



YMCA of Greater Toronto

Community

Impact Report 2015-2016

Community letter from Board Chair and President & CEO

The YMCA of Greater Toronto has been a catalyst in creating connections to keep communities healthy in our complex world, where social divisions are revealing themselves in increasingly dramatic ways. The values held dear by the YMCA — inclusiveness, caring, respect, honesty, responsibility and health — are a bridge to helping people and the communities they call home become healthier and safe.

As we look at the mid-point of our strategic vision — to make the GTA home to the healthiest children, teens and young adults — it's clear we have made significant advances. We opened YMCA Sprott House, a transitional housing program for homeless LGBTQ2SA youth. We expanded our child care and camp locations so more children have the opportunity to play and learn. We became a social support network to Syrian families settling into a new country. More youth had access to employment opportunities and we helped people overcome barriers to physical health.

We play a pivotal role in the health of our communities, and are focused on five priorities leading us into 2020. We will:

1. Expand programs and services across the GTA.
2. Work through the lens of the social determinants of health.
3. Continue our plan to build 10 new centres of community.
4. Develop partnerships to impact community health and public policy.
5. Empower our volunteers and staff to impact the communities we serve.

These priorities are fundamental to the successful delivery of our mission. To achieve them, we have created a solid foundation, where people can build meaningful connections that create a strong sense of belonging — one that is conducive to better health outcomes and creating greater social inclusion.

Thank you.



Diane Sinhuber

Diane Sinhuber
Chair of the Board
YMCA of Greater Toronto



Medhat Mahdy

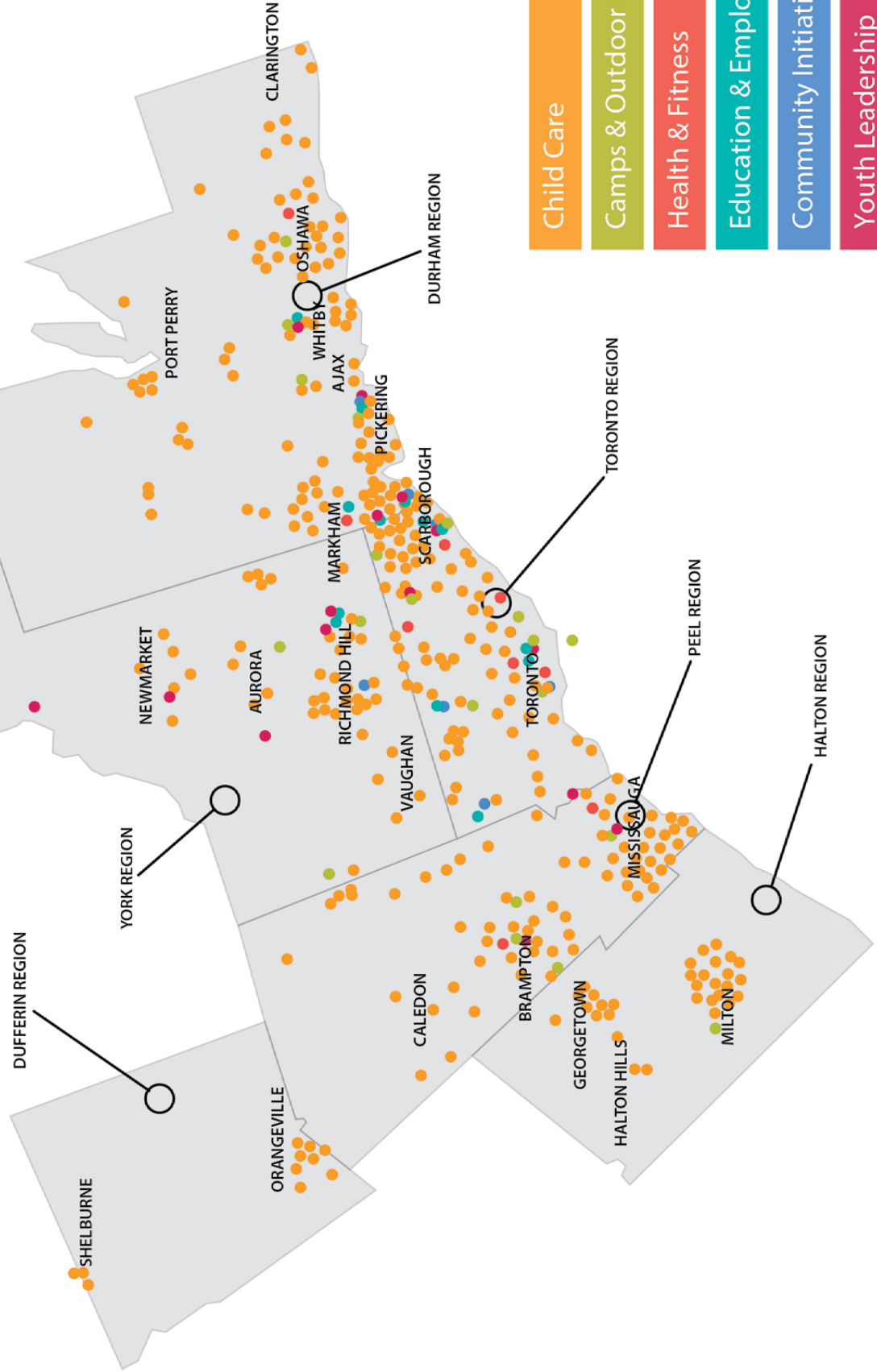
Medhat Mahdy
President & CEO
YMCA of Greater Toronto



