**YWCA TORONTO**

**2013 IN REVIEW**

- **799** women and children found safety at YWCA Toronto shelters
- **$62,950** loaned to women fleeing violence by the December 6 Fund
- **879** girls came to the Girls’ Centre to become future leaders
- **5** key partners at YWCA Elm Centre
  - The Jean Tweed Centre
  - St. Michael’s Hospital
  - Women’s College Hospital
  - Anishnawbe Health
  - Elizabeth Fry Society
- **378** women and children housed and supported at Beatrice House
- **82** group sessions for women’s mental health provided by Choices for Living
- **865** girls grew strong at YWCA’s Camp Tapawingo
- **70%** of pre-apprenticeship training graduates secured paid placements
- **140** The number of years that the people of Toronto have joined YWCA Toronto’s efforts to improve the lives of women and girls
- **5,647** job seekers built a career path with YWCA Toronto’s Employment and Training programs

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**RENTAL SPACE**

YWCA Elm Centre’s rental spaces in the Yonge and Dundas neighbourhood offer historic charm with state-of-the-art technology. Our renters come to the Elm Centre to host lectures, meetings, movie screenings, concerts, workshops and retreats.

- **NANCY’S AUDITORIUM**
  - Cinema quality DLP projector
  - Blu-ray/DVD player
  - 87” x 139” projection screen
  - Theatre-quality sound system
  - Internet access
  - Capacity: 180 people

- **RECEPTION HALL**
  - Cruiser tables
  - Adjacent to Pizzeria Via Mercanti (one of our preferred caterers)
  - Internet access
  - Capacity: 58 people

- **COMMUNITY MEETING ROOM**
  - 60” LCD TV
  - Blu-ray/DVD player
  - Audio conferencing unit
  - Internet access
  - Capacity: 14 people

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“Thank you for everything yesterday. You were amazing and we appreciate all the services and items you made available for our meeting. We look forward to hosting our meetings in the near future. YWCA Toronto has a great thing going!”

- Shewhat Zeru
  Ontario Trillium Foundation

“Would like to send a big thank you for your work in making today’s event such a success! We heard some great feedback and your teams were more than accommodating and helpful!”

- Sydney Clark
  Coordinator, Event Services | SickKids Foundation

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Our Rental Space Coordinator is ready to make your next event seamless, impressive and budget-friendly.

For more information, contact: elmspacerental@ywctoronto.org | 416.961.8101 x370
For 140 years, YWCA Toronto has stood tall in this city working with women to build a new vision for their future. In 1873, we opened our first boarding house for women on Adelaide Street. In 2012, we opened the largest affordable housing centre built in Canada in the last decade.

Our programs extend from Etobicoke to Scarborough. We cover an area of 1,800 square kilometres in eight of the thirteen priority neighbourhoods identified by the United Way.

YWCA Toronto has changed and grown as we have responded to the needs of women and children. What has not changed is our collective power to help transform lives. Working with community groups, all levels of government and thousands of donors, we remain a tenacious organization committed to improving the lives of women and girls.

We do this through direct service with individual women and girls while tackling the systemic issues they bring to our attention.

In 2013, YWCA Toronto provided direct support to 11,000 people. We help women and girls who are vulnerable, those who have experienced violence, those who are surviving urban poverty, those with barriers to employment and women who need mental health support.

In this year's annual report, you will meet some of the women who came to YWCA Toronto and discover what can happen when we all work together to help women break the cycle.

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**OUR VISION**

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

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**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.
There are 30,000 homeless people in Canada. It is staggering to learn that 7,300 of these people are women and children who have left their homes to escape violence.

YWCA Toronto is one of the city’s key providers of emergency shelters for women and children. Every six days a woman in Canada is killed by her intimate partner. Our shelters are desperately needed.

At Arise, 1st Stop Woodlawn, and the YWCA Women’s Shelter, we provide security. Our shelter teams provide trauma counselling, childcare expertise, and assistance with finding employment, permanent housing and legal aid.

For families whose lives have been marked by violence and instability, our shelters are a safe haven where women can start planning beyond surviving the night and break the cycle of violence.

