](http://www.fin.gov.on.ca)
Royal LePage Shelter Foundation
Shoppers Drug Mart Life Foundation

$10,000+
Arrowsmith School
Dan & Carolynne Bairin
The Catherine and Maxwell Meighen Foundation
The D.H. Gordon Foundation
Edelman Public Relations Worldwide
Joan E. Eddy
Grey Birch Foundation
The late Helen Gurney
Jerry & Joan Lozinski
Rosedale United Church
Rosemary Spans Tippet Foundation
Toronto CREW
William & Betty Finch Fund at the Strategic Charitable Giving Foundation

$5,000+
Anonymous
AMR Barristers & Solicitors LLP
Downtown Toyota
Harrist & Jonathan Goodman
Katherine Govier
Jackman Foundation
Kansas Insurance
Ruth Mandel
MFS Investment Management Canada Ltd.
Ontario REALTORS Care Foundation
Nancy Ramalho & Jeff Graham
R. L. Signature Shelter Fund
Royal LePage Signature Realty
Conrad Santos
Shurz Younklewko Fund at Toronto Foundation
St. Andrew’s Charitable Foundation
Stevie and Sally Stavro Family Foundation
The Toronto Star Fresh Air Fund
Jane Wilson

$1,000+
Anonymous
S.M. Clarkson
Linda Chu & John Donald
Echo Foundation
The Harry E. Foster Charitable Foundation
The Honourable Margaret McCain Margaret Newall, in memory of Ted Newall
Royal LePage Real Estate Services Ltd., Johnston & Daniel Division

$100,000+
Irma J. Brydson Foundation
RBC Foundation

$50,000+
Ontario Trillium Foundation
The Joan Wort Family

$25,000+
S.M. Clarkson
Linda Chu & John Donald
Echo Foundation
The Harry E. Foster Charitable Foundation
The Honourable Margaret McCain Margaret Newall, in memory of Ted Newall
Royal LePage Real Estate Services Ltd., Johnston & Daniel Division

2017 GIVING
GIFT IN KIND ($1,000+)
continued...

Edelman Public Relations Worldwide
Environics Analytics Group Ltd.
Grace Church-on-the-Hill Gymnasium
Henkaa
J. Crew
J. Crew Envision Gardens
J. Crew Vancouver
Jaytex Group
Susan K. Kennedy
Kids Kiosk Inc.
Sabrina Lavista
Loblaws Companies Ltd.
Look Good Feel Better
Megan MacDougall
Anne Maizia
Medcan Clinic
Olga Milianos
North Strategic & NOTCH VIDEO
Ontario Properties
Morton and Fran Ross
Royal LePage Signature Realty
Royal Ontario Museum
Scarborough Titans
Shaffer Foods
Shoebies Project
Shoppers Drug Mart
Shelter Movers
Sleeping/Crown Design
Surviving Travel Group Inc.
The Food Devils Inc.
The Humphrey Group Inc.
The Period Purse
Toronto Centre for the Arts
Uniqlo Canada
VIA Rail Canada
Whole Foods Market
York Heritage Quilters Guild

MONARCH SOCIETY
Anonymous (4)
Zanana Akande
The late Carroll Allan Dale
Trevino Blakely Kazman
Ellen K. Campbell
Sarah Corman
Debbie Dykes
Nancy Foster
The late Helen Gurney
Sharilyn Hale
Julia Hoylock
Martine Johnson
Julie Y. Lee
Frances Manalaz Barcelo
Jannie Mills
Mary Pat Moore
Janice Moro
Lorna Pike
Anne Reynolds and Derek Meehan
Catherine Riggal
Marlily A. Robertson
Gail Robinson
Jeanne Rowles
The late Lloyd David Smith
Beverly Stager
Andrea Stewart
Vera Ingrid Tarman
and Cathy Schwartz
Marilda L. Tselepis

FUNDERS
City of Toronto
Employment and Social Development Canada Office of Literacy and Essential Skills
Immigration, Refugees and Citizenship Canada
Ministry of Advanced Education and Skills Development
Ministry of Community and Social Services
Ministry of Status of Woman Ontario
Ontario Works
Public Health Agency of Canada
RBC Foundation
Toronto Central Local Health Integration Network
Trillium
United Way of Greater Toronto and York Region

PARTNERS
Academy of Learning
Access Employment Services
Access Community Capital Fund
Aiding Art Gallery of Ontario
Barbara Schlifer Commemorative Clinic
Black Creek Community Health Care Centre
Brands for Canada
(formerly Windfall Clothing)
Canadian Immigrant Magazine
Catholic Cross Cultural Canadian Association of Women in Construction
Centennial, Sheridan, Humber Colleges
Centre for Education & Training
Child Development Institute
Don Montgomery Community Recreation Centre
Dress for Success
Driftwood Community Centre East
Scarborough Storefront Employment Ontario

Finishing Trades Institute
George Brown College
George Hull Centre for Children and Families
Habitat for Humanity
Highfield Community Enrichment Project
Humber College
Inner City Health Associates
Jean Tweed Centre
JobStart
Landscape Ontario Association
New Horizons Media
Ontario Nonprofit Network – Demand for Women
PAID ID Clinic
Rexdale Legal Clinic
Rexdale Women’s Centre
Royal Bank of Canada
United Way of Greater Toronto and York Region

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PARTNERS continued...
Self-Employment Training for Women
Signature Service Inc.
Sisters in the Trades
Toronto District School Board - Essential Skills Upgrading
Toronto Dominion Bank
Times Change
University Health Network
Welcome Pack
Wigwomen
Women’s College Hospital
Young Women’s Leadership Network

COALITIONS
Canadian Apprenticeship Forum
CAS/VAW Collaborative Network
Child Witness Network
Coalition for Gun Control
Commitment to Community
Equal Pay Coalition

Kennedy Eglinton Progressive Engagement Collaborative
Local Immigrant Partnership Council
Ontario Association of Interval and Transition Houses
One Step Training and Employment Programs
Ontario Campaign 2000
Ontario Coalition for Better Child Care
Ontario College of Trades
Ontario Council of Agencies Serving Immigrants
Scarborough Business Association
Scarborough Employment Ontario Network
Scarborough Collaborative Employment Network East
Social Planning Toronto
Toronto Coalition for Better Child Care
Toronto Community Partnership Committee
Toronto Newcomer Office
Toronto Shelter Network

Toronto West Local Immigration Partnership
Transitional Housing Network
Violence Against Women Shelter Network
Volunteer Canada
Waman ACT
Women’s Mental Health and Addictions Network
YWCA Canada
YWCA Halifax
YWCA Hamilton
YWCA Iqaluit
YWCA Moncton
YM/YWCA National Capital Region
YWCA Saskatoon
YWCA Thompson
YWCA Vancouver

CREATIVE DESIGN
Kim Quashie

PHOTOGRAPHY
LightMonkey Photography

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