

Impact at a glance



More than 450 locations across the **Greater Toronto Area**



622,457 community connections



56,614 people received \$5.849 million in financial assistance

64,242 Camping & Outdoor Education

11,300

Global

Initiatives

Family Services

72,796 **Immigrant** Services

169.342

Child Care &

1,418

Education & Training

108,830

Youth Services

Employment Services

32,960

153,811 Health & Fitness

1,791 Youth Leadership

5,967 Teen Night™ Members

Made possible by:



16,898 donors



5,671 volunteers



6,379 employees



From our Board Chair and President & CEO

As a more than 165-year-old charity, our YMCA has a lot of experience with "growing up."

Children swim their first strokes in our health and fitness centres, make life-long friends at camp, and spend their formative years playing and learning in our child care centres. They grow into the trailblazers of tomorrow through our Youth Leadership Development program, volunteerism, exchanges, and working as lifeguards and camp counsellors. Young adults make the leap from student to employee with guidance from YMCA job developers, or even find their first career opportunities with our charity. When they have children and grandchildren of their own, they trust our volunteers, staff, and programs to help raise them, and to provide accessible opportunities for them to bond as a family. Incredibly diverse people play, learn, grow, and give back at the Y, whether they're settling in as newcomers, starting a new career, transitioning into retirement, or staying active and connected as they age.

It's the Y's privilege and responsibility to be there for each of these milestones. The community members you'll learn about in the coming pages discovered their independence, found their voice, experienced the joy of giving back, launched new careers, persevered through loss, and built themselves back up in its aftermath. For each of these milestones, the Y was there to support, coach, comfort, and celebrate.

For people of all ages, the Y is a special place where they grow up stronger — physically, mentally, and socially. We, as a charity, are also continuously growing, developing, and, as you'll see, reaching many milestones of our own. We deepen our understanding of and connections with the communities we serve. We grow our footprint, creating more spaces where more people — both the young and young at heart — can build well-being.

We grow our impact, bringing more programs to more people in more communities. And we expand our circle so more people can belong.

One of our most exciting developments this past fiscal year was the release of our new report, *The YMCA's Contribution to Well-Being in the GTA*. It provides evidence to suggest that in neighbourhoods where there's a YMCA, there's better well-being, better general and mental health, and a stronger sense of belonging. So, as our YMCA grows to serve more neighbourhoods, we support the growth and development of the people living, working, learning, and growing up there.

The exciting thing about growing up is that it never really ends. Though our YMCA has made progress and reached many inspiring milestones, our work is only just beginning. That's why philanthropy is central to the YMCA: those who are inspired to give play an essential role in supporting our mission. And as our communities confront new challenges, it's more important than ever that we continue our collective journey towards better wellbeing, belonging, and inclusion for all. We believe there are many more exciting milestones on our community's horizon, and when people of all ages and from all walks of life join forces, we know we can grow to reach them. We hope you will join us whether as a member, donor, volunteer, or staff — in building healthier communities everyone can be proud to call home.

martine m Innan

Martine Irman, Chair, Board of Directors, YMCA of Greater Toronto

miny

Medhat Mahdy, President & CEO, YMCA of Greater Toronto



Growing up and growing stronger, together

At the Y, there's no such thing as being "all grown up." We believe that everyone — whether they're one or 101 — is on a life-long journey of playing, learning, connecting, overcoming challenges, developing, and growing into their best self.

We want to introduce you to a handful of the tens of thousands of people who are growing up and growing stronger with help from the Y. Read on for their stories and learn how the Y is supporting people as they approach and celebrate milestones throughout their lives.





Virginia Dimoglou, 40 Todd Harrison, 40 Laz Dimoglou, 12 Sammy Dimoglou, 9







Vuk Pupovac, 10





Creating a circle of care

Soon after starting at the Markham Legacy YMCA Child Care Centre, teary drop-offs turned into happy good-byes as Evelyn, then just a toddler, learned to trust her teachers and make new friends. She wasn't the only one who felt supported. "I was back at work, and with one child, my husband and I were new to parenting," says her mother, Helen. "I went about my days knowing she was happy, fed, and having fun," she explains.