Almost 40% of the women living in shelters arrive with a ruined financial history, usually because their ex-partners held the financial control. With a poor credit rating and no owned assets, they are not eligible for loans. The December 6 Fund provides these women with financial support.

In the past year, our December 6 Fund gave interest-free loans to 98 women so they could leave violence and fear behind. Supporting 186 children, they used the money for essential costs such as moving expenses, rent, and furniture.

The repayment rate on these loans is an astonishingly high 78% given the economic circumstances of these women. Rarely does a woman miss her loan repayment because she knows the money goes back to help another woman, just like her, who made the challenging decision to leave an abusive home.

We’re working hard to raise more funds for this transformative program so we can help more women break the cycle of fear.
Mental health services for women, particularly women who have been traumatized by fear and violence, are oversubscribed and underfunded. This lack of services leaves many women in isolation at a time when they most need support.

At YWCA Toronto, women facing challenges to their mental health and well-being share their experiences with other women and counsellors in group settings.

Offered at three locations across the city, our support program Choices for Living offers participant-led discussions, expressive art therapy sessions, and one-on-one support.

We continue to find opportunities to reach out to immigrant and older women who are facing mental health issues so they too, can break the cycle of isolation.

Many of the women we support face tremendous barriers to obtaining quality employment. Among other factors is the unequal distribution of minimum wage work. Women, racialized workers and recent immigrants are 47% more likely to be working for a minimum wage.

So women can build sustainable careers, YWCA Toronto’s employment programs added new, pre-apprenticeship programs in the skilled trades. These programs help women to secure jobs in traditionally male-dominated and well paid fields.

Partnering with Centennial College, we offer intensive pre-apprenticeship training for women in three skilled trades, general carpentry, electrical, and refrigeration and air-conditioning mechanics.

Each program includes academic upgrading, safety certification and full-time, hands-on training to receive Level I trade certification.

Career training helps women break the cycle of minimum wage jobs.
Marginalized women are the poorest of the poor. Families led by a single mother are five times more likely to be poor than families led by two parents. Single, older women are thirteen times more likely to be poor than seniors living with families.

When a woman lives in poverty, without affordable child-care, without networks to draw upon, and without money to pay for skills-upgrading, balancing the demands of work and family life can be overwhelming. Women entering the workforce for the first time, in Canada or in their lives, need support to obtain employment so they can thrive.

YWCA Toronto’s Employment and Training programs offer free, targeted employment training and skills-upgrading. Last year, our employment programs delivered over 250 free workshops and training sessions that put the tools to build careers into women’s hands. We provided women with training in computer business software, communications, self-marketing, résumé writing, job searches, as well as information seminars with employers and job vacancy alerts.

Our Employment and Training programs give women the skills and the confidence to break the cycle of under-employment.

With an average wait of eight years for an affordable housing unit in Toronto, many women and their children struggle with chronic poverty and insecurity.

Across the city, YWCA Toronto offers 533 affordable housing units for 876 women and children to call home. Our housing centres are safe, supportive, and permanent. They are social hubs where tenants come together and build communities.

YWCA Toronto strongly believes that the answer to homelessness is permanent, affordable and supportive housing. Last year, tenants and staff together attended the Ontario Non-Profit Housing Association’s Housing Opens Doors campaign to bring awareness to housing issues.

YWCA Toronto continues to look for opportunities to build more affordable housing for women in Toronto so they can break the cycle of homelessness.
I CAME TO...
become a future leader

It’s hard for girls to think of themselves as future leaders when 55% of their neighbours are coping with the struggles of immigration-related poverty and the rates of violence, poverty, teen pregnancy, school drop outs, and homelessness are high. Scarborough now includes six of our city’s priority neighbourhoods.

YWCA Toronto’s Girls’ Centre in Scarborough provides girls from nine to nineteen years of age with a girls-only, safe environment that promotes self-esteem and physical, mental and emotional health.

Canada’s only full-time girls’ centre, it is a hub of activity for girls, such as our Big Ideas Science and Technology Camp.

