



better
stronger
together

NATIONAL CAPITAL REGION
YMCA-YWCA

2007 ANNUAL REPORT



YMCA-YWCA

We build strong kids,
strong families, strong communities.



For over 140 years, the National Capital Region YMCA-YWCA has been committed to building strong kids, strong families and strong communities.

At the Y, we strive to:

- Improve the health of individuals
- Promote child and youth development
- Facilitate individual self-reliance
- Develop healthier communities and vital neighbourhoods

Our four core values — caring, honesty, respect and responsibility — form the foundation of all Y programs.

www.ymcaYWCA.ca

At the National Capital Region YMCA-YWCA, we deliver programs and services to the community in five core areas.

Health, Fitness and Recreation

The YMCA-YWCA promotes health and fitness for people of all ages and abilities. More than 43,830 individuals had fun and stayed in shape through a broad variety of activities. At our six Health, Fitness and Recreation Centres across the National Capital Region, we offer weight training and conditioning, group fitness classes, health workshops, sports leagues, dance, basketball, gymnastics and so much more. The welcoming environment at the Y invites people to connect with people through activity.

Child Care

The Y pioneered the provision of child care to working mothers in 1911, and today, we're one of the largest child care providers in the city. We provided quality child care to 656 children from early childhood to school age. At the YMCA-YWCA we engage children in experiences that promote positive, healthy, asset-based development. We create opportunities for children to learn, create, play and grow.

Housing and Accommodation

The Y pioneered temporary housing services for men and women. Today we help homeless young people, women and children fleeing domestic violence, and adults who need emergency housing or support. The Shenkman Residence at the Metro Central Y accommodated 2,304 people this year.

Camping and Outdoor Education

Generations of children have enjoyed fun and friendship at Y camps. This summer, 3,733 kids experienced the magic of camp at Y Outdoor and Neighbourhood Day Camps, as well as our all-girls residential camp, Camp Davern. The daily adventures at camp provide new challenges that drive self-confidence and renew self-esteem, while building independence and character driven by the Y core values of caring, honesty, respect and responsibility. In operation for over 100 years, Y camps build the leaders of tomorrow.

Employment, Enterprise and Newcomer Services

The YMCA-YWCA helped 3,671 people find a job, reconnect to the workplace and explore new career paths. In partnership with business and government we offer young people employment counselling and internship opportunities. We help entrepreneurs launch new businesses. We helped 8,644 immigrants integrate into the Ottawa-Gatineau marketplace and we address the needs of skilled immigrants who are unable to work in their field.

Message from our President and CEO, and Board Chair

It is our pleasure to present the National Capital Region YMCA-YWCA's 2007 Annual Report. What you need to know about the past year is that your Y was extremely successful in carrying out its mission and delivering services to some 70,000 individuals in our community.

The year 2007 was an exciting one for the YMCA-YWCA. Here are some notable areas in which we were most active:

- *Long-Term Planning.* To support our new redevelopment strategy and to ensure the future growth of the Y, our board, staff and volunteers conducted more than 10 operational studies. This included 2,000 hours of deliberations to confirm the validity and feasibility of our vision: to meet the growing demands on our various services and allow the Y to support people and enhance our programs. As a result, the board approved the launch of the boldest and most ambitious redevelopment plan in the history of our Y to commence in 2008.
- *Asset Improvements.* We invested close to \$800,000 in our Health, Fitness and Recreation facilities. We introduced a Women's-Only Studio at the Nepean Y, as well as new top-of-the-line equipment at the Downtown and Orleans Y locations. In addition, major improvements were made to the Emergency Shelter Program at the Shenkman Residence on Argyle Avenue.
- *Newcomer Information Centre.* Managed by the Y with \$2.2 million in federal government funding, this new resource centre provides support to newcomers helping them find the information they need to make connections and establish roots in Ottawa.
- *Community Mediation and Peace Building.* This new program offers mediation and conflict resolution services to those in the community who might not otherwise be able to access justice.
- *Core Administrative Services.* To support the Y's increasing impact on the community and future growth, we strengthened our administrative support services notably in the areas of accounting, information technology, marketing and communications, and human resources.
- *Financial Development.* To solidify our philanthropic program and help raise additional revenues, we introduced several new fundraising initiatives. Thanks to these efforts and the generosity of so many people, we saw an 18 percent increase in the number of individual donors who ensure that the Y will continue to serve those most in need.