YMCA OF GREATER TORONTO LOCATIONS

▲ YMCA CAMP PINECREST
CLEAR LAKE MUSKOKA

▲ NORTH



409  locations
across
the GTA

5,859 
compassionate **volunteers**

5,113 
committed **employees**

13,370 
generous **donors**

\$6.291 million
provided in financial
assistance

51,951 
people received **financial
assistance** from the Y

Community Connections

YMCA Camps	54,324
YMCA Child Care & Family Services	97,711
YMCA Education & Training	2,957
YMCA Employment Services	77,659
YMCA Health & Fitness	153,899
YMCA Global Initiatives	4,888
YMCA Immigrant Services	65,917
YMCA Youth Services	78,003
YMCA Youth Leadership	1,661
YMCA Teen Night™ members	9,028

Total Community Connections **546,047**

Healthy Beginnings:



Children



Early positive intervention in children's development has been proven to enhance their health over the long term. It is critical for children to have access to early learning and healthy child development opportunities.

Our goal is to provide children — and their families — with access to evidence-based programs that help them build the skills and confidence to make their own healthy choices.

YMCA STATS

11,328

children

learned new skills, discovered the great outdoors and created lasting friends and memories.

12,485

children

learned life-saving skills to keep them safe around water.

25,068

children

accessed high-quality licensed child care with dedicated Early Childhood Educators.

YMCA IMPACT & REACH

21%

of children received YMCA financial assistance.

36%

growth in child care in the past five years, making us the largest not-for-profit licensed child care provider in Canada.

84%

of Health & Fitness members surveyed said the program helped their children's confidence or self-esteem.



Leah

When Deborah and Clayton Chan became parents, they were excited to have grandparents who were close by to help care for their daughter Leah while they both worked.

It was after the birth of their second daughter, Norah, that they began thinking about child care. They wanted to give Grandma and Grandpa a break. Deborah and Clayton started researching programs that would provide Leah and Norah opportunities to interact with kids their own age and prepare them for kindergarten.

Leah was enrolled in the YMCA Preschool program, which also happened to be inside the school where she would attend kindergarten. "It would be pretty difficult to find a place that is more convenient to prepare Leah for her first year of school," Deborah explains.

"After speaking with other parents with children at the YMCA and learning more about the Y's Playing to Learn curriculum, we knew it was the right place for Leah."

Leah thrived in the small-group, child-led environment. "Within the first few weeks, we knew we made the right choice. Leah was having fun and learning at the same time," says Clayton.

"Leah's kindergarten teacher said she could tell which kids were in child care. They understood the morning routine, were more independent, could recognize their name and transitioned easily from activity to activity," explains Deborah.

Four-year-old Norah has spent time in both the YMCA Toddler and Preschool programs. "I like making new friends at school, circle time and reading books. And I don't have to take my afternoon nap—I can stay up and talk to my teachers if I want!" exclaims Norah.

Now enrolled in the YMCA Before and After School program, Leah enjoys learning how to make new things with her friends. "The best thing I ever made is when I made sushi with bread, fruit, strawberry jam and butter."