The Girls’ Council, a leadership group made up of the older girls at the Centre, hosted a YWCA Toronto Safe Sisters Facilitators Training for nine YWCAs and four community agencies from across the province.

They participated in workshops with Symantec and Mozilla, which inspired them to share what they learned about online safety and coding with new immigrant girls in YWCA Toronto’s JUMP employment and settlement program.

We are excited to help these bright, ambitious young women influence their peers and become our future leaders.

I CAME TO...
break the cycle of instability

In the past year, 5,000 women were visibly homeless in Toronto. A homeless woman is ten times more likely than a homeless man to be sexually assaulted and twice as likely to have a mental health condition.

At YWCA Toronto’s Beatrice House, a transitional shelter for homeless, women-led families, we provide stability in housing while a family rebuilds its life. Beatrice House offers return-to-work action plans and assessments, and support through legal and immigration issues.

A childhood of homelessness and trauma means that 60% of the children who arrive at Beatrice House have significant developmental, emotional and behavioral issues. In response, Beatrice House provides an Early Childhood Development Centre staffed by experts in child development, including a special Resource Education teacher who is funded by a generous private donor. The Centre also provides a dedicated pediatrician who gives her time, talents and heart to our children — as a volunteer.

These youngest of our residents flourish in our structured setting with the freedom to learn, explore, and play in safety.

Beatrice House helps women and their children break the cycle of instability.
I CAME TO...

play, explore, achieve, and grow

Every girl deserves access to the benefits of Camp Tapawingo’s leadership model, and the rich and nurturing environment of the outdoors.

Many of our returning families donate to Camp Tapawingo. Through the generosity of these parents and other YWCA Toronto donors, $81,000 of subsidized camp spaces made the dream of camp a reality for many young girls living in our shelters or living in poverty.

YWCA’s Camp Tapawingo is where girls play, explore, achieve, and grow.

I CAME TO...

join the movement

This year, 3,743 people donated to YWCA Toronto and helped make our city a better place.

Our volunteers and donors support YWCA Toronto because they know we are an organization committed to transforming the lives of marginalized and disadvantaged women and girls in our city. They know we will manage our donations with care and spend as agreed. They trust our promise that their investments will accomplish change, help save a woman’s life, protect a child from abuse, and advance our values as feminists.

In 2013, 618 volunteers donated over 21,000 hours of their expertise and time. They participated in the annual Bang & Olufsen Run in support of YWCA Toronto shelters, operated the YWCA International Boutique, mentored women looking for employment, trained the Girls’ Council in online safety, and ran Homework Clubs. Our donors, sponsors and volunteers also made the 2013 Women of Distinction Awards a huge success, raising more than $600,000 for YWCA Toronto programs.

YWCA Toronto is so grateful to all of the people who support our vital programs.

Join the YWCA Toronto movement.

VOLUNTEERS/ DONORS
ANNUAL DONORS

Our work depends on donations from loyal supporters who share our commitment to the advancement of women and girls in Toronto. We are deeply grateful to the following donors.

VISIONARY ($25,000+)
Anonymous
Linda Chu and John Donald
The Honourable Margaret Norrie McCain

ADVOCATE ($10,000-$24,000)
Brydson Family
Bindu Jain
Lalit Jain
Mahendra Jain
Ruth Mandel
Nancy Ramalho
Rosemary Speirs
Phyllis and William Waters
Joan and Robert Wright

LEADER ($5,000-$9,999)
Debra and Barry Campbell
Harriet and Jonathan Goodman
Alexandra Horsky
Ana Lopes
Catherine J. Riggall
Honey and Barry Sherman
Janice Wright

FRIEND ($2,500-$4,999)
Shaheen Alizadeh
Paul and Ann Brehl
Joan E. Eddy
Gale Kelly
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Michael W. Norgrove
Gail Robinson
Janine Szczepanowski

