



Community Impact Report 2016–2017

YMCA of Greater Toronto

Executive Summary

438 Locations
5,734 Dedicated Employees
5,268 Compassionate Volunteers
15,216 Generous Donors
\$6.65 million provided in financial assistance
54,440 people received financial assistance from the Y

Community Connections

Our programs' connections are as diverse as the people we serve, and range from a short visit at a Newcomer Information Centre to years-long relationships with members and families.

55,615 YMCA Camping & Outdoor Education
1,791 YMCA Education & Training
15,671 YMCA Global Initiatives
1,740 YMCA Youth Leadership
111,357 YMCA Child Care & Family Services
167,950 YMCA Health & Fitness
86,135 YMCA Youth Services
7,254 YMCA Teen Night Members
45,538 YMCA Employment Services
64,399 YMCA Immigrant Services
557,540 TOTAL COMMUNITY CONNECTIONS

Community Letter from Board Chair and President & CEO

Like many charities, our YMCA has been doing its work for much longer than we've been systematically studying it. Generations of volunteers, staff, leaders, and participants have thought hard about how to respond to community needs, help people thrive, and keep the Y itself both sustainable and inclusive.

Of course, our history as an organization isn't a straight line. We've changed our thinking and our approach in many areas. But the YMCA that's grown out of this history is not only skilled in the work it does; we believe it also holds a lot of wisdom about how to work with people and communities.

That wisdom is expressed in our core values — simple yet tremendously adaptable tools that help us resolve complex decisions. It also comes through in our long-standing commitment to helping GTA residents grow in a holistic way: in spirit, mind, and body.

Now more than ever, we as an institution and community leaders need to be vigilant in guarding these values, as our society feels the strain of the extremes: income, ideas, the environment, and fear.

At a time when many are losing confidence in the prospects for diverse societies, YMCA Centres of Community are animated and enriched by every imaginable dimension of diversity. At a time when there are fewer spaces and opportunities to connect, in person, with others, we're effective at bringing people together in simple, meaningful ways. And at a time when economic inequality is locking many people out of many opportunities, we continue to place social and economic inclusion at the heart of how we operate. This past year, our YMCA provided more than \$6.6 million in direct financial assistance to more than 54,000 individuals.

We believe the YMCA upholds an important set of values, and creates insights that are taking on new urgency for our communities. Today, we're gathering new data, information, and knowledge as we become more methodical in understanding our work, framed by the Social Determinants of Health. We're allowing the findings that emerge to influence and be influenced by the understandings that we've been building up for 164 years, as the data on key outcomes catches up with the wisdom of simply being welcoming, being fair, and being kind.

Diane Sinhuber

Chair of the Board

YMCA of Greater Toronto

Medhat Mahdy

President & CEO

YMCA of Greater Toronto

YGTA Headlines

May 2016: Cooper Koo Y opens its doors

The YMCA of Greater Toronto was joined by government and community partners, donors, employees, and volunteers to inaugurate the Cooper Koo Family Cherry St. YMCA Centre, our newest Centre of Community.

Located in the heart of the new Canary District, and the wider West Don Lands neighbourhood, the Cooper Koo Family YMCA will give this growing community a Strong Start to a Great Future. This state-of-the-art facility is the second centre to open as part of the strategic focus to make a real difference in the health of residents across the Greater Toronto Area by building new Centres of Community.

Summer 2016: Syrian refugee family at Y Day Camp

YMCA Day Camps proved to be an integral part of summer for the Suleymans, a Syrian refugee family. CTV ran an exclusive story on the Suleymans and discovered what camp meant to the family as they settled in their new home. Through the YMCA's financial assistance program, Rame (12), Muhammed (11), and Osman (7) had the opportunity to participate in 6 weeks of day camp at the Scarborough YMCA.

The YMCA offers newcomers a safe, supportive, and empowering space to make new friends, build new skills, and get involved in their new communities. For new Canadians, the YMCA of Greater Toronto offers a place to connect with others, improve their English, and learn about Canadian culture, society, and institutions.

June 2017: Fellowship of Honour

Governor General David Johnston presented 12 Canadians with the Y's most prestigious award: The YMCA Fellowship of Honour. Two of this year's honourees are former Chairs of our Board who have made a huge impact on our Association: Robert E. Lord and Helen Sinclair of Toronto.

