

Annual Impact Report

2020–2021



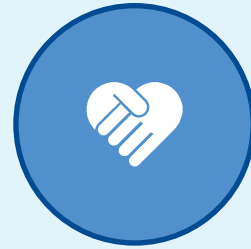
Shine On



Impact at a glance



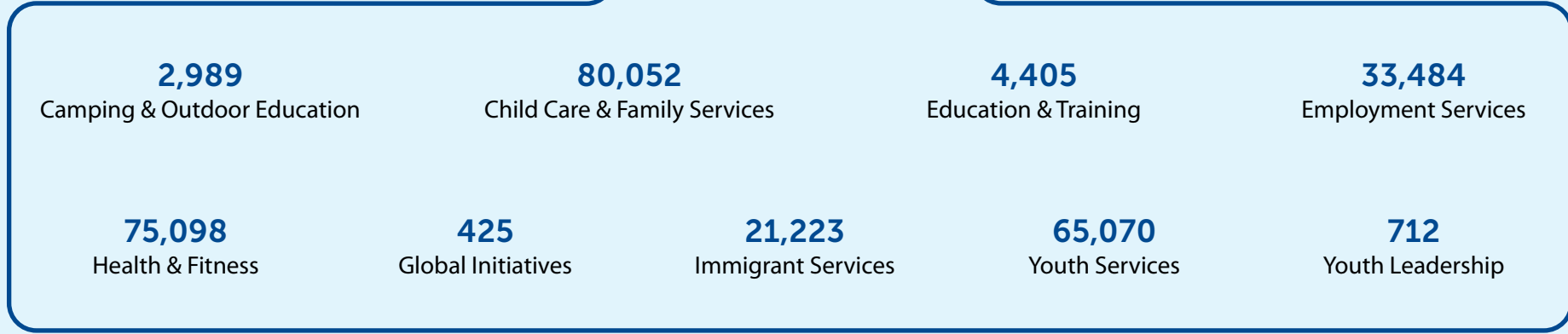
429 locations across the Greater Toronto Area



283,458 community connections*



11,947 people received financial assistance totaling more than \$499,000



MADE POSSIBLE BY



1,763
giving donors



1,155
volunteers



4,893
staff

*Community connections provides a snapshot of our programs' reach. It includes a blend of program counts including registered and unregistered offerings. Some individuals benefit from multiple YMCA programs and may be counted more than once.

Our COVID-19 pandemic response



Health & Fitness

Offered free virtual programs to the community, and launched Virtual Y Memberships with access to 100+ live, online fitness classes per month



Child & Family Development

Opened more than 30 Emergency Child Care Centres for the children of hundreds of essential workers and reopened 110 child care centres for registered families



Older Adults

Launched The Bright Spot, an online community for older adults



Employment & Community

Operated shelter and transitional housing for youth without interruption, offered remote support to job seekers and newcomers, and introduced new programs



Food Security

Opened 3 food banks across the GTA and one food sorting centre



Camp

Operated 21 Summer Day Camp locations including YMCA Camp Pine Crest in Muskoka, and offered cabin and equipment rentals and virtual camp



Partnerships

Hosted COVID-19 testing and vaccination clinics



International Support

Ongoing support to Partner YMCAs including YMCA Peru, YMCA Risaralda (Colombia) and YMCA Liberia

Read more:

<https://blog.ymcagta.org/blog/2021/03/15/how-the-ymca-of-greater-toronto-stepped-up-in-response-to-covid-19/>

Message from Our Board Chair and President and CEO

As the COVID-19 pandemic challenged each of us, it became clear that it was exacerbating crises that the Greater Toronto Area (GTA) has been grappling with for years: growing mental health issues, a lack of affordable housing and accessible child care, a precarious labour market, inequity, and isolation among older adults. Many of us also faced another virus as issues of anti-Black racism and systemic discrimination moved to the front burner.

This collective experience has dimmed our potential, by taking away people's ability to shine. And although all of us have been affected in some way, some of us have been disproportionately impacted.

Our charity uses the metaphors of darkness and light very deliberately as part of our new brand, Shine On. In fact, our new strategic plan, Ignite the Light, has core aspirations of boosting well-being and promoting equity – each rooted in our vision of building vibrant communities where everyone can shine.