PARTNER ($1,000-$2,499)
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Cina M. Aquilina
Sally W. Armstrong
N. J. Austin
Tanya Babalow
Isabel Bassett
Maureen Bell
Diane Blake
Lindsay Blakely
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Louise McLarn
Ian and Hilary McLean
Annabelle Mezerra
Joe and Sylvia Minialoff
Stuart Monteith
Rosemary Moodie
Mary Pat Moore
Mary Ann O’Rourke
Sally Palmateer
Gerg Peiling
Arline Perly Rae and Bob Rae
Nico Piscione
Frances Price
Marli Ramsey
Linda Rapson
Anne Reynolds and Derek Meehan
Marilynn A. Robertson
Lucille Roch
Jane Rowe and Tammy McBrien
John Serpa
Kathryn Shaw and Giovanni Strazzullo
Sandra and Crawford Spencer
Jan Ruby and Mary Thomson
Bessy Triantafyllou
Marilda Tselepis
Linda Tuck Chapman
Surinder Uppal
Jackie Van Mels
Diane Walker
Lenore Walters
Joan White
Jane Wilson
Anne Wood
Patricia Wood
Kathleen Zimmer

CAREERS & ASSOCIATIONS

AMR Barristers & Solicitors LLP
BMO Financial Group
The Boiler Inspection & Insurance Company of Canada
Cameco Corporation
Christian Science Society, Scarborough
CIBC
Collier Fitness & Nutrition Inc.
Crestview Investment Corporation
Deutsche Bank AG, Canada Branch
Direct Energy
DRI Capital
Elementary Teachers’ Federation of Ontario
eyeReturn Marketing Inc
Fiera Foods Company
General Mills Canada Corporation
GMCR Canada
Grace Seventh Day
Green Shield Canada
Hydro One Inc.
Intrinsic Financial Group,
CIBC Wood Gundy
Let’s Talk Entertainment Inc.
Manulife Financial
North Toronto Business & Professional Women’s Club
Rogers Communications, Credit Operations Department
Ryerson MBA Women in Leadership Association
S&F Sponsorship Group Inc.
Scotiabank
Shoppers Drug Mart
SHSC Financial Inc.
Silver Business Consultants Inc.
Sisters of St. Joseph of Toronto
Susan Scott and Associates
Symantec
TD Bank Group
Travelers Canada

FOUNDATIONS

Anonymous
The Apotex Foundation
Aquaduct Foundation
Astley Family Foundation
Audrey S. Hellyer Charitable Foundation
Canadian Tire Jumpstart Charities
Canadian Women’s Foundation
Catherine Donnelly Foundation
The D. H. Gordon Foundation
Dorothy & Oscar Rogers Foundation at the Toronto Community Foundation
ECHO Foundation
Gandy Charitable Foundation
Geoffrey B. Scott Memorial Fund at the Toronto Community Foundation
The Geoffrey H. Wood Foundation
The Gerald Sheff & Shanitha Kachan Charitable Foundation
The Harry E. Foster Charitable Foundation
ITLMA Foundation
J.P. Bickell Foundation
McCarthy Tétrault Foundation
The McLean Foundation
Nancy’s Very Own Foundation
Ontario Trillium Foundation
Paloma Foundation
The Philip Smith Foundation
The Rainbox Foundation
RBC Foundation
REALTORS Care Foundation
FOUNDATIONS
Royal LePage Shelter Foundation
The Schad Foundation
Shoppers Drug Mart Life Foundation
Shum Vourkoutiotis Fund at the Toronto Community Foundation
Tippet Foundation
Toronto Commercial Real Estate
Women Foundation
The W. Garfield Weston Foundation
William & Betty Finch Fund

COMMUNITY FUNDRAISERS
Bang & Olufsen Yorkville
Centennial College Student Association Inc.
Green Lotus Donate & Learn
Lexus Downtown
PhemPhat Entertainment Group (Honey Jam)
Toronto Education Workers, CUPE Local 4400