Helen is a groundbreaking community- and city-builder who was instrumental in the success of our Child Care program, and is a member of the Strong Start, Great Future Campaign Cabinet. Bob is a passionate advocate for our Mission and Vision, and continues to provide his expertise as an active member of the board's Investment Committee.

We are proud to congratulate and thank Helen and Bob for their personal investment in the YMCA community.

Social Determinants of Health

Last year, we released our Four Year Road Map — a document outlining the YMCA of Greater Toronto’s plan to improve health through 2020. The Road Map also introduced the framework we will use to explain how our programs, services, and Centres of Community contribute to the health of young people and the communities we serve. That framework is The Social Determinants of Health: a concept endorsed by numerous leading health-focused organizations, in Canada and around the world.

As the Public Health Agency of Canada reports, “Much of the research is telling us that we need to look at the big picture of health to examine factors both inside and outside the health care system that affect our health. At every stage of life, health is determined by complex interactions between social and economic factors, the physical environment, and individual behaviour.” The Agency identifies 12 key determinants, and while our programs touch on all of them, our strategic program goals are focused on the following four: Social Support Networks; Healthy Child Development; Personal Health Practices and Coping Skills; and Income and Social Status.

This year, our Community Impact Report contextualizes our programs and community connections based on these determinants. Special focus is paid to Social Support Networks, since all of our YMCA programs aim to help create a sense of community and belonging. Additionally, individual programs connect with a range of other determinants.

As we move closer to 2020, we are excited to continue to utilize this framework to sharpen our focus on building healthy communities across the Greater Toronto Area.

Social Support Networks: Centres of Community

Our commitment to building healthy communities begins with being an integral part of people's daily lives. That's why we're continually expanding our locations and program offerings in neighbourhoods across the GTA, in response to local need for services and opportunities that enrich a community's social support network.

"Health starts where we live, learn, work, and play." — Robert Wood Johnson Foundation

- **29** new YMCA locations opened in the past year
- **79%** of 20- to 34-year-olds reported that their Health & Fitness membership helped them with their sense of community belonging
- Day Camp parents were **highly satisfied** that their children made new friends at camp
- **4,762** children attended a YMCA Child Care thanks to direct financial assistance from the Y

How Marcellus learned and grew at YMCA Day Camps

Coping with change can be a tough experience for many kids, so when Marcellus learned that he was moving to a new day camp, he was understandably concerned.

Marcellus had made lots of friends at his old camp, and was extremely proud of all the Values Beads he had collected. "He holds the bead bracelet close to his heart," explains Melissa, Marcellus's mother. But this doubt and nervousness quickly turned to excitement when Marcellus met "Wiki," the director of his new day camp: Hampton Enniskillen.

Located in a conservation area in Hampton, Enniskillen's program meant Marcellus and his fellow campers got to explore the wooded areas, grassy fields, creeks, ponds, and trails, as well as utilize the Education Centre Classroom facilities. "He learned very quickly that Enniskillen was just as much fun as his old camp," says Melissa.

Marcellus's interest in camp was piqued when his group began learning about different types of knots and their uses — especially after he discovered he could earn a bead for mastering this new skill. Wiki describes Marcellus as "constantly hungry for knowledge." He reports that Marcellus was the first camper to use knots to build a shelter, and he would help counsellors set up rope barriers for certain games. He even took time to teach other campers how to do the knots he had learned.

Melissa noticed that attending YMCA Day Camp expanded Marcellus's curiosity. A highlight for her was that every day Marcellus would jump off the bus and into her car with a "Hey mom, guess what?!?" and proceed with story after story of what he had learned at camp that day.

Marcellus's counsellors are excited to see what he can achieve as he learns and grows at YMCA Day Camps. Wiki identified Marcellus as a leader at camp last summer, and Marcellus himself is already thinking about taking a leadership role at a day camp one day. "I want to be a counsellor," Marcellus says. "I like being a leader, and it looks like a lot of fun."

Social Support Networks: Youth Support

Our wide-ranging programs and services for youth are geared toward providing holistic, wrap-around support. Youth can use our Health & Fitness facilities for free on Teen Night, get help finding a job, access shelter and support services, take advantage of leadership opportunities, and even obtain a high school diploma.