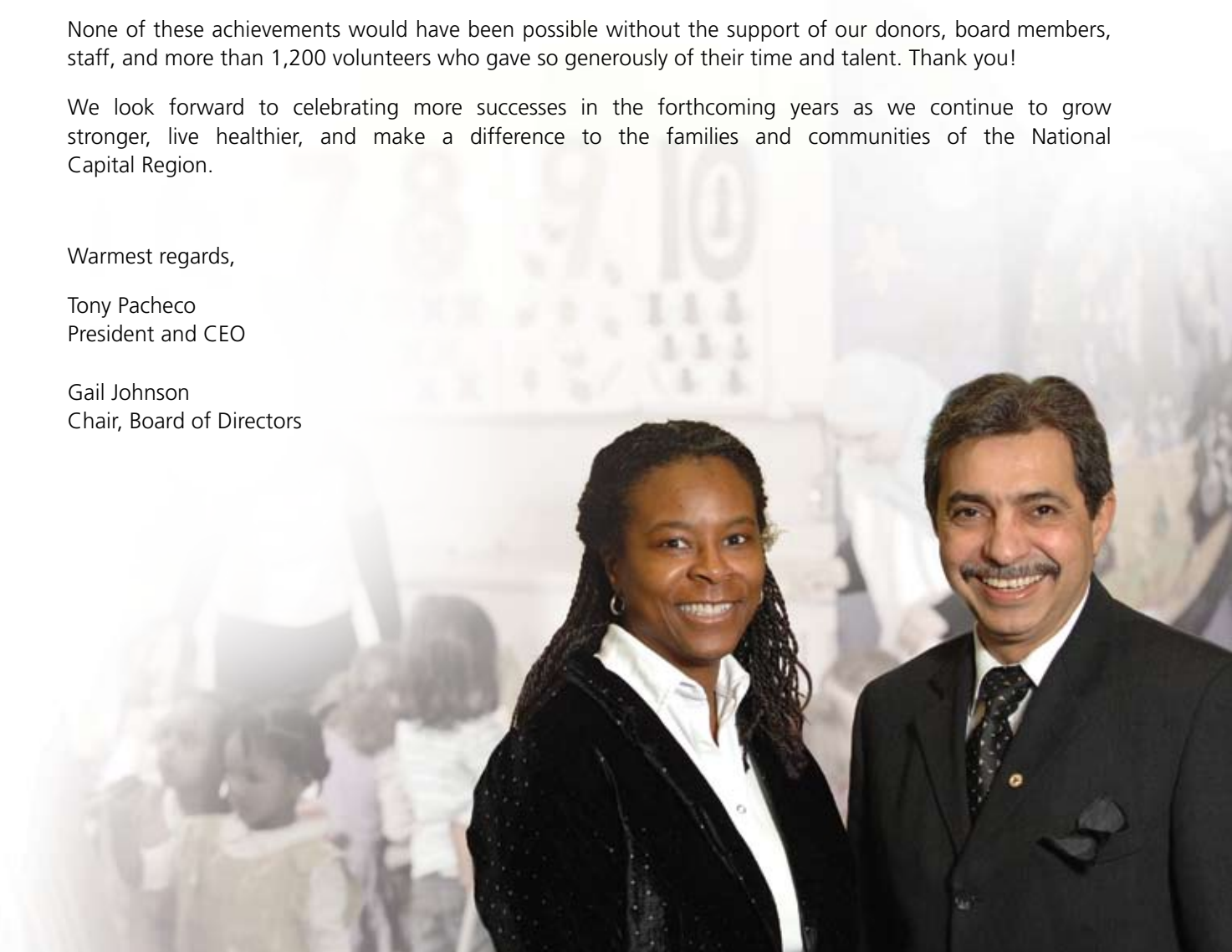
None of these achievements would have been possible without the support of our donors, board members, staff, and more than 1,200 volunteers who gave so generously of their time and talent. Thank you!