The year was a dark time. But our charity speaks from 170 years of experience when we say that dark times pass, and the strength of our community will see us through. The pandemic has taught us all some tough lessons, but it has also shown us the importance of truly coming together – even when staying apart – with common purpose, for the greater good. We can rise to the challenge. That's why we purposefully added optimism to our charity's values.

Our Y quickly pivoted to do our part alongside others in our community. We stepped up and this report outlines how.

As COVID-19 vaccines roll out and our society focuses more attention on the important issue of equity, our charity's mission has never been more important: to ignite the potential in people to help them grow, lead and give back to their communities.

With the continued support of generous donors, funders, partners, volunteers and employees, we can build up each and every one of us, and ensure that no one is left behind as we rebuild and recover from the pandemic. We can also build on our efforts to promote equity. When we ignite the light, we all shine.



Ryan Brain, Board Chair,
YMCA of Greater Toronto



Medhat Mahdy, President and CEO,
YMCA of Greater Toronto

THE CHALLENGE

The most racialized parts of the city – low-income communities where many essential workers live – had 10 times more COVID-19 cases than other communities.¹

¹ Toronto Foundation's Toronto Fallout Report 2020

HOW THEY STEPPED UP

Early in the pandemic, our Y operated 14 emergency child care centres across the GTA, a shining example of critical support for front-line workers and their families during the darkest days of the pandemic.



The Y Steps Up

Throughout our charity's 170-year history, there have been watershed moments from world wars to natural disasters when our Y has been privileged to shine a light in dark times. This was one of those years.

As the first COVID-19 pandemic lockdown took hold in 2020, like at many other organizations, COVID-19 temporarily shuttered most of our 450 locations across the GTA.

Only our youth shelter, The Wagner Green YMCA, and our transitional housing at YMCA Sprott House continued in-person services without interruption. Every day, around the clock, employees supported young people burdened with the additional challenges of the pandemic, even opening a new hotel location to allow increased physical distancing.

These dedicated youth workers were soon joined on the frontlines by a team of our early childhood educators who ran emergency child care for essential workers, and we reopened child care and before and after school programs across the GTA.

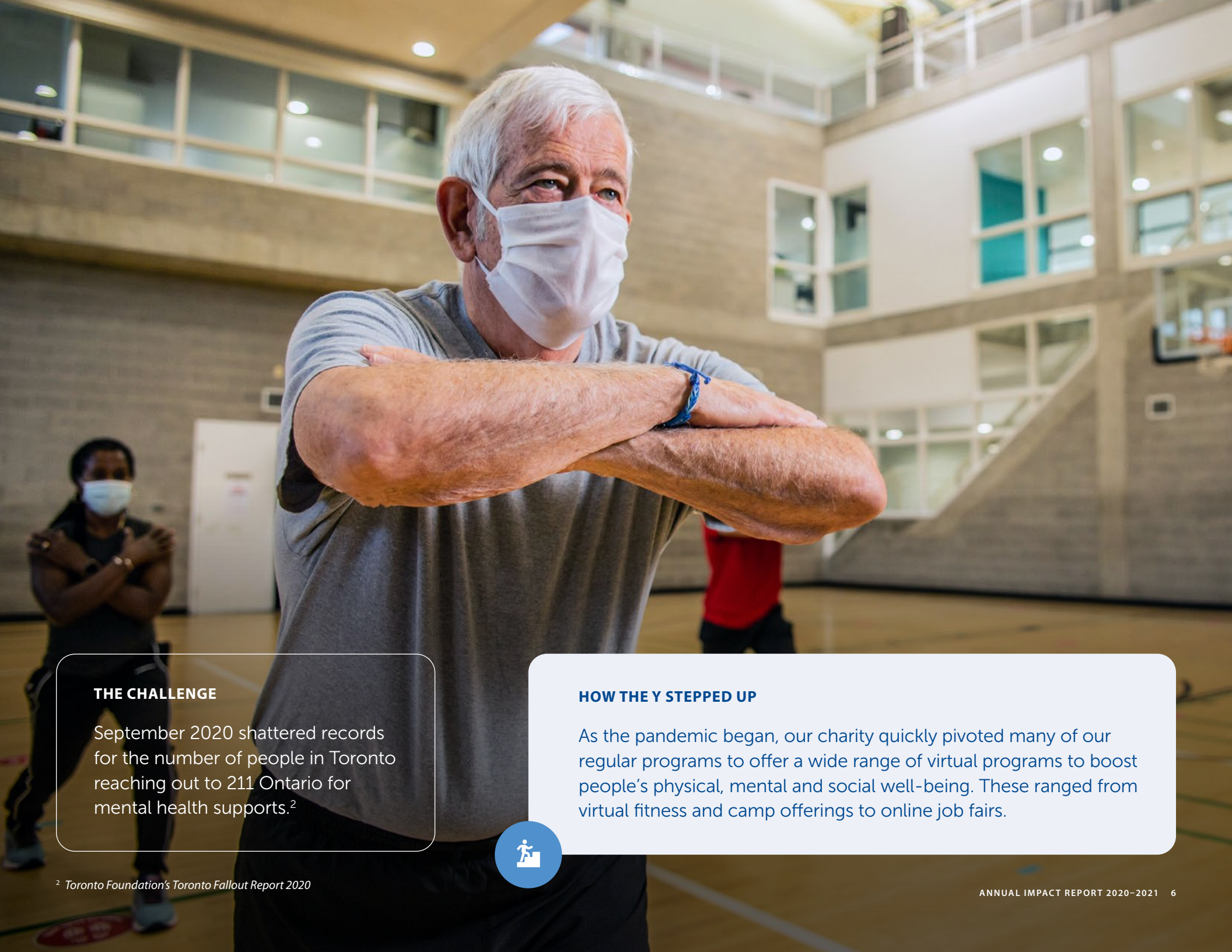
Other programs were unable to reopen in person and quickly pivoted to virtual or remote programming. This work was already identified in our strategic plan but the pandemic accelerated this