“Support from families, friends, and communities is associated with better health, [and] could be very important in helping people solve problems and deal with adversity, as well as in maintaining a sense of mastery and control over life circumstances.” — Public Health Agency of Canada

- **93%** of Newcomer Youth Leadership Development participants reported they will stay in the program next year
- **65** high school students with learning differences attended the YMCA Academy
- **60,318** youth accessed our gambling awareness, substance abuse, and youth justice programs
- YMCA Sprott House, the first LGBTQ2S transitional housing program for youth in Canada, operated at **100%** capacity

Building community through food at the YMCA Academy

The YMCA Academy’s Cooking Club had another great year of creating healthy and delicious food. This past school year, in addition to its regular weekly cooking sessions, the club put together a cookbook showcasing recipes from the club and wider school community.

Students looked back over a year of recipes, chose their favourites, and helped edit them for the book. An ask was put out to all families and staff at the Academy and a wide variety of recipes were sent in, representing the diversity of the school’s community. The club was also fortunate to have support from local chefs, who granted permission to reprint recipes from their own published cookbooks.

What came together was a lovely laminated, spiral-bound book with over 100 recipes. The instructions are spaced out and easy to follow, so that Academy students and other beginner chefs can try them on their own. There are vegetarian and vegan dishes, gluten-free options, healthy recipes and not-so-healthy recipes to meet everyone’s wishes and needs.

The publication of the cookbook expands on the many benefits that Cooking Club provides to students at the Academy, the Y’s high school for youth with learning style differences. In addition to learning how to cook, discovering foods from a wide range of cultures, and working together to bring weekly recipes to fruition, Cooking Club members reached out to the wider community to share their cookbook and raise funds to pay for club supplies and other Academy programs.

The result: a unique, experiential opportunity to enhance important life skills in a supportive environment, and to take pride in a job well done.

Social Support Networks: Immigrant Connections

The Greater Toronto Area is a fantastic place to call home. As our neighbourhoods welcome more newcomers from all over the world, we are responding with programs and services to help immigrants find the support they need to build key connections with their communities.

“The caring and respect that occurs in social relationships, and the resulting sense of satisfaction and well-being, seem to act as a buffer against health problems.” — Public Health Agency of Canada

- **16,842** immigrants to Canada found vital support at a YMCA Newcomer Information Centre
- **499** immigrant youth participated in our Newcomer Youth Leadership Development program
- **42,228** connections were made through our Language Assessment & Referral Service
- **91%** of NYLD participants said inclusiveness is more important to them since participating

New NYLD program celebrates Syrian youth

In October 2016, the YMCA of Greater Toronto launched a new branch of its Newcomer Youth Leadership Development (NYLD) program. The Arabic NYLD program, funded by Immigration, Refugees, and Citizenship Canada, is based at the Scarborough Milner Business Court YMCA Centre. It's geared toward Arabic-speaking newcomer youth who have been victims of undesirable situations back in their home countries, including and especially Syria.

Acclimating to new surroundings can be tough, and some Syrian youth are having trouble feeling completely at home. That's why Andrew Kowalchuk, a dedicated NYLD specialist at the Y, created a program where Syrian youth could learn and work together to build self-confidence and develop their skills, talents, and passions to help them transition smoothly into their new communities. “There are a lot of programs focused on teaching Syrians English, on teaching them about Canadian culture and customs, on teaching them about what they need to know,” says Andrew. “These are all important elements of settling into Canada, but they all focus on what people are lacking. One of the best parts about the way the YMCA engages youth is that we focus on what they already do well.”

The new Arabic NYLD program fosters potential and helps Syrian youth build strong bonds and connections, both within their new communities and with each other. The group meets once a week to discuss important issues and plan projects, visits the Scarborough Town Centre Ct. YMCA Centre to use the health and fitness facilities, and volunteers its time at different local organizations like food banks and clothing shelters.

At each gathering, participants develop leadership and communication skills in a comfortable setting — something which helps them integrate more quickly into their new schools, and bridge language and social gaps. This, Andrew says, goes a long way toward helping youth manage the stress and uncertainty of escaping war and moving to a new country. “I wanted to provide a program that gives Syrian youth an opportunity to become Canadian with confidence and pride in who they are.”

Healthy Child Development: Child Programs

Children need a rich variety of experiences to nourish their growing bodies and minds. That's why our Child Care, Camps, and Health & Fitness programs all focus on providing a diverse mix of engaging, evidence-based experiences that mesh with and enrich their everyday lives.