"The YMCA child care staff have become good friends and just like family," says Deborah. "It's hard on us and the kids when they have to move on to a new class because we see how attached they have become to the teachers, and the teachers to them. It's very touching."

Healthy Transformation:



Teens



Healthy habits start early and are influenced by our surroundings. It is essential to make the social and physical environments where teens live, learn and play more supportive and safe places.

The YMCA supports teens by giving them a voice to make their own decisions, build a connection to the community, learn new skills and access mentors, helping them reach their full potential.

YMCA STATS

1,661

teens

participated in Youth Leadership programs.

17,459

teens

accessed health and fitness programs to help combat physical inactivity.

73

students

were enrolled at the YMCA Academy, an alternative high school for students with learning style differences.

YMCA IMPACT & REACH

83%

of 16- to 19-year-olds reported their Health & Fitness membership helped them feel connected to their community.

87%

of newcomer youth leadership school year program participants reported a positive impact on their self-efficacy.

97%

of Camp leadership program participants said they created new friendships.



NYLD

For Mary, Celestia and Elaine participating in the YMCA's Newcomer Youth Leadership Development program (NYLD) was their chance to experience Canadian culture, explore Toronto, and meet others who were facing the same life-changing experiences.

"There are so many different people in this program with really different beliefs and I learned to respect each and every one of them, even if I don't necessarily agree with them. Everyone deserves respect and recognition," said Celestia, 19, who arrived in Canada from Nepal in August 2015.

Whether they participated in the summer program (Mary), throughout the school year (Celestia) or as an NYLD mentor (Elaine), the three all say the same thing: they all learned a lot from everyone in NYLD.

More than 600 youth took part in NYLD programs, participating in seminars, a sports day and park clean-ups. They also took part in many day trips, exploring the city together — including Graffiti Alley, art galleries, and a Toronto Blue Jays game.

Mary, 18, arrived from the Philippines in 2015. She sees the experience that comes from learning about new cultures very important — something very unique to Canada.

"I find learning about other cultures from the people themselves more interesting than reading them offline. I think the YMCA could really help people start adjusting to their surroundings."

Elaine, 19, joined NYLD in July 2015 and sees the YMCA as a second home.

"I have made some really strong friendships that have helped me in my life. Along with the advisors I've worked with, they've really changed me and made me into the person I am today."

Celestia, agrees with Elaine so much so that she just became a mentor herself, and "can't wait to contribute to this amazing program." She has made many friends, enjoyed collaborating with other NYLD groups, and most importantly learned respect for everyone in the program, their cultures and traditions.

Healthy Future:



Young Adults



Many young adults face barriers and difficult situations within our communities. We continue to respond to our communities' critical health needs, with a focus on residents living in vulnerable situations.

We seek to enhance the lives and wellbeing of young adults by providing them with access to opportunities for personal growth, education, employment and healthy living — ensuring that they develop into active, engaged citizens contributing fully to our community.

YMCA STATS

49,994

16–29 yr olds

participated in employment, training or internship programs.

258

street involved youth

accessed the shelter at the Toronto Vanauley Street YMCA and another 9,286 visited the drop-in centre.

30,155

young adults

received counselling, referrals or substance awareness sessions.

YMCA IMPACT & REACH

10%

increase in participation in training programs from Vanauley Street YMCA.

27%

received financial assistance to keep healthy and active.

86%

of youth in employment programs* found work or entered education/training.

* Ages 13–29 who participated in Ministry of Training, Colleges and University funded programs



Asif

What if you had a disability that made it difficult to find a job, or go to work every day? For many people in the GTA, that is a reality. For Asif, living with Attention Deficit Disorder and depression is a daily struggle that made his dream of working in Human Resources that much harder to reach, and prevented him from holding down a job for a long period of time.

“People have looked at me differently ever since I was young, because I’ve always had a learning disability. Though it doesn’t necessarily look like it when I’m talking with you, I’ve worked very, very hard to work with my disability.”

Needing to find direction in his life, Asif visited the YMCA’s Access to Employment Program, now in its 15th year of service to the community. The program helps those with diagnosed disabilities find employment. In his first meeting, he knew something was different about Laura and Gina, his counsellor and job developer. Though he had explored working with other agencies, “I liked them...they seemed to understand me and my situation. I wanted to give them a try.”