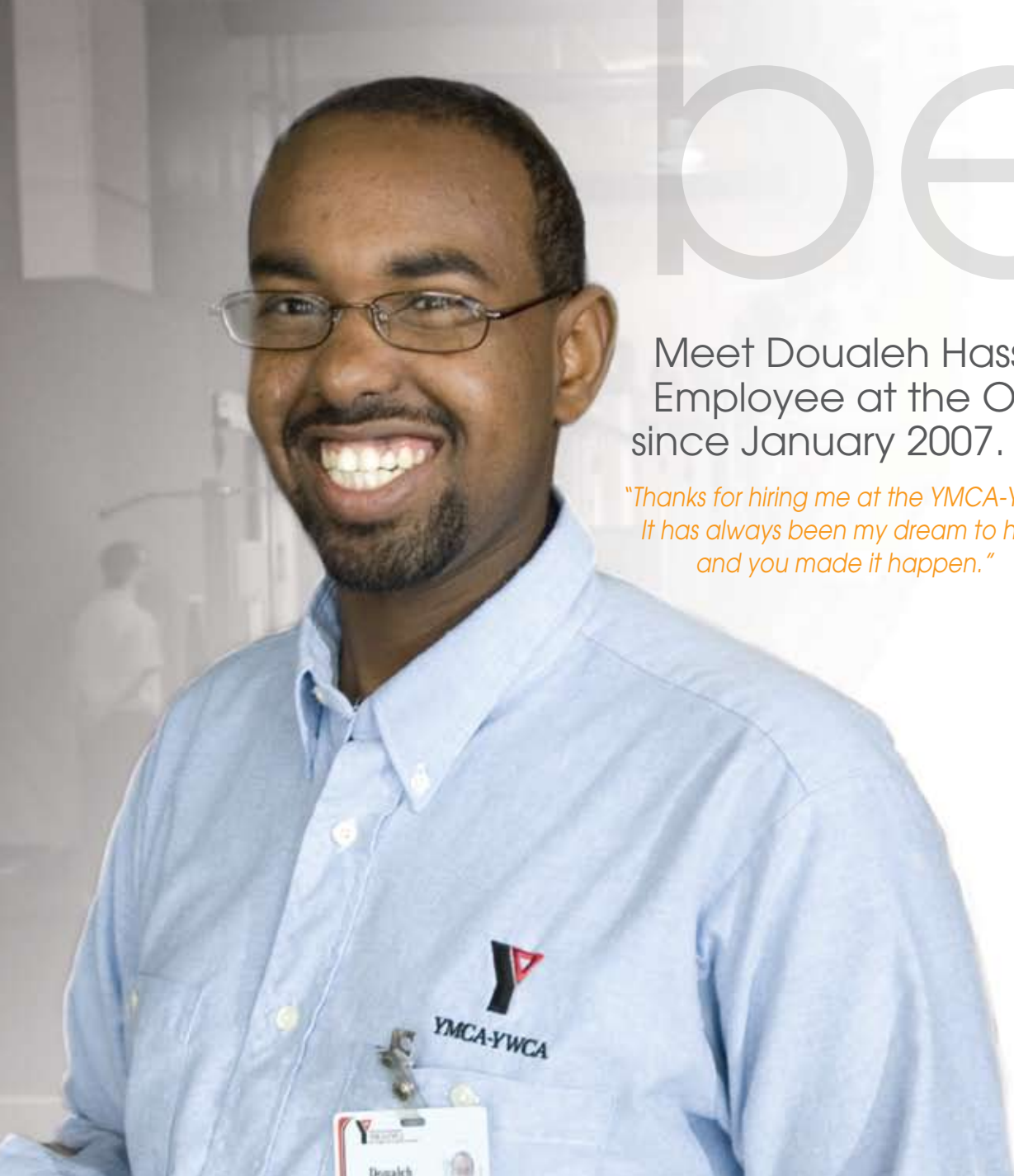
We look forward to celebrating more successes in the forthcoming years as we continue to grow stronger, live healthier, and make a difference to the families and communities of the National Capital Region.

Warmest regards,

Tony Pacheco
President and CEO

Gail Johnson
Chair, Board of Directors





Meet Doualeh Hassan Ali.
Employee at the Orleans Y
since January 2007.

*"Thanks for hiring me at the YMCA-YWCA.
It has always been my dream to have a paid job
and you made it happen."*

better

When he was 8, Doualeh immigrated to Canada from Ethiopia. He arrived in the middle of winter and he still remembers the sight, touch and smell of his first snowfall.

Doualeh first came to the Y through a co-op placement with the Storefront School, a program at the Ottawa-Carleton District School Board that provides work experience to young adults with developmental disabilities.