"New evidence on the effects of early experiences on brain development, school readiness, and health in later life has sparked a growing consensus about early child development as a powerful determinant of health." — Public Health Agency of Canada

- **28,875** children accessed high-quality, licensed child care
- **95%** of parents agree that YMCA Preschool Child Care supported the development of their child's social competencies
- **12,337** children were taught lifesaving skills in our accredited swimming programs
- **11,021** happy campers attended a YMCA Day Camp

Y Child Care staff set Amelia on the path to success in school

The old adage "it takes a village to raise a child" couldn't ring truer for Whitney and Justin. "It's like a team trying to raise kids," says Whitney when discussing the network of support that they have found at the YMCA. Having experienced the Infant, Toddler, and Preschool programs, their daughter Amelia has spent much of her young life surrounded by YMCA caregivers and, according to Whitney, "they've had a huge impact on her."

With each passing year that Amelia spent in the care of her nurturing educators, she excelled developmentally. However, despite being a "tough kid" who never shied away from adventure, Amelia found handling conflict with her peers challenging. "She didn't really know how to stand up for herself," Whitney remembers. "If something happened to her, she would literally freeze. She wouldn't speak up." Whitney and Justin wanted Amelia to develop a strong sense of self-respect, but were unsure how they could empower their young daughter to express her feelings.

Always on the lookout for age-appropriate development, Amelia's teachers approached Whitney to discuss how she could be supported in the classroom and at home to build more assertiveness. "They really helped her," Whitney says. "They watched her daily interactions [with the other children] and actively looked for opportunities where they could step in and help her find her voice." And in good time, Amelia learned that her words had power.

Now an assertive, resilient three-and-a-half-year-old, Amelia is headed to kindergarten in September and one thing is certain: she's well prepared for this new adventure. "I have no worries about Amelia when she starts junior kindergarten," Whitney says. "[YMCA educators] have just covered so much [material]." Since infancy, Amelia's caregivers have worked to equip her with the tools needed to succeed in primary school and now, as Whitney explains, "she's socially, emotionally, and physically ready."

Healthy Child Development: Support Programs

Central to our Association's Vision ("Our communities will be home to the healthiest children, teens, and young adults"), the Y is proud to provide a rich variety of support programs and services for kids and their families, ranging from drop-in centres and breakfast programs to financial assistance for our registered Child Care, Camps, and Health & Fitness programs.

"Experiences from conception to age six have the most important influence of any time in the life cycle on the connecting and sculpting of the brain's neurons." — Conference of Deputy Ministers of Health (Canada)

- **38,409** children in Peel Region were provided with breakfast before school, which has been shown to increase students' ability to problem solve by 14%
- **33,989** parents and children attended a YMCA Ontario Early Years centre, which focuses on teaching social, intellectual, physical, and emotional skills
- The families of **more than 1 in 4 children** aged 12 and under in our Health & Fitness programs received financial assistance
- **9,289** parents and children in Durham Region participated in the Family and Community Action Program, which provides support to at-risk children

Y staff help break down accessibility barriers

People with disabilities have long faced barriers, including inaccessible spaces as well as a lack of community support programs. This is something that Kailey knows all too well. The mother of two-year-old Jude, Kailey has been living with Chronic Progressive External Ophthalmoplegia (CPEO+), a rare mitochondrial disease, since being diagnosed at the age of 20. Despite enduring bouts of chronic fatigue and major muscle weakness, she doesn't let CPEO+ inhibit her from experiencing the joys of parenthood.

Accessibility, however, remains a challenge; insufficient accommodation coupled with an absence of understanding around disability impact Kailey's ability to participate in activities with Jude. "Sometimes when I go to [child and family] programs (or just to other places in the community), I have problems with accessibility," explains Kailey. "It's a lot harder to find support as a parent with a disability. It's like parents with disabilities don't exist in our society."

But when she first came to the Ajax Ontario Early Years Centre (OEYC) — a YMCA-run program supporting the development of healthy children and families — two years ago, Kailey realized that she had finally found an inclusive space for her and Jude. The efforts made by the Ajax OEYC team to create an accessible environment have meant a lot to her. "They made it so comfortable to be there," says Kailey. "One of the staff went and got me a chair, and they were asking what they could do to support me so we could participate fully in the program."

For Kailey and Jude, the Ajax OEYC has become more than a place for mother and son to bond. The centre provides a network of support where Kailey is able to connect with other parents, and the knowledgeable Y staff can offer guidance on the journey of parenthood with helpful resources and tips. And for Jude, the opportunities that he's had to interact positively with both children and adults, as well as engage in activities that foster his social and physical skills, will lay the foundation for a healthy development into adulthood.