Through a series of job skill training sessions, guided job searches and a lot of one-on-one talks about life and overcoming the stigma of mental illness, Asif has not only become more and more comfortable with the person he has become, but has also worked hard with the support of his village — coworkers, family, doctors, and his counsellor and job developer at the YMCA — to overcome the stigma of living and working with a disability.

“I wanted to make sure that he knew that he didn’t have to hide anything from us and that he wasn’t alone”, says Laura. “The whole objective was to highlight what he was capable of and what his skills sets were.”

Now gainfully employed for nearly a year at a rental company — the first of which he’s maintained for longer than a month — he states that his biggest accomplishment was learning to believe in himself.

“The reassurance and support [from the YMCA]...it helps you. It shows what you can achieve. Look at me. If I can do it, anyone can.”

Healthy Living:



Adults



Better health and life expectancy is determined in part by higher levels of education, income and social status. As community leaders we're in a position to mirror behaviours and be role models and mentors to inspire younger generations to be healthier in spirit, mind and body.

By expanding opportunities to advance health practices and coping skills, the YMCA is removing the barriers for individuals to reach their goals and make their communities healthier.

YMCA STATS

74,681

adults

have a health and fitness membership.

65,917

new Canadians

were served through YMCA programs.

29,229

adults

accessed our employment services.

YMCA IMPACT & REACH

23%

of adults stayed active with the help of YMCA financial assistance.

88%

of 1,905 newcomers in YMCA employment programs* got a job or entered education or training programs.

91%

of those who received financial assistance indicated their YMCA membership helped their mental health.

* Ministry of Training, Colleges and University funded programs



Tammy

When she first moved to Toronto, Tammy got off to a rough start. But thanks to her resilience, her willingness to take a chance on the Y, and her newfound passion for Arriba, Tammy experienced an amazing transformation.

“I’m originally from Hong Kong, and used to live there with my Canadian husband and our young son. Almost a decade ago, my husband took a job in Toronto. We thought we’d stay for three or four years.”

They landed in cold, snowy Toronto in January. But two nasty falls on the icy ground, an emergency appendectomy, and no relatives or friends here to turn to for support made Tammy depressed and frustrated. Her son and husband settled in well, and the family eventually decided to stay in Canada. Tammy soon lost all her confidence, becoming increasingly shy to the point where she was afraid to speak with people.

That’s when she knew she had to make a change, and in the summer of 2013, Tammy was introduced to the Toronto Sheppard Ave. YMCA. “Compared

to the other fitness clubs I’d tried, the whole organization was just really family-oriented, which made me feel welcome.”

She started swimming, and taking Arriba and Pilates classes. Before long, a staff member approached Tammy and said she should think about becoming a volunteer Arriba dance instructor. “I remember retreating a little bit into my shy mode and thinking, ‘Why are they asking me? I don’t know how to dance!’” But she decided to give it a try.

Today, Tammy teaches her own Arriba class once a week, and also subs in for other instructors. Since joining the Y, she feels grounded, not just in Toronto but also in who she is as a person. Even though the beginning of her journey was challenging — like it is for many newcomers — the YMCA helped change her situation.

“I love my Y and the amazing things it’s done for me.”

Employee Engagement



YMCA volunteers and staff are engaged and committed to impacting our communities and delivering on our mission. Every day they make a valuable contribution and help transform the lives of children, youth and adults of all ages.

YMCA STAFF



YMCA VOLUNTEERS





Aaron

When Aaron Pysadee first headed to the Milton Kelso YMCA Day Camp when he was 11, he had no idea he was taking his first step toward his future career path. Over the years, he has learned the ropes and gained valuable work experience — enough to become Assistant Outdoor Educator at the YMCA Cedar Glen Outdoor Centre at the age of 18.

“I’ve always loved being at the Y. It’s a very positive place. I always had trouble communicating and coming out of my shell. At camp, I learned a lot of communication and leadership skills.”

His first camp counsellor, Mike, became Aaron’s role model. Aaron admired his approachable and enthusiastic personality, and decided he wanted to positively influence others as Mike did his campers.

When Aaron was eligible to participate in the Junior Youth Leadership program he took on roles with more responsibility. This program provides campers the opportunity to learn and develop the skills required to reach their potential and become successful leaders.