work and other priorities. Within weeks we offered dozens of free, virtual health and fitness classes a week in living rooms across the GTA. These offerings not only helped people maintain their physical health but critical social connections and mental health as well. We expanded with story time and virtual camps for children. And, we launched The Bright Spot, an online community where older adults already isolated before the pandemic could connect with others safely from home.

Employment and newcomer services focused on helping people who were unable to work develop skills that would better position them for jobs as the economy reopened.

Remote services were also offered by telephone for those left vulnerable by the digital divide. Employees phoned seniors and vulnerable parents to check in on them.

As transmission of the virus subsided during the summer, camps offered a choice of both virtual programming and in-person day camps with small cohorts and increased safety precautions. And although traditional overnight camps were not permitted, we pivoted to offer programs for families including cabin, campsite and equipment rentals.



THE CHALLENGE

September 2020 shattered records for the number of people in Toronto reaching out to 211 Ontario for mental health supports.²

HOW THE Y STEPPED UP

As the pandemic began, our charity quickly pivoted many of our regular programs to offer a wide range of virtual programs to boost people's physical, mental and social well-being. These ranged from virtual fitness and camp offerings to online job fairs.



² Toronto Foundation's Toronto Fallout Report 2020

Lighting new paths

We redeployed physical assets to meet community needs and boost well-being. Large health and fitness and other spaces that were once filled with the sounds of children's laughter and squeaky sneakers on hardwood become food banks and food sorting centres to support increasing food insecurity. Other spaces were reanimated with COVID-19 testing and vaccination clinics to help us reach the light at the end of the pandemic tunnel.

We collaborated with community-minded organizations including the Daily Bread Food Bank, the Food Bank of York Region and the Mid-West Toronto Ontario Health Team – a network of health care agencies such as Women's College Hospital. And we focused on new partnerships to further help our community through tough times – from developing online fitness offerings with ParticipACTION to bringing music to seniors virtually with the Toronto Symphony Orchestra.

Throughout the pandemic, we remained committed to identifying and confronting anti-Black racism and barriers to inclusion across our Y. This included rolling out a workshop developed by members of our Black Experience Staff Advisory Committee with support from the City of Toronto's Confronting Anti-Black Racism Unit.