But when Evelyn turned two, news came that no one can prepare for: her father, Derek, had cancer.

The Y immediately encircled the family. "Every day, the staff asked for updates, how I was doing, how they could help. They offered us support at every single turn," says Helen. Most importantly, she adds, they kept treating Derek normally, while offering the same level of care to Evelyn — with extra love and hugs. "Evelyn's care was the one thing we never had to worry about."

Sadly, Derek passed away shortly before Father's Day. "Throughout it all, the staff rallied around us, loved us, and treated Evelyn like their own," says Helen.

In the midst of everything, Helen also had to adjust to a single income. The Y stepped in with financial assistance, helping maintain a familiar, loving environment for Evelyn. "That was massive. The offer provided us with stability while we were dealing with so much."

Today, things are slowly getting better. Evelyn is exceling in Junior Kindergarten, and Helen returned to school to become a therapist. "There's no forgetting Derek — we keep celebrating and honouring him — but we also have to keep moving forward," explains Helen. "It's time for chapter two."



"When I was a newcomer, everyone at the Y was so patient with me, and I made a lot of friends. They taught me the culture, helped me with English, and supported me in finding my next role. To this day, I'm humbled by the help I received, and if I can give back, even in a small way, then I'm happy."

— Aurel Lonian, YMCA Strong Start, Great Future Campaign Cabinet Member



Building belonging and independence

Coming to a new country isn't easy. For Vuk, now 10, leaving Serbia was particularly challenging. Born with Cerebral Palsy, he needed a place to go after school to get active, have fun, and feel included.

Fortunately, his family came to the North York YMCA and there, Vuk eventually discovered swimming.

"Vuk was really shy and unsure at first," says Gloria Roldan, his YMCA swim instructor. "He wasn't able to float. But almost immediately after his initial class, he relaxed and began progressing fast." With one-on-one support and his own inner strength and ability, Vuk built confidence in the water and forged a sense of independence by learning to swim.

Vuk then used his new skills to give back to the charity that helped him tap into his potential. "I wanted to help fundraise so other kids could

take swim classes, too," he says. After raising \$600 in the YMCA Sweat For Good Challenge, Vuk recalled, "It felt really good to finish, and to see just how much I've improved."

"He wanted to make sure his contribution would do something good, for the long term, in the lives of others," says Vuk's father, Sinisa. "It's been a great life lesson for him."

Vuk isn't the only member of the Pupovac family who's found belonging at the Y. His mother, Danijela, made new friends in yoga classes, helping her feel connected to her new community. Vuk's older brother, Bosco, also forged new connections playing basketball and he now volunteers at the Y.

The biggest boost to the well-being of this newcomer family has been belonging. As Sinisa put it: "It feels like home here."



"We gave because the Y is uniquely positioned to bring so many people together in so many ways, and to help lift them up. Their powerful, proven multi-approach model is bringing belonging, health, and well-being to our communities." — Daphne Wagner and David Green, YMCA Strong Start, Great Future Campaign donors



Unlocking youth leadership potential

When Reabetswe, 18, arrived in Canada from Botswana, she couldn't wait to start her new life. "My mum came over five years before me and my siblings, because she wanted to give us opportunities like going to camp."

Her mother Cordelia explains, "I wanted her to progress and learn how to become a future leader so that she could create a good future for herself."

Reabetswe jumped at the opportunity. Immediately after arriving at YMCA Camp Pine Crest, she felt welcome and included by everyone. "The staff knew it was my first time coming, so they really made sure that I was happy and felt supported. They applauded all my efforts," she says.

Self-described as formerly shy, Reabetswe built confidence in the leadership program.

She eventually started supporting other campers: a heart-to-heart with a homesick 11-year-old is just one of many memories that stands out for her.

"The task of leading younger people widened my point of view — it made me realize that my voice was important and that I could make a difference in others' lives by encouraging them to open up and communicate," Reabetswe says.

Today, she's determined to keep honing the leadership skills she'll need to make her career dreams come true: "I want to be a pediatrician and I know these experiences will help me get there."