Personal Health Practices: Holistic Health

The YMCA has deep roots in providing services to help people improve their physical health. Our Health & Fitness centres are great places to get in shape, but we have long recognized that health runs much deeper than working out. That's why our programs are geared toward a holistic approach to personal health, for people of all ages and abilities.

“Interventions that support the creation of supportive environments will enhance the capacity of individuals to make healthy lifestyle choices in a world where many choices are possible.” — Public Health Agency of Canada

- **167,950** people remained healthy and active at our Health & Fitness centres
- **62%** of Health & Fitness members reported that being active at the Y greatly benefitted their mental health
- Teens across the GTA accessed our free Teen Nights at Health & Fitness centres **29,575** times
- **96%** of families report that Camp Pine Crest participants frequently took part in recreation activities and played fun games

How Heather turned her life around

In 2014, Heather was in the worst shape of her life. She was 90 pounds overweight, her blood pressure and cholesterol were through the roof, and she was pre-diabetic. One of her doctors asked her: “At this rate, you're headed for a heart attack. Do you want to live like this, or do you want to die like this?”

Heather knew she had to change, but getting started was tough. “I was extremely shy, struggling with depression and anxiety, and only able to do the first few minutes of any class I tried,” she says. “I would have given up if it wasn't for the way the Y made me feel safe and welcome, and the inspiration I got from my mom. She simply wouldn't let me quit, and I couldn't say no to her when she wanted me to come to Arriba with her. The clincher was when I started making friends with the other dancers and instructors — then I was hooked!”

As her confidence grew, Heather wanted to give back to the community that had helped her so much, so she became a volunteer Arriba instructor at the Y. Today, she gets excited about working out, and loves helping others feel that way too. “It's so rewarding to have the opportunity to encourage someone who's feeling discouraged or overwhelmed, and to try to give them some hope by sharing my own journey,” Heather says.

Heather can't believe how far the Y has helped her come. “I'm at a healthy weight, my blood pressure's normal, and I'm no longer pre-diabetic,” she says. “I never would have found such a supportive network of instructors and volunteers anywhere else, and it's because of their genuine passion for helping others improve their health that I've been able to get fit, hone my leadership skills, and build my confidence in just a few short years.

“Others have definitely noticed the transformation in my physical health, but everyone's seen the effects of my new outlook, and how I've grown into a more confident, outgoing, positive, and happy person since I came to the Y.”

Income and Social Status: Employment and Training

Many thousands of people across the Greater Toronto Area need help in order to prosper. That's why the YMCA provides personalized, values-based services for job seekers, resources for immigrants, and financial assistance to members and families.

"There is strong and growing evidence that higher social and economic status is associated with better health. In fact, these two factors seem to be the most important determinants of health." — Public Health Agency of Canada

- **84%** of the Y's Employment Ontario clients found work, training, or education opportunities
- **1 in 4** Health & Fitness members received financial assistance
- **29,251** youth ages 13–29 found support at YMCA Employment Centres
- **64,399** valuable connections with newcomers to Canada through YMCA Immigration Services

How Dana found a job, and her purpose in life

Before she connected with the Y, Dana's life was, as she puts it, "a complete mess."

She had jobs here and there, but was never able to keep them because they were either seasonal, or she was laid off. "This made me frustrated because I was always reliable and hardworking, and had never been fired or let go in a negative way," Dana says.

After being laid off from yet another job, she spent a year applying for as many jobs as she could, but was never able to get past the interview stage. Fortunately, Dana discovered the YMCA's Employment Services. Dedicated Y staff help youth aged 15–30 facing multiple barriers to employment through life skills and pre-employment workshops, job counselling, and more.

"What resonated with me the most is how hard the instructors worked to help people find employment," she says. "If it weren't for them, I would likely not have a job right now. They gave me an opportunity that I could have easily refused, but I made a choice to grasp that opportunity to improve my life."

Through the program, Dana worked with Keisha, a job developer, and Brittany, an instructor, to redevelop her communications skills and find a job. "They have a lot of patience and are extremely caring people," Dana says. "They inspired me to be as successful as they are — strong, smart women who help many people in need."

Dana is now working and saving for college, and credits the Employment Services team for helping her turn her life around. "When I was unemployed, I was very isolated and distanced myself from people," she says. "The YMCA helped me during the lowest point in my life."