As much as COVID-19 safety precautions allowed, we continued to rely on the contributions of volunteers. And we worked to support our tireless employees with economic supports such as wage enhancements and additional sick days for front-line staff, expanded mental health benefits, and training. Knowing the critical role that staff will play as our community heals from the pandemic, we made the difficult decision to sell the Mississauga YMCA to ensure our sustainability. We will use the remaining up to five years at the location to plan how to better serve the community post pandemic, potentially with multiple, smaller locations.

Although somewhat delayed by the pandemic, construction continued on our three new centres of community. They, like our charity, are poised to help us boost well-being and promote equity as our community recovers and rebuilds towards a brighter future together.

[Read our annual Sustainability Report to learn more about our resiliency work.](#)
ymcagta.org/green

THE CHALLENGE

The Toronto neighbourhoods with the highest COVID rates were the least vaccinated areas in the city, according to analysis from the Toronto-based independent research group ICES.³

³ *The Local*, an independent magazine exploring urban health and social issues in Toronto which is supported by our Y.

HOW THE Y STEPPED UP

The Markham YMCA hosted a COVID-19 testing clinic and the West End YMCA hosted a Mid-West Toronto Ontario Health Team COVID-19 vaccination clinic that would deliver almost 30,000 shots in its four months of operation.



Beacons of hope through dark times

The pandemic response you've been reading about was made possible thanks to our incredible donors. From Health & Fitness members who donated their monthly fees while our centres were temporarily closed, to those who collectively contributed over \$1 million to our COVID-19 Response Fund, to major donors who stepped up with significant increases to their already-extraordinary gifts, hundreds of change makers rose to meet many challenges last year.

In our 2020–2021 Gratitude Report to donors, we look back at some of these challenges and meet a selection of leaders who stepped up to confront them.

There's Moti Jungreis, who gives to the Y because it's a "lifesaver" for homeless youth. Jacqueline Bouchard, who believes in the power of movement and community to "transform" older adults' lives. Myriam Demers, who invests in partnerships that empower

youth to take charge of their financial circumstances. Diane Sinhuber, who gives to ensure people have safe places to go when they need help. And Tony Farebrother, who wants to be there for his Y because it's been there for him for so many years.

These donors and hundreds of others like them would be the first to say that our work won't end when the pandemic does. Rebuilding will be no small feat — but, by stepping up through the crises of 2020 and 2021, our circle of extraordinary supporters has proven it can rise to the challenge. Together, we can shape a "new normal" that's more equitable: where there are jobs for all, housing for all, child care for everyone who needs and wants it, and safety, belonging, and opportunity for all.

We invite you to hear our donors' stories, and learn how you can help light the way towards our collective healing and recovery, at ymcagta.org/Gratitude.