GIFTS IN KIND
3 Little Birds
Allied Integrated Marketing
Annual Gift Basket Drive
Anthropologie, Don Mills Centre
Basketers
Bath & Body Works
Bioforce Canada Inc.
CheeCha Puff
CHUM Charitable Foundation
Energizer Canada
Mary Fidani
Free People
HomeSense
J. Crew - Village at Park Royal
J. Crew - Eaton Centre
J. Crew - Fairview Mall
J. Crew - Vancouver
J. Crew - Yorkdale
J. Crew - Pacific Centre
Jaytex
Kernels Popcorn
Megan Kirkwood
Northlea Elementary & Middle School
Nuvo Magazine
Olsen Europe
Payless ShoeSource
Popchips
Royal Ontario Museum
Sky’s the Limit
Sleeping/Crown Design
The Stop Community Food Centre
Stikeman Elliot
TJX Canada
VF Canada
William’s Sonoma
Winners Merchants International
Arnold Zipursky

WOMEN OF DISTINCTION AWARDS 2013 SPONSORS
PRESENTING SPONSOR
Sun Life Financial
CHAMPION
KPMG Management Services LP
Scotiabank
TD Bank Group
PATRON
The Globe and Mail
Home Depot
Shoppers Drug Mart
Warren’s Waterless Printing
Cascades
TRIBUTE
BMO
Mediacom
FUTURE LEADERS
BizMedia
Ernst & Young
GE
Kenexa
Luxe Furniture Rentals
MEDIA
Captivate
CHUM FM

MONARCH SOCIETY
The following donors have named YWCA Toronto in their will. Their vision will help transform the future of women and girls in our community.
Anonymous
Zanana Akande
Frances Mendez Barcelo
Carroll Allen Dale
Kristin A. Blakely-Kozman
Ellen K. Campbell
The late Mollie Eileen Christie
Debbie Dykes
The late Sylvia M. Erickson
Nancy Foster
Helen Gurney
Sharilyn Hale
Julia Haylock
Martine Johnson
Jannie Mills
Mary Pat Moore
Anne Reynolds and Derek Meehan
Catherine J. Riggall
Marilyn A. Robertson
Gail Robinson
Jeanne Rowles
Beverly Stager
Vera Ingrid Tarman and Cathy Schwartz
The late Cornelius Anderson Silber
The late Lloyd David Smith
Marilda T selepis
The late Ruby Waters and Arthur Waters
Joan White

YWCA INTERNATIONAL BOUTIQUE WHEN YOU SHOP - MAKE IT MATTER
When you make a purchase at the YWCA International Boutique, you have done more than shop – you have contributed to the YWCA movement. Your purchases support programs that give women in developing countries the means to improve their lives and strengthen their communities.

This year, proceeds from the YWCA International Boutique contributed to the funding of a residential school for girls in Kandy, Sri Lanka, so they too, can continue their education.

81 St. Clair Avenue East
416.924.4762

ESTATES
We honour the memory of the following individuals whose legacy was realized through a gift to YWCA Toronto in 2013.
M. I. H. Khan
John Kilpatrick Niven Memorial
Trust for Bolton Fresh Air Camp
Priscilla Prichard
Robert H. Switzer
Edith Vuchnich
FUNDERS
City of Toronto, Children's Services
City of Toronto, Employment & Social Services
City of Toronto, Hostel Services & Housing Help
City of Toronto, Social Housing Unit
City of Toronto, Supports to Daily Living
Davenport Perth Ontario Early Years Centre
Citizenship & Immigration Canada
Ministry of Community & Social Services
Ministry of Health & Long Term Care
Ministry of Training, Colleges & Universities
Ministry of Tourism, Culture, & Sport
Ontario Women's Directorate
Southwest Scarborough Ontario Early Years Centre
Toronto Central Local HealthIntegration Network
United Way Peel Region
United Way Toronto
YWCA Canada