“The Leadership program made me more outgoing. I can just hop into the role without being asked and I’m no longer scared of being judged.”

After volunteering in the child care program at Garthwood YMCA in his hometown of Mississauga, Aaron decided to make his way back to Kelso. He went from volunteer to sports counsellor to sports program head, picking up useful life lessons along the way.

“I love to make changes in kids’ lives. I hope kids will be able to find what they love the most about themselves and I want to make sure I nurture that. And if we can encourage them to do what they love, the world will be a better place.”

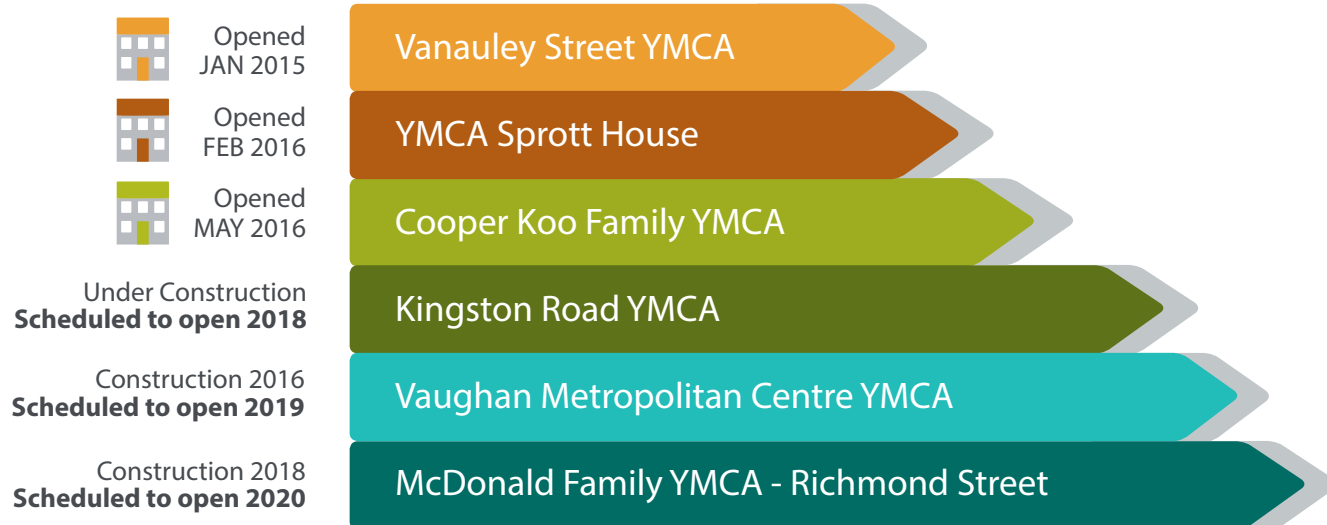
At age 18, Aaron plans on gaining situational knowledge through work experience as assistant outdoor educator at Cedar Glen before heading back to school to study social work or childhood education. Through a variety of YMCA programs, Aaron developed a solid base from which to launch his dream career. His involvement with the Y is an inspiring journey fuelled with passion and determination.

Capital Update



Our new and existing YMCA Centres of Community are all leading examples of *healthy infrastructure*. These centres positively impact surrounding neighbourhoods and help the Y further its mission to help people build meaningful connections and create a strong sense of belonging that is conducive to better health.

YMCA STATS



YMCA IMPACT & REACH

YMCA Sprott House has helped 25 LGBTQ2SA homeless and street-involved youth find stability in their lives by offering a safe and welcoming environment to transition to a healthy adulthood.

Cooper Koo Family YMCA opened its doors May 30, 2016, thanks to the generous support of Krystal Koo and Michael Cooper. This legacy building from the Pan Am & Parapan Am Games provides programs and support to residents of the new Canary District.

A new YMCA Centre within the Vaughan Metropolitan Centre will include health and fitness, child care, and camps, co-located with a City Library, performing arts centre and office tower. Location is adjacent to the new subway extension & regional bus terminal.

The **McDonald Family Richmond Street YMCA** will be located in the historic Waterworks building at 505 Richmond Street and will be developed in partnership with the City of Toronto and Build TO and thanks to a generous leadership gift from Steve and Jenifer McDonald.