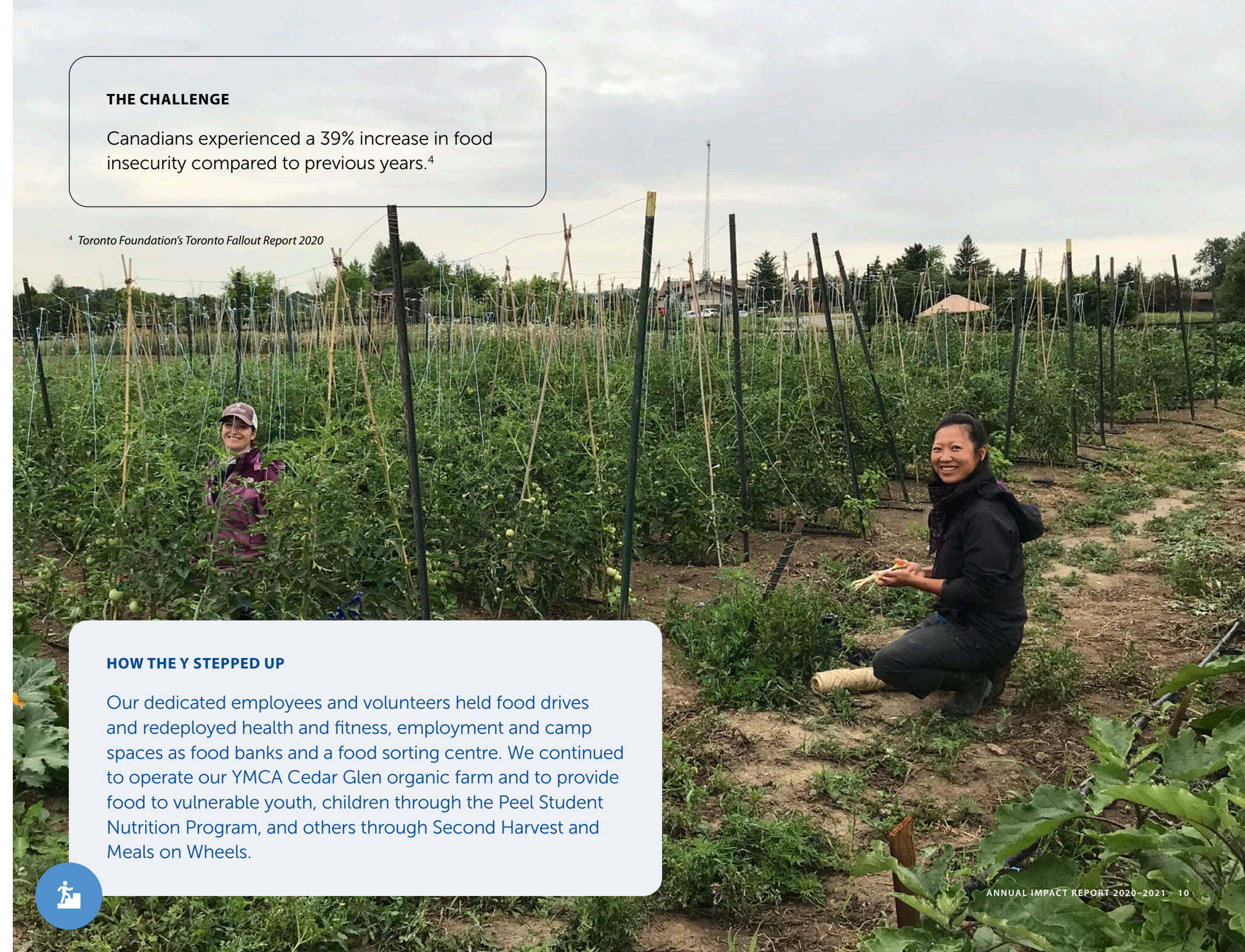
THE CHALLENGE

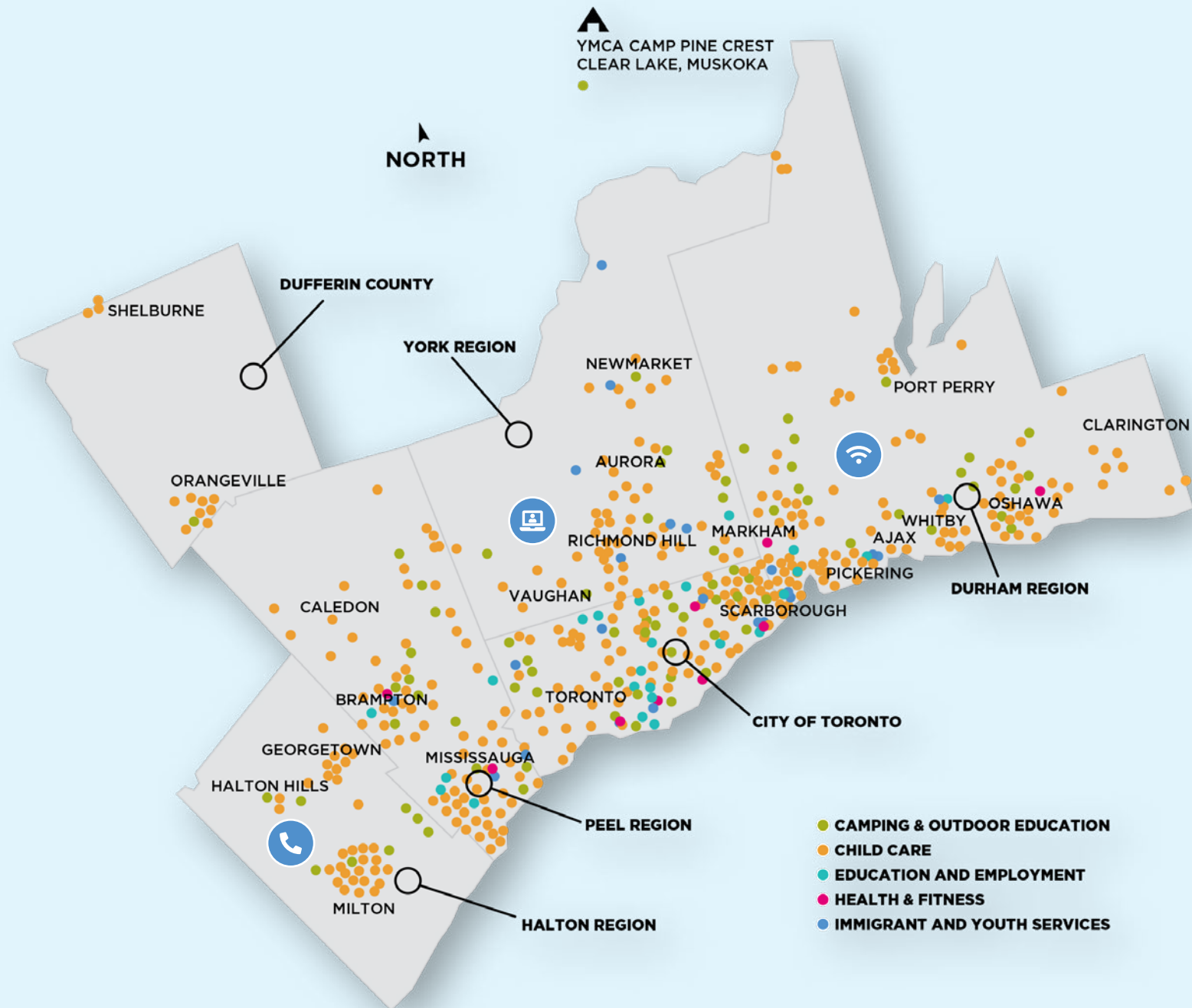
Canadians experienced a 39% increase in food insecurity compared to previous years.⁴

⁴ Toronto Foundation's Toronto Fallout Report 2020

HOW THE Y STEPPED UP

Our dedicated employees and volunteers held food drives and redeployed health and fitness, employment and camp spaces as food banks and a food sorting centre. We continued to operate our YMCA Cedar Glen organic farm and to provide food to vulnerable youth, children through the Peel Student Nutrition Program, and others through Second Harvest and Meals on Wheels.





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April 1, 2020 to March 31, 2021

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\$250,000+

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The Counselling Foundation of Canada
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Ontario Trillium Foundation
Daphne Wagner, David Green, and Michael & Lita Green

\$50,000-\$99,999

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\$1,000-\$9,999

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As of March 31, 2021