What she learned most of all, though, was the value of perseverance. "You have to do your part. Yes, it will be hard. Yes, it will seem stressful at first. But to reap great rewards, you have to work hard, and the Y will help you every step of the way."

Our Locations

The YMCA of Greater Toronto's 438 locations offer a unique array of programs and services, customized to meet the needs of the communities they serve.

Job-seekers find support at our Employment Centres, children learn and grow in our Child Care and Camps programs, youth find a safe place to stay at our housing sites and engage in a wide range of support and leadership opportunities, newcomers to Canada make vital connections through our Immigrant Services, and our Health & Fitness Centres help build strong children, teens, families, and adults.

Learn more about where we are and what we do at ymcagta.org/find-a-y.

Capital Projects

The YMCA of Greater Toronto is committed to improving the health and wellbeing of people and families today, so that our communities can grow and thrive in the years ahead. This is the driving force behind our Strong Start, Great Future Campaign — a \$350 million capital investment in the future of our communities. By developing new Centres of Community across the Greater Toronto Area, we will continue to strengthen community health for years to come.

May 2016: Cooper Koo Family YMCA

Now Open

Thanks to a gift from Michael Cooper and Krystal Koo, the Cooper Koo Family YMCA has become a neighbourhood fixture and hub of community activity. Since its grand opening in May 2016, the Cooper Koo Y has grown to over 7,000 members, with an average of 1,300 visitors passing through its doors every day.

2018: Kingston Road YMCA

Under Construction

The Kingston Road YMCA will be a 60,000-square-foot Centre of Community located in the east end of Toronto, near Kingston Road and Victoria Park Avenue. Its location was once the home of the East City YMCA, which opened to the public in 1952 at 907 Kingston Road.

2019: Vaughan Metropolitan YMCA

Under Construction

Officially announced in August 2016, we broke ground in June 2017 on this 77,000-square-foot facility in a burgeoning new community. This Centre of Community will be co-located with a City of Vaughan public library and performing arts centre, adjacent to the terminal station of the new Toronto-York-Spadina subway extension.

2020: McDonald Family YMCA

Construction Starts Soon

This 54,000-square-foot Centre of Community will break ground on October 5, 2017, thanks to a transformative gift by Jenifer and Steve McDonald. This revitalization project, located in the historic Waterworks building at 505 Richmond Street West, is a partnership with the City of Toronto and Build Toronto.

The McDonald family's transformational gift

At the YMCA of Greater Toronto's 163rd Annual General Meeting, Medhat Mahdy, President and CEO, announced the generous gift from Steve and Jenifer McDonald in support of a new Centre of Community: the McDonald Family Richmond Street YMCA.

Located in the historic Waterworks building at 505 Richmond Street West, the McDonald Family YMCA will serve the Alexandra Park community and its surrounding neighbourhoods, including Kensington Market, Chinatown, Queen West, and the Fashion District. Developed in partnership with the City of Toronto as part of the Waterworks Revitalization project, the new centre will offer a foundation upon which the community can build the connections that help foster a sense of belonging.

The McDonalds' \$3 million contribution is the largest the YMCA has received toward the Strong Start, Great Future Campaign. Steve and Jenifer McDonald's Y stories began when they were kids learning to swim — they both have fond memories of the YMCA.

"The Y is appealing because it's well-run and impactful," explains Steve of why they chose to make a transformational philanthropic investment in the YMCA. "There are few programs that touch as many people as the Y does."

Jenifer continues, "The more research we do, the more people we meet, the more times we visit, we feel more and more inspired. The Y story is a great one."

Learn more about our exciting new Centres of Community, and the Strong Start, Great Future capital campaign: ymcagta.org/capitalprojects.

Philanthropy in Action at the YMCA

Our generous donors play a vital role in ensuring that the YMCA can provide critical services for children, adults, and families across the GTA, including child care, summer camps, outdoor education, safe spaces for teens, youth leadership development, support for street-involved and LGBTQ2S youth, access to health and fitness programs, and more.

Charitable support from individuals and families, charitable Foundations, and corporate partners means that children, teens, young adults, and families can access the programs they need to support physical, social, and mental health.

Who gives to the Y?

- **41%** Individuals & Families
- **36%** Corporate Partners
- **23%** Foundation Donors

How are donations used?