Taylor

Taylor has come a long way since their teenage days in Oshawa. Taylor is a 21-year-old youth whose preferred pronouns are they and them. Growing up, they were never 100% comfortable with their gender identity — things like wearing skirts and dresses just didn't feel right. Taylor needed to explore their individuality to figure out what it meant to be Taylor.

Taylor's queer identity meant having to leave their family home at 17 years of age and navigate the shelter system for a few years. Eventually, Taylor came across a housing program that allowed them to find some balance and research a program that would be suited to their identity. Taylor soon came across YMCA Sprott House, Toronto's largest transitional housing program for LGBTQ2SA youth, and applied.

When Taylor was accepted into the program the same day as the interview, they knew it was the beginning of a new chapter. At YMCA Sprott House, Taylor has found acceptance, hope and friendship. More importantly, Taylor has found a new family.

Some staff members and some of their older housemates have also been a source of inspiration. Having role models is helping them find some

direction. Taylor now has dreams of providing the same kind of care to others in their new community.

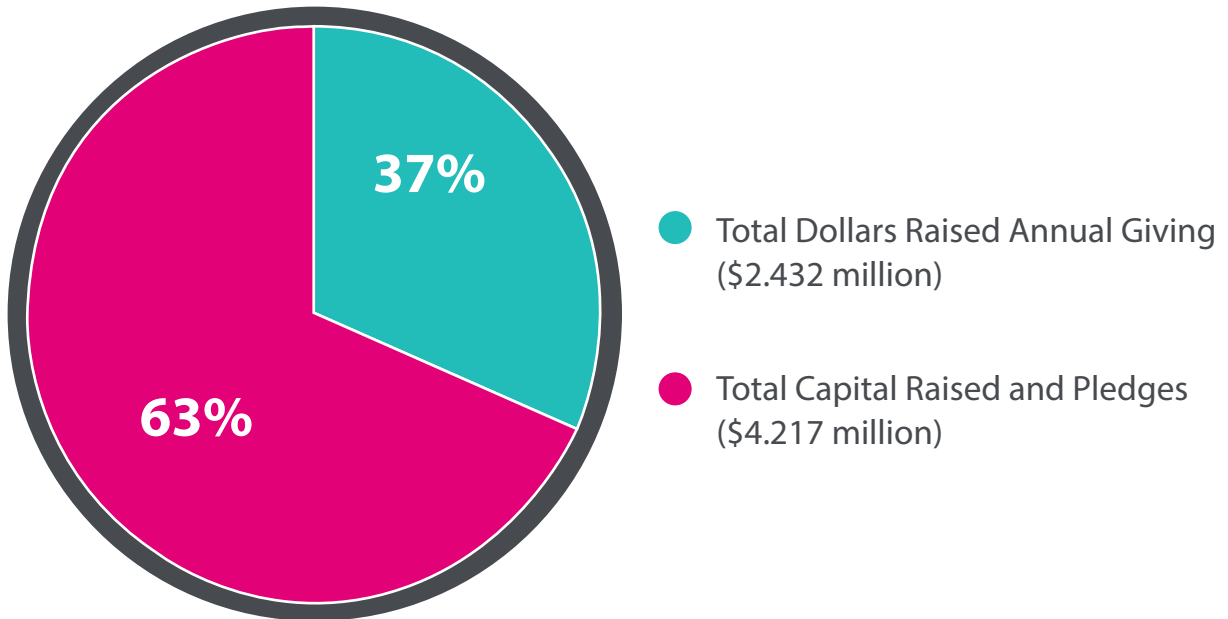
"I want to be helpful. I definitely want to do the best I can to support those in need."

The positive and supportive environment at YMCA Sprott House has allowed Taylor to flourish. Integrating into the LGBTQ2SA community has helped Taylor go beyond coming to terms with their identity. Taylor is now ready to celebrate it.