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We developed new programming with partners including ParticipACTION, Raptors905 and the Toronto Symphony Orchestra.

2020-2021

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April 1, 2020 to March 31, 2021

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April 1, 2020 to March 31, 2021

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Paul Brink
Linli Chee
Peter Cortellucci (Vaughan Cabinet
Co-Chair)
Peter Deeb
Andrea DeGasperi-Ronco
(Vaughan Cabinet Co-Chair)
Riccardo Del Vecchio (Vaughan)
Julian De Meneghi (Vaughan)
Rob Falbo (Vaughan)
Sakina Fazel (Vaughan)
Steven C. Ferri (Vaughan)
Jonathan L. Frustaglio (Vaughan)
Jake Herman
Irene Markus
Matthew Mongillo (Vaughan)
Hon. David R. Peterson (Campaign
Advisor)
Sharon Ranson
Satwik Sharma
Martin Shaw
Helen Sinclair
David Skurka
Jeff Snowden
Brian Valvasori
David Vigliatore (Vaughan)
Jeff Watchorn
John Wilkinson

Staff

Ali Kashani
Medhat Mahdy
Wendy McDowall
Sylvia Scarsella
Martha Spears

Investment Committee

April 1, 2020 to March 31, 2021

Committee Chair

Mark Shulgan, Committee Chair until
September 2020
Margot Ritchie, Committee Chair from
September 2020