- **45%** Strong Start, Great Future Capital Campaign
- **32%** Current Programs
- **23%** Where it's most needed

How donors made a difference for Jerry and Patty

Jerry's search for child care for his daughter Patty began and ended at the Credit Valley Child Care Centre in Mississauga, where he met Tammy, the centre's director. "Caring adults help to raise caring children," Jerry says, "and the people at the YMCA are caring and open-minded." Despite his family's strained financial situation, they still came in above the cutoff for government-assisted child care. But Tammy assured Jerry that they were eligible for financial assistance from the YMCA, and that his daughter could have a place at the Credit Valley Y — thanks in part to our generous donors.

Born in 2013, Patty has faced a host of medical hurdles, including difficulty eating and breathing, hearing impairment, and surgery at just 12 months old to repair a cleft palate. And although she showed some characteristics associated with autism, Patty's physical disabilities made it difficult to determine the extent of her developmental delays, making her future unknown.

Jerry had been Patty's primary caregiver, but needed to find care for her so that he could undergo treatment following his own cancer diagnosis. He was immediately struck by the interest that Tammy and her team took in his daughter. "She wanted to know everything about Patty," he says. "Her routines, eating habits, sleeping patterns — and even how to operate her hearing aids. No one had ever shown an interest like that. I felt like the YMCA really understood the needs of our family."

Thanks to the tenacity of her support team, Jerry's outlook for Patty's future has undergone a major transformation. "Before the Y, everything was a blur and I had no plan," he says. "But now Patty is at E.C. Drury School for the Deaf, learning American Sign Language. I never thought that could happen. The YMCA has changed our lives."

Learn more about how YMCA donors are making a difference, and what inspires them to give, in our 2017 Gratitude Report: ymcagta.org/ourdonors.

Employee and Volunteer Engagement

YMCA staff and volunteers are engaged and committed to impacting our communities and delivering on our mission. Each day, they make a valuable contribution and help transform the lives of children, youth, and adults in our centres — and beyond.

Awards and recognitions:

Our leadership continues to focus on creating a workplace of choice for our treasured volunteers and our committed staff.

2017 Greater Toronto's Top Employers

2017 Canada's Greenest Employers

2017 Canada's Best Diversity Employers

2017 Canada's Top Employers for Young People

- **5,268** volunteers donated their time at locations across the GTA
- **28%** of our staff started as volunteers
- **5,734** staff members upheld our Mission, Vision, and Values
- **93%** of our staff feel that the Y plays an important role in their life

Daniel's journey from volunteer to dedicated staff member

Though he's been with the Y for barely two years, 23-year-old Daniel has already made his mark on three drastically different programs. After racking up an impressive 460 volunteer hours with Health & Fitness, the Academy, and Youth Leadership Development, Daniel was hired to coach kids' sports. His versatility allowed him to become a role model for countless young people, and gave him skills he now uses to train new volunteers.

"Jumping into volunteering was tough for me," Daniel says. "I have a stutter, and worried that people would find it hard to understand or relate to me. I was particularly concerned because my very first volunteer position was at the Academy — so I'd be working with kids, and I wasn't sure how they'd react."

He soon learned that his fears were totally unfounded. "Right from the start, I loved walking into the Academy each morning," he says. "The kids would be there looking so happy to see me, and always wanted my help."

Thanks to his positive volunteer experiences, Daniel decided he wanted to work for the Y once he finished school. The feeling was mutual. "Daniel is amazing," says Katie Lowe, Acting General Manager of the Scarborough YMCA Centre. "He is exceptionally dedicated — always willing to help out. The kids love him and he obviously very much enjoys working with them. He has gotten involved in training other volunteers."

"Volunteering and working at the Y are experiences you just can't get anywhere else," Daniel says. "It wasn't easy, but I've come a long way from thinking that my stutter could hold me back. Actually, a lot of the kids I've worked with look up to me as a role model: they see me as an example of someone who's pushing forward through problems, and following their dreams no matter what."

Learn more about our amazing staff and volunteers: ymcagta.org/ourteam

Financial Statements

A complete set of financial statements are available online at ymcagta.org or can be requested by calling 1-800-223-8024, or by email. The Canada Revenue Agency also provides information on all registered charities in Canada at canada.ca/en/services/taxes/charities.

Total Philanthropic Contributions

- **55%** Total Dollars Raised Annual Giving (\$2.857 million)
- **45%** Total Capital Raised and Pledges (\$2.368 million)

Sources of Revenue

- **47%** Membership and Program Fees
- **47%** Programs operated on behalf of government
- **2%** Annual philanthropic donations
- **1%** United Way support
- **3%** Other

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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

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