Through his placement at the Y, Doualeh learned how to care for fitness equipment and facilities. He came back for a second co-op term and earned a reputation for his hard work mopping floors, wiping down treadmills and putting free weights away.

While in school, he spent a lot of time imagining his future and dreamed that one day he would have a real, paying job. The Y knew we had a position for him, and when he was ready, we helped make Doualeh's dream a possibility.

When he was hired, Doualeh glowed. He still does. So does every piece of equipment he maintains. So does every person he touches with his smile.

He may now have the paying job for which he longed, but he says it's his co-workers and Y members that bring him joy. Doualeh finds happiness here in making the Y a better place for us all.

And he has. Every single day.

Doualeh Hassan Ali is one of the 759 staff and 1,200 volunteers that put their hearts into the Y everyday. Their dedication makes the YMCA-YWCA the place you and I want to be.

Meet Shona Woodward.
She looked to Y Outdoor Day
Camps to care for her children.

*"The YMCA-YWCA gave me peace of
mind and made me feel good as a
parent. I knew that every day my kids
could have a break from my illness.
At camp my kids could laugh, have
fun and play with new friends."*



stronger

In an instant, life can change. When she was diagnosed with breast cancer, Shona's did.

A single parent of two children, Shona was self-employed running a home day care. One week after her diagnosis, she underwent a bilateral radical mastectomy and began chemotherapy. It was early June.

She shut down her business. She wondered how she'd make her next mortgage payment. And, in between recovering from her surgery and coping with the side effects of chemo, it dawned on Shona that she would need help caring for her children while she fought for her life over the summer months.

A friend referred her to the Y.

As she flipped through the pages of the summer camp brochure she began to get excited for her kids, who had never before been to summer camp. Horseback riding, canoeing and outdoor adventure were a few of the program options that captured her kids' imaginations. Only, there was a price tag attached to a camp experience and it wasn't one Shona could afford.

With a single phone call, Shona was connected to the Y's financial assistance program. She received both the support she needed to send her kids to camp, and the peace of mind she needed to focus on physically and emotionally combating her cancer.

Shona is a fighter. Today, she is eternally grateful for the strength the Y gave her to get through that summer.

Y camps are for every child in our community. Last year we provided \$128,425 in camping financial assistance to send 455 kids to camp. YMCA-YWCA supporters removed financial barriers for Shona, and for other families like hers, so that all children and youth can benefit from a Y camp experience.

together

Meet Carol, Ralph, Samuel and Steven Smaridge. They use Y Kids Fit to keep their family active and healthy.

"Finding Y Kids Fit was a miracle. It's a place where our boys feel they can belong."



For eight years, Carol and Ralph battled the weight issues facing their children. They turned to doctors and nutritionists, and sought out fitness options. Only, they weren't able to find any help.

Samuel and Steven were often teased for their appearances. At first, it was by children on the playground. Then other parents joined in. The taunts followed them to school and eventually whenever the family went out in public even strangers felt the need to comment.

Things got so bad that the Smaridge family started to plan their lives around everyone else's schedule. Trips to the grocery store, movie nights and family outings were scheduled to happen at the quietest times of the day on the least busy day of the week.

It was during a visit to the doctor that the Smaridge family found Y Kids Fit. Developed in partnership with CHEO, the Y Kids Fit program reintroduces children and youth to physical activity and provides support for families.

Every Tuesday night the Smaridge family comes to the Metro Central Y for Y Kids Fit. Samuel and Steven try out traditional activities like sports and swimming, as well as non-traditional activities like rock climbing, hip hop dance and free weights. Carol and Ralph gather nutritional, fitness and lifestyle information in the parents' group.

Judgment isn't passed here. In the welcoming Y environment the children have blossomed. Their self-esteem has improved. They have embraced a healthier and more active lifestyle. They have fun and made new friends.

Thanks to Y Kids Fit, the Smaridge family finally was able to get the help they searched for. And they also got a little bit more — they found a place to belong.

Health is about more than physical fitness. That's what we mean when we say that the Y is dedicated to the development of people in spirit, mind and body. The Smaridge family was one of the 33 families who used Y Kids Fit in 2007. They're also one of the 2,516 families who belong to the Y — a place where connections are built between people, families and communities.

2007 Highlights

Health, Fitness and Recreation

Women's Only Studio. A new health and wellness space at the Nepean Y is reserved for women only. The fully equipped, private environment helps women to reach their health and fitness goals in a supportive, non-competitive environment.