Board Members

Ryan Brain, Board Chair (ex-officio)
Wojciech Gryc
Jeanette MacDonald
Manjit Sharma

Community Members

Mark Foerster
Neil Labatte
Robert Lord
Emilie Ong
Joel Roberts
Michael Walsh

Staff

Mahin Irani
Sandra Kalpouzou
Medhat Mahdy, President & CEO (ex-officio)
Debbie Sevenpifer

Governance & Nominating Committee

April 1, 2020 to March 31, 2021

Committee Chair

Dr. David McKeown

Board Members

Ravina Bains
Ryan Brain, Board Chair (ex-officio)
Martine Irman
Peter MacLeod
Akosua Matthews
Ahila Poologaindran

Staff

Kleine Achilles
Mahin Irani
Medhat Mahdy
Debbie Sevenpifer

Youth Advisory Committee

April 1, 2020 to March 31, 2021

Community Members

David Chong
Erisa Deda
Valeria Delgado
River Hatt
Nigel Lake
Matthew Lumsden
Teresa Prasad
Savraj Syan
Shanice Teape
Brandon Tomassi
Falgun Trivedi
Natasha Tsoy
Max Zhu

Board Liason

Ryan Brain

Staff

Moira MacDougall
Medhat Mahdy

Senior Management Team

April 1, 2020 to March 31, 2021
Titles as of March 31, 2021

Medhat Mahdy, President and CEO

Lesley Davidson, Chief Operations Officer

Rahima Mamdani, Chief People Officer

Wendy McDowall, Chief Development Officer

Debbie Sevenpifer, Chief Financial Officer

Craig Bradley, Senior Vice President,
Information Services & Technology

Linda Cottes, Senior Vice President,
Operations - Child & Family Development

Tina Goldis, Vice President, Property
Management – Leased Sites

Nora Gorman, Vice President, Marketing and
Communications

Michael Hall, Vice President, Program
Research & Development

Darlene Holowachuk, Senior Vice President,
Operations - Employment & Community

Jim Janzen, Senior Vice President, YMCA
Ontario Resource Development Centre

Sandra Kalpouzou, Vice President, Finance

Tammy MacDonald, Senior Vice President,
Operations – Health and Fitness

Brandon McClounie, Vice President, Camping
& Outdoor Education

Dino Melissa, Vice President, Property
Development

Todd Pierce, Vice President, New Asset
Development and Real Estate

Rania Shuggi, Vice President, Risk Intelligence

Alex Versluis, Senior Vice President, Property
Management & Development

Mehdi Zobeiry, Vice President / General
Manager Central YMCA

Financial Statements

Statement of Financial Position As of March 31, 2021 (in thousands of dollars)

ASSETS

Current assets	2021	2020
Cash and cash equivalents	49,091	25,431
Accounts receivable	35,298	15,455
Mortgage receivable	70,613	—
Prepaid expenses	802	1,076
	155,804	41,962
Long-term accounts receivable	60,847	53,505
Investments	21,096	16,418
Capital assets	249,028	234,467
	486,775	346,352

LIABILITIES

Current liabilities	2021	2020
Accounts payable and accrued liabilities	35,966	39,364
Long-term debt*	13,227	1,199
Deferred revenue	15,688	9,212
	64,881	49,775
Long-term debt	98,431	90,163
Deferred capital contributions	123,904	108,350
	287,216	248,288

NET ASSETS

Unrestricted	99,863	(10,944)
Internally restricted	78,886	92,822
Endowment	20,810	16,186
	199,559	98,064
	486,775	346,352

*Included in the long-term debt is the City of Vaughan's share of the principal outstanding on construction for the VMC YMCA, in the amount of \$47,339



A complete set of financial statements are available online at ymcagta.org, or by contacting us at 1-800-223-8024. The Canada Revenue Agency also provides information on all registered charities in Canada at canada.ca/en/services/taxes/charities. The YMCA of Greater Toronto is accredited by Imagine Canada's Standards Program for excellence in accountability, transparency, and good governance. The Standards Program Trustmark is a mark of Imagine Canada, used under licence by the YMCA of Greater Toronto.