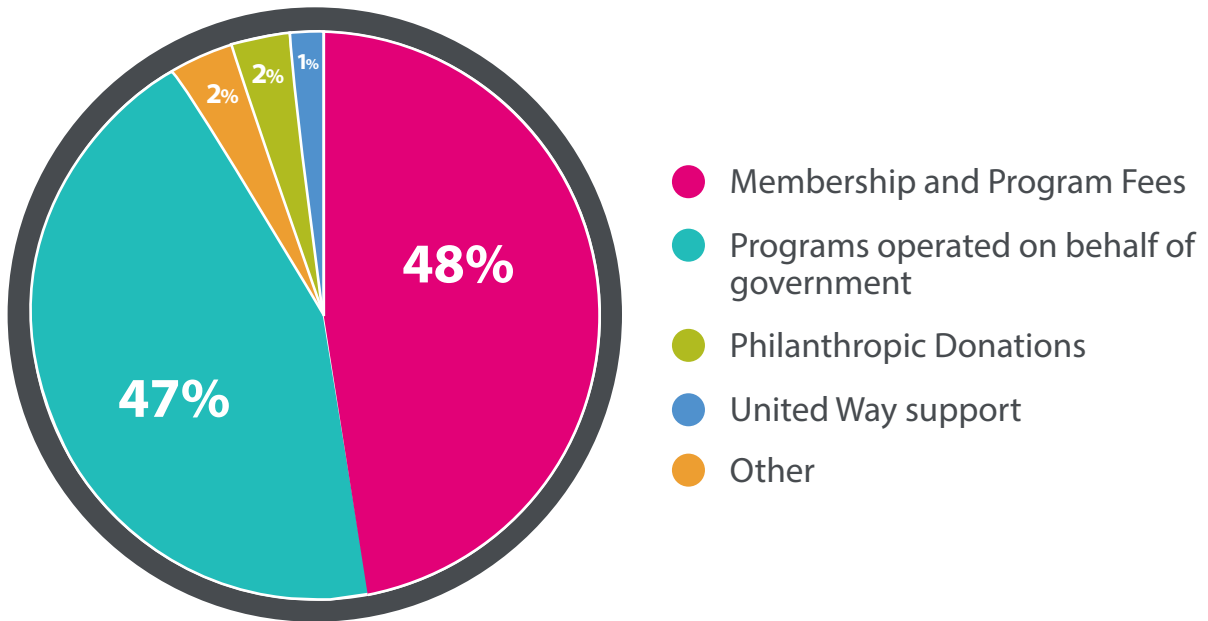
A Sprott House staff member helped Taylor complete an application to join a theatrical troupe that will perform at Buddies in Bad Times Theatre, a queer theatre company. Without any prior experience in the performing arts, Taylor has delved into working on creating their character, writing lines, choreographing and designing a costume.

The adversity Taylor has experienced throughout their life has influenced the development of their theatrical character — someone who looks tough but has a soft side buried deep inside. The character's dichotomy embodies Taylor's journey of self-discovery: finding strength in their true inner self.

Total Philanthropic Contributions



Sources of Revenue



A complete set of financial statements are available online at ymcagta.org or can be request by calling 1-800-223-8024 or by email. Imagine Canada also provides information on all registered charities in Canada on their website charityfocus.ca.



As a member of Imagine Canada™ we adhere their ethical guidelines outlined at ymcagta.org. Imagine Canada™ sets the standards for charitable organizations in managing and reporting their financial affairs.

YMCA of GREATER TORONTO

Statement of Financial Position

As at March 31, 2016
(in thousands of dollars)

	2016 \$	2015 \$
Assets		
Current assets		
Cash and cash equivalents	12,365	3,788
Accounts receivable	11,141	7,490
Prepaid expenses	961	899
	24,467	12,177
Investments	17,109	19,325
Capital assets	80,333	79,978
	121,909	111,480
Liabilities		
Current liabilities		
Accounts payable and accrued liabilities	15,554	15,751
Current portion of long-term debt	131	-
Deferred revenue	11,052	5,153
Deferred annual giving campaign contributions	418	390
	27,155	21,294
Long-term debt	869	-
Deferred capital contributions	26,580	26,360
	54,604	47,654
Fund balances		
Unrestricted	(10,973)	(17,534)
Internally restricted	7,416	8,075
Invested in capital assets	53,753	53,960
Endowment	17,109	19,325
	67,305	63,826
	121,909	111,480

YMCA of GREATER TORONTO

Statement of Operations

For the year ended March 31, 2016

(in thousands of dollars)