"I remember how much our son Dan loved getting out on the water at Camp Pine Crest, and I love that other young people will have opportunities to do the same." — Diane Gasner, YMCA Camp Pine Crest Donor

"It feels great knowing that our gift will emphasize adventure, nature, and all the skills and abilities that come with sailing." — Stan Gasner, YMCA Camp Pine Crest Donor



Supporting growing families

The summer before she started university, then 18-year-old Virginia needed a job that would help pay her tuition. A YMCA up the street from her home was offering a program to help students find work.

"With their help, I landed my first full-time job—and started my journey at the YMCA of Greater Toronto," she recalls. That summer, Virginia worked as a counsellor at a YMCA camp. "Even at 18, I felt immediately connected to the Y and its values. Ever since, I've been growing personally and professionally alongside this community charity."

Fast forward to 2019: Virginia has grown through all sorts of roles, from leading the YMCA's Member Services team to working in its Research department, and is now General Manager of the new Steve and Sally Stavro Family YMCA on Kingston Road, opening in 2020.

Meanwhile, her husband, Todd, started volunteering at the YMCA Academy in the fall of 2009.

"My volunteer experience is what made me decide to become a teacher," Todd says. Today, he teaches at this middle- and high-school for students with learning style differences.

The pair have also grown their family at the Y. Their two boys, Laz and Sammy, truly grew up here, starting with YMCA Child Care. When they were old enough, Laz and Sammy started going to camp. They also took swim lessons and, when they outgrew those, moved into the Y's Junior Lifeguard Club.

The family's growth with the Y is far from over. "The boys have already asked us when they'll be old enough to volunteer at the Y!" Virginia says. As they begin giving back, Virginia will continue to lead by example in her new role: "I want everyone in the Kingston Road community to have access to the same opportunities I did. I can't wait to share the charity that's helped turn me into the person I am today with this neighbourhood."



Diving back in

Lea, 80, has been swimming laps at the Scarborough Centre YMCA for more than 25 years. This former competitive swim coach passed her love of the water on to her two grandchildren, both of whom took swim lessons at this same Y.

In 2013, Lea's world changed forever when she experienced a debilitating stroke. Losing significant physical capacity in the left side of her body forced her to take a year off to recover. She then faced a monumental task: learning to swim all over again.

The combination of her own perseverance, the Y community that rallied around her, and support from Y staff Bev Stephenson and Narayan Persaud, helped Lea dive back into her passion. "When I returned to the Y, everyone welcomed

me back — it was like coming home," Lea recalls. From keeping her safe in the water to helping her with strengthening exercises afterwards, Narayan has been there for Lea every stroke of the way. "We've built a relationship that feels like a family," he says. Having known him for 17 years, since the start of his YMCA career, Lea adds: "Thanks to Narayan, I feel supported. I feel like I'm not alone."

Today, Lea gets in her laps with Narayan by her side — even on tough days. "I've said a few times, 'I'm not getting in,' but Narayan just says, 'What' would your former swim club think?" laughs Lea. With patience and practice, she's learned how to glide through the water with freedom and grace once again — and the Y volunteers, staff, and members who've witnessed Lea's incredible journey couldn't be more proud.



"A gift to the Y, no matter how big or how small, matters. I know mine matters. It feels good to know I'm helping provide financial assistance to seniors who cannot afford it, to children, and youth and families too. I want everyone to be able to come here." — Rose Arciaga, Monthly YMCA **Donor and Member**

\$100-million Strong Start, Great Future Capital Campaign

Evidence suggests that people living in neighbourhoods with a YMCA are healthier and achieving greater well-being than those without.

At a time when rapid growth and inequity threaten to leave the most vulnerable among us behind, we're committed to bringing well-being to more communities across the GTA.

It's why we've launched the \$100-million *Strong Start, Great Future* Capital Campaign. And with two centres of community open and three currently under construction, we're well on our way.

In Toronto's east end, the community is abuzz as the Steve and Sally Stavro Family YMCA

takes shape on Kingston Road. If you've visited Vaughan, you'll see our YMCA anchoring the city's new skyline. And in downtown Toronto, work on the McDonald Family YMCA is underway, with historic aspects of the former Waterworks building on Richmond Street being preserved.

As the GTA continues to experience rapid population growth, these new centres of community will help to ensure that our most vulnerable residents — like newcomers and disengaged youth — have the supports they need to achieve well-being.