Statement of Operations For the year ended March 31, 2021 (in thousands of dollars)

Revenue	2021	2020
Government	188,886	132,728
Program fees	26,103	97,532
Membership fees	2,970	34,469
Other	6,413	5,553
Amortization of deferred capital contributions	1,985	3,138
Donations	2,356	2,615
Investment Income	1,430	980
United Way	537	890
	230,680	277,905

Expenses	2021	2020
Salaries and benefits	153,879	186,049
Program costs	33,371	56,920
Occupancy costs	16,599	24,321
Amortization of capital assets	5,274	7,019
Allocation to YMCA Canada	952	1,201
Financing costs	837	650
	210,912	276,160

Excess of revenue over expenses before undernoted items	19,768	1,745
Change in fair value of investments	4,308	(638)
Gain on sale of capital asset	85,262	—
Write off of capital assets	(7,869)	—
Excess of revenue over expenses for the year	101,469	1,107

Statement of Changes in Net Assets For the year ended March 31, 2021 (in thousands of dollars)

2021				
	Unrestricted \$	Internally restricted \$	Endowment \$	Total \$
Net assets - Beginning of year	(10,944)	92,822	16,186	98,064
Excess of revenue over expenses for the year	101,469	—	—	101,469
Interfund transfers	9,338	(13,936)	4,598	—
Endowment contributions	—	—	26	26
Net assets - End of year	99,863	78,886	20,810	199,559

2020				
	Unrestricted \$	Internally restricted \$	Endowment \$	Total \$
Net assets - Beginning of year	(8,847)	89,595	16,167	96,915
Excess of revenue over expenses for the year	1,107	—	—	1,107
Interfund transfers	(3,204)	3,227	(23)	—
Endowment contributions	—	—	42	42
Net assets - End of year	(10,944)	92,822	16,186	98,064

Audited Statement of Operations For the years 2017 to 2021 (in thousands of dollars)

Revenue	2016/17	2017/18	2018/19	2019/20	2020/21
Government	110,225	113,747	131,036	132,728	188,886
Program fees	76,464	84,156	90,277	97,532	26,103
Membership fees	35,238	36,062	35,675	34,469	2,970
Other	3,778	3,835	8,615	5,553	6,413
Donations	2,406	2,810	2,469	2,615	2,356
United Way	1,588	1,534	1,222	890	537
Amortization of deferred capital contributions	3,192	4,796	6,076	3,138	1,985
Investment Income	488	587	710	980	1,430
	233,379	247,527	276,080	277,905	230,680

Expenses	2016/17	2017/18	2018/19	2019/20	2020/21
Salaries and benefits	146,217	156,092	170,978	186,049	153,879
Program costs	52,979	52,897	61,703	56,920	33,371
Financing costs	427	600	648	650	837
Occupancy costs	21,642	21,946	23,282	24,321	16,599
Allocation to YMCA Canada	1,411	1,289	1,283	1,201	952
Amortization of capital assets	8,816	11,613	13,073	7,019	5,274
	231,492	244,437	270,967	276,160	210,912

	2016/17	2017/18	2018/19	2019/20	2020/21
Excess of revenue over expenses before below noted items	1,887	3,090	5,113	1,745	19,768
Change in fair value of investments	2,337	600	(346)	(638)	4,308
Gain on sale of capital asset	—	—	—	—	85,262
Write off of capital assets	—	—	—	—	(7,869)
Excess of revenue over expenses for the year	4,224	3,690	4,767	1,107	101,469



Our Mission

The YMCA of Greater Toronto is a charity that ignites the potential in people, helping them grow, lead, and give back to their communities.

Our Vision

Vibrant communities where everyone can shine.

Our Values

Inclusiveness. Integrity. Kindness.
Optimism. Respect. Well-Being.

YMCA of Greater Toronto
2200 Yonge Street, Unit 300
Toronto, Ontario M4S 2C6
1-800-223-8024

Connect with us:



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memberservices@ymcagta.org

ymcagta.org



YMCA OF GREATER TORONTO IS PROUD TO BE RECOGNIZED BY:



Charitable registration number: 11930 7080 RR0001