	2016 \$	2015 \$
Revenue		
Government	102,664	88,911
Program fees	68,430	61,090
Membership fees	35,041	34,965
Other	4,306	3,435
Contributions	2,415	2,531
United Way	1,698	1,656
Amortization of deferred capital contributions	3,184	2,654
Investment income	584	629
	<hr/> 218,322	<hr/> 195,871
Expenses		
Salaries and benefits	135,370	122,715
Program costs	48,592	47,806
Occupancy costs	20,056	19,580
Allocation to YMCA Canada	1,449	1,436
Amortization of capital assets	8,235	8,165
	<hr/> 213,702	<hr/> 199,702
Excess (deficiency) of revenue over expenses before undernoted item	4,620	(3,831)
Fair value changes in investments	(1,181)	1,172
Excess (deficiency) of revenue over expenses for the year	3,439	(2,659)

YMCA of GREATER TORONTO

Statement of Changes in Fund Balances

For the year ended March 31, 2016

(in thousands of dollars)

					2016	2015
	Unrestricted	Internally	Endowment	Invested	Total	Total
	\$	restricted	\$	in capital	\$	\$
	\$	\$	\$	assets	\$	\$
	\$	\$	\$	\$	\$	\$
Fund balance - Beginning of year	(17,534)	8,075	19,325	53,960	63,826	62,911
Excess (deficiency) of revenue over expenses for the year	8,489	-	-	(5,050)	3,439	(2,659)
Interfund transfer - net investment income	661	-	(661)	-	-	-
Net change in investment in capital assets	(4,203)			4,203	-	-
Interfund transfers	1,614	(659)	(1,595)	640	-	-
Endowment contributions	-	-	40	-	40	3,574
Fund balances - End of year	(10,973)	7,416	17,109	53,753	67,305	63,826

YMCA of GREATER TORONTO

Statement of Operations

For the years 2012 to 2016

(in thousands of dollars)

Revenue	2011/12	2012/13	2013/14	2014/15	2015/16
Government (note)	64,432	74,125	76,332	88,911	102,664
Program fees (note)	63,615	46,968	53,050	61,090	68,430
Membership fees	34,777	35,174	35,753	34,965	35,041
Other	3,204	3,480	3,792	3,435	4,306
Contributions	2,474	2,827	2,201	2,531	2,415
United Way	1,879	1,962	1,855	1,656	1,698
Amortization of deferred capital contributions	2,451	2,612	2,470	2,654	3,184
Investment income	506	459	490	629	584
Subtotal	173,338	167,607	175,943	195,871	218,322
Expenses					
Salaries and benefits	107,218	106,387	110,225	122,715	135,370
Program costs	41,668	38,497	41,104	47,806	48,592
Occupancy costs	18,250	17,228	18,554	19,580	20,056
Allocation to YMCA Canada	1,108	1,238	1,322	1,436	1,449
Amortization of capital assets	9,998	9,858	10,187	8,165	8,235
	178,242	173,208	181,392	199,702	213,702
Excess (deficiency) of revenue over expenses before below notes items	(4,904)	(5,601)	(5,449)	(3,831)	4,620
Fair value changes in investments	(1,197)	495	2,002	1,172	(1,181)
Gain on sale of capital assets	6,263	-	7,905	-	-
Excess (deficiency) of revenue over expenses for the year	162	(5,106)	4,458	(2,659)	3,439

NOTE

In 2012/13 the Child Care subsidy revenue was reclassified to Government revenue from Program fees revenue. For the 2011/12 year the Program fees revenue includes the Child Care subsidy revenue.

Certain prior year figures have been reclassified to conform to the current year's financial statement, except for Child Care subsidy revenue for 2011/12.

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As of March 31, 2016

Medhat Mahdy

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Senior Vice President
Information Technology

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Centre (RDC) Services

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Lesley Davidson

Senior Vice President,
Health & Fitness

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Our Mission

The YMCA of Greater Toronto is a charity offering opportunities for personal growth, community involvement and leadership.

Our Vision

Our communities will be home to the healthiest children, teens and young adults.

Our Values

The YMCA of Greater Toronto is guided by values that inform the way we act and the decisions we make:

- Caring
- Health
- Honesty
- Inclusiveness
- Respect
- Responsibility

YMCA OF GREATER TORONTO

2200 Yonge St., Unit 300
Toronto, Ontario
M4S 2C6

Charitable registration number 11930 7080 RR0001

Building healthy communities