Visit **ymcagta.org/strongstart** to learn more and to get involved.



"We couldn't make all this possible without meaningful support from our generous donors — I extend my thanks to each and every one."

— Richard Nesbitt, Campaign Chair, YMCA of Greater Toronto



YMCA milestones

The YMCA of Greater Toronto supports growth and development: for you, your family and your community. And as you grow, so do we. These are just a handful of the milestones in our charity's journey of growth and development during the 2018 — 2019 fiscal year.

Celebrated 50 years of YMCA Child Care

Received 2018 Prix du XXe siècle honoring the Central YMCA's significance to Canada's architectural legacy

Named one of Greater Toronto's Top Employers Celebrated 75 years of YMCA Career Planning

Elected a past Youth Advisory Committee member to the Board of Directors for the first time Invested in the Steve and Sally Stavro Family YMCA, Vaughan Metropolitan Centre YMCA, and McDonald Family YMCA, all under construction

Honoured Toronto Raptors President Masai Ujiri with first YMCA of Greater Toronto President's Peace Medal Named one of Canada's Best Diversity Employers, Top Employers for Young People, and Greenest Employers

Launched a new Diversity & Social Inclusion Strategy Formed a new Indigenous Reconciliation Working Group Formed a new Mental Health Working Group

Launched the YMCA of Greater Toronto-Wellesley Institute Well-Being Monitor and Life in the GTA: A Window on Well-Being report Published The YMCA's Contribution to Well-Being in the GTA

Recognizing our generous donors

At the YMCA of Greater Toronto, we are profoundly grateful for the generosity of our donors for bringing well-being to more people in more communities across the GTA.

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Rita Osmanalyan Savraj Syan Shanice Teape Brandon Tomassi Falgun Trivedi Suman Virdee

Senior Management Team

Medhat Mahdy, President and CEO Melanie Laflamme, Senior Vice President, Human Resources and Organizational Development

Wendy McDowall, Chief Development Officer

Jane Pyper, Chief Operations and Service Officer

Debbie Sevenpifer, Chief Financial Officer Linda Cottes, Senior Vice President, Operations, Child and Family Development

Lesley Davidson, Acting Chief Operations and Service Officer and Senior Vice President, Operations, Health and Fitness

Gayle Gioiosa, Vice President, Process Improvement, Member Services

Tina Goldis, Vice President, Property
Management - Leased Sites

Nora Gorman, Vice President, Marketing and Communications

Michael Hall, Vice President, Program Research and Development

Darlene Holowachuk, Senior Vice President, Operations, Employment and Community

Jim Janzen, Senior Vice President, Ontario Regional Development Centre Sandra Kalpouzos, Vice President, Finance

Gordon Lee Chan, Senior Vice
President, Information Technology
Tammy MacDonald, Acting Senior

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

Dino Melissa, Vice President, Property
Development

Monica Merrifield, Vice President, Risk Intelligence

Todd Pierce, Vice President, Real Estate John Schmitt, Vice President, Camping and Outdoor Education

Alex Versluis, Senior Vice President, Property Management and Development

Mehdi Zobeiry, Vice President / General Manager Central YMCA

26 As of March 31, 2019. As of March 31, 2019.

Financial Statements

Statement of Financial Position As of March 31, 2019 (in thousands of dollars)

ASSETS

Current assets	2019	2018
Cash and cash equivalents	16,706	13,074
Accounts receivable	16,563	14,903
Prepaid expenses	1,102	964
	34,371	28,941
Long-term accounts recievable	32,431	17,322
Investments	16,246	17,142
Capital assets	191,688	164,267
	274,736	227,672

LIABILITIES

Current liabilities	2019	2018
Accounts payable and accrued liabilities	29,825	27,125
Current portion of long-term debt	859	836
Deferred revenue	8,987	8,965
Deferred annual giving campaign contributions	346	324
	40,017	37,250
Long-term debt	57,094	35,988
Capital lease obligations	64	83
Deferred capital contributions	80,646	62,005
	177,821	135,326

FUND BALANCES

Unrestricted	24,627	6,899
Internally restricted	3,114	3,063
Invested in capital assets	53,007	65,338
Endowment	16,167	17,046
	96,915	92,346
	274,736	227,672