PARTNERS
Access Alliance Multicultural Health Centre
Actua
Afghan Women's Organization
Agincourt Community Services
Aisling Discovery Child & Family Centre
Anishnawbe Health
AYCE Employment Services
Barbara Schlifer Commemorative Clinic
BIWAASEAA, Thunder Bay, Ontario
Black Creek Community Health Care Centre
Carlton Trail Regional College, Humboldt, Saskatchewan
Catholic Cross Cultural Association
Centennial College
Central Neighbourhood House
Centre for Addiction & Mental Health
Women’s Day Program
Child Development Institute
Child Evangelism Fellowship
Child Monitoring Advisory & Support
Children’s Aid Society of Toronto
Community Development MicroSkills
Daily Bread Food Bank
District of Parry Sound Social Services Administration Board
Dr. Sheila Jacobson
Dress for Success Toronto
Driftwood Community Centre
Eabametoong Health & Social Services, Eabamet Lake, Ontario
Elizabeth Fry Society
Ernestine’s Women’s Shelter
Golden Horseshoe Green Tech
Income Security Advocacy Centre
Inner City Health Associates
Institute of Chartered Accountants of Ontario
J.P. Piccinnini Community Centre
Job Start Sarnia
John Howard Society, St. Catharines, Ontario
Learning Enrichment Foundation/Hughes Child Care
Lifesaver 101
Mothercraft
Mozilla Hive Toronto
Native Child and Family Services
North York Community House
North York Harvest food bank
Olympian Martial Art Studio Inc.
Oshki Pimache-O-Win, Thunder Bay, Ontario
Protect This House
Rexdale Alliance Church
Rexdale Women’s Centre
Ryerson University
Scarborough Women’s Centre
Second Harvest
Sioux Lookout First Nation, Sdelkuk First Nation, Ontario
Skills for Change
St. Michael’s Hospital
TAPIBU Community Health Centre
The Association of Ontario Health Centres
The Centre for Education & Training
The Furniture Bank
The Jean Tweed Centre
The Mozilla Foundation
Toronto District School Board, Newcomer Services for Adults

COALITIONS
25in5 Network for Poverty Reduction
Canada 2000
Coalition for Gun Control
College of Early Childhood Educators
Employment Ontario Network
Equal Pay Coalition
Elbow Lake Youth Network
Feminist History Society
Girls Action Foundation
Kipling Community Council
National Council of Women of Canada
Neighbourhood Action Partnership
North York Mental Health Network
Older Women’s Network
ONESTEP
Ontario Association of Interval & Transitional Housing
Ontario Coalition for Better Childcare
Ontario Council of Agencies Serving Immigrants
Ontario Council of Agencies Serving Women
Ontario Non-Profit Housing Association
Ontario Non-Profit Network
Polycultural Association
Scarborough Village Youth Service Providers Committee
Social Planning Toronto
The Canadian Centre for Policy Alternatives
The Local Immigration Partnership Council
Toronto East Local Immigration Partnership
Toronto Region Violence Against Women Network
Toronto West Local Immigration Partnership
Transitional Housing & Support Management Network
White Ribbon Campaign
WomenAct
Women’s Legal Educational Action Fund
Women’s Mental Health & Addictions Network
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Sally Palmateer

**DIRECTOR, SHELTERS & CLINICAL SERVICES**  
Ruth Crammond

### STATEMENT OF OPERATIONS

**Year ended December 31**

<table>
<thead>
<tr>
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<th>2013</th>
<th>2012</th>
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<tbody>
<tr>
<td><strong>REVENUE</strong></td>
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<td>Government</td>
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<td>Fundraising</td>
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<td>Fees and rent</td>
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<td>United Way of Greater Toronto</td>
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<td>Investment income</td>
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<td>Miscellaneous</td>
<td>229,235</td>
<td>226,003</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td>29,019,081</td>
<td>28,374,579</td>
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| **EXPENSES**            |            |            |
| Salaries and employee benefits | 15,585,695 | 15,577,463 |
| Building occupancy       | 8,696,872  | 8,163,858  |
| Other program costs      | 3,295,476  | 3,563,529  |
| General and administration| 1,146,440  | 1,255,372  |
| Allocation to YWCA Canada| 111,460    | 112,897    |
| **Total Expenses**       | 28,835,943 | 28,673,119 |

| **Excess (deficiency) of revenue over expenses for the year** | 183,138 | (298,540) |

Auditors: Ernst & Young LLP  
A full set of Financial Statements is available upon request.  
Charitable Business #10822 9865 RRO001  