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, 2019 (in thousands of dollars)

Revenue	2019	2018
Government	131,036	113,747
Program fees	90,277	84,156
Membership fees	35,675	36,062
Other	6,525	3,835
Donations	2,469	2,810
United Way	1,222	1,534
Amortization of deferred capital contributions	6,076	4,796
Investment Income	710	587
	273,990	247,527

Expenses	2019	2018
Salaries and benefits	170,978	156,092
Program costs	59,613	52,897
Financing costs	648	600
Occupancy costs	23,282	21,946
Allocation to YMCA Canada	1,283	1,289
Amortization of capital assets	13,073	11,613
	268,877	244,437
		_

Excess of revenue over expenses before undernoted item	5,113	3,090
Fair value change in investments	(346)	600
Excess of revenue over expenses for the year	4,767	3,690

Statement of Changes in Fund Balances For the year ended March 31, 2019 (in thousands of dollars)

					2019	2018
	Unrestricted \$	Internally restricted \$	Endowment \$	Invested in capital assets	Total \$	Total \$
Fund balances - Beginning of year	6,899	3,063	17,046	65,338	92,346	74,619
Excess (deficiency) of revenue over expenses for the year	11,764	-	-	(6,997)	4,767	3,690
Purchases of capital assets	(40,494)	-	-	(40,494)	-	_
Contributed land	-	-	-	-	-	13,993
Receipt of funding for capital assets	24,717	-	-	(24,717)	-	_
Payment of long-term debt	(854)	-	-	854	-	-
Proceeds from long-term debt	21,965	-	-	(21,965)	-	_
Interfund transfers	630	51	(681)	-	-	_
Endowment contributions	-	-	75	-	75	44
Endowment transfer to YMCA Academy	_	-	(273)	_	(273)	_
Fund balances - End of year	24,627	3,114	16,167	53,007	96,915	92,346

Audited Statement of Operations For the years 2015 to 2019 (in thousands of dollars)					
Revenue	2014/15	2015/16	2016/17	2017/18	2018/19
Government	88,911	102,522	110,225	113,747	131,036
Program fees	61,223	68,625	76,464	84,156	90,277
Membership fees	34,965	35,041	35,238	36,062	35,675
Other	3,302	4,253	3,778	3,835	6,525
Donations	2,531	2,415	2,406	2,810	2,469
United Way	1,656	1,698	1,588	1,534	1,222
Amortization of deferred capital contributions	2,654	3,184	3,192	4,796	6,076
Investment Income	629	584	488	587	710
	195,871	218,322	233,379	247,527	273,990
					1
Expenses	2014/15	2015/16	2016/17	2017/18	2018/19
Salaries and benefits	122,715	135,370	146,217	156,092	170,978
Program costs	47,806	48,592	52,979	52,897	59,613
Financing costs	_	_	427	600	648

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Salaries and benefits	122,715	135,370	146,217	156,092	170,978
Program costs	47,806	48,592	52,979	52,897	59,613
Financing costs	_	_	427	600	648
Occupancy costs	19,580	20,056	21,642	21,946	23,282
Allocation to YMCA Canada	1,436	1,449	1,411	1,289	1,283
Amortization of capital assets	8,165	8,235	8,816	11,613	13,073
	199,702	213,702	231,492	244,437	268,877

	2014/15	2015/16	2016/17	2017/18	2018/19
Excess (deficiency) of revenue over expenses before below noted items	(3,831)	4,620	1,887	3,090	5,113
Fair value changes in investments	1,172	(1,181)	2,337	600	(346)
Gain on sale of capital assets	_	_	_	_	_
Excess (deficiency) of revenue over expenses for the year	(2,659)	3,439	4,224	3,690	4,767



Mission

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

Vision

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

Values

The YMCA of Greater Toronto is guided by values that influence our actions and the decisions we make: Caring, Health, Honesty, Inclusiveness, Respect, and Responsibility.

2200 Yonge Street, Unit 300 Toronto, Ontario M4S 2C6 1-800-223-8024 ymcagta.org

Connect with us:











Charitable registration number: 11930 7080 RR0001