Technogym Arrives in Orleans and Downtown.

With an investment exceeding \$463,000, leading-edge Technogym fitness equipment enhanced the workout experiences of members at both the Orleans and Downtown Y locations. The new line of biomechanically precise fitness equipment, suitable for users of all ages and fitness levels, features built-in LCD TV, radio and heart-rate monitors.

Activating Ottawa.

As part of our partnership work with Active Ottawa Actif, the Y launched a pilot physical activity program for marginalized youth. This program, delivered through the Boys and Girls Club of Ottawa, is designed to engage youth in leadership roles with school age children. By building skills in youth to promote physical activity, this program aims to increase the health and wellness of the next generation.



Camping and Outdoor Education

Making Our Camps Better. Capital investments continued to improve camp program quality this year. At Camp Davern the Y added a new vertical playground high ropes course. At the home of Otonabee Y Outdoor Day Camp, the Bonnenfant Y Outdoor Centre, enhancements included a new waterfront dock system and paved basketball court.

Going Environmental. In partnership with the Ottawa Carleton District School Board, the Y launched a new day camp program focusing on environmental education. The Environmental Explorations Y Outdoor Day Camp, held at the MacSkimming Outdoor Education Centre, offers children and youth an action-packed week of fun that balances environmental education with traditional day camp activities.

Employment, Enterprise and Newcomer Services

Lending a Hand to Newcomers. Ottawa's first Newcomer Information Centre opened its doors in October. Managed by the Y with funding from the federal government, this full-service gateway assists more than 2,800 newcomers a year to settle into the Ottawa community. Staffed by multilingual settlement specialists, the centre offers workshops and a library of printed and electronic resources.

Keeping the Peace. The Y's new Community Mediation Program helps Ottawa residents who cannot resolve their problems through legal aid or elsewhere and who want to maintain a civil relationship with the other party. The program is funded by the Law Foundation of Ontario and is supported by Pro Bono Law Ontario. During Y Peace Week in November, the program offered training in conflict resolution in conjunction with MDR Associates and the Canadian Institute for Conflict Resolution at Saint Paul University.

Providing Employment Support. More than 3,223 individuals benefited from the Y's employment services in 2007. When a Kanata company with 130 employees was slated for shutdown, the Y's Employment Resource Centre organized and brought together the needed resources. When Domtar closed

its last mill near the Chaudière Bridge, putting 250 people out of work, the Y Employment Counselling Centre was there.

Helping Entrepreneurs Succeed. And succeed they did! The Y Enterprise Centre's 250 clients, including 14 youth clients from the Youth Entrepreneurship Project, generated revenues of more than \$2.5-million in their first year of business operations.

Helping Internationally Trained Adults. The Y Job Connect program focuses on internationally trained adults and provides a job-matching program for employers and immigrants. The program launched two partnerships in 2007: *Return to Work* bridging program with the Ontario Tourism and Education Corporation, and a *Settlement to Employment Program* with Algonquin College and Ottawa Community Immigrant Services Organization.



Housing and Accommodation

Providing a Reprieve. Women, families and youth can find a temporary haven in the Y's emergency shelter. Renovations at the Shenkman Residence created additional emergency accommodations for families and included a new resource area, enhanced laundry services, and upgraded furniture and equipment in the individual rooms.

A Home for Youth. Second Stage Housing, the Y's supportive transitional housing program for youth who are no longer able to live at home, underwent a transformation in 2007. Renovations created a clean, welcoming kitchen and TV lounge with new furnishings and equipment — plus an inspiring mural painted by local youth. Funding and support came from the City of Ottawa and our corporate partner ENCON.

Financial Development and Communications

Strengthening the Heart of Our Community: Capital Campaign. Following the successful completion of the capital campaign feasibility study in the spring of 2007, the Board approved moving ahead with the largest capital campaign in this Y's history — to raise \$15 million for the redevelopment of the Metro Central Y, Orleans Y, Camp Davern and the Bonnenfant Y Outdoor Centre.

A New Web Presence. The March launch of a newly designed website offers visitors more than a new look. An advanced navigation system, quick links and current program information allows users to easily access information about the Y in our community. Find out more at www.ymcaywca.ca

Growth of Our Donors. The number of donors who give to the Y grew by 18 percent in 2007. Thanks to the generosity of our supporters, the Y can continue to deliver vital programs and services to the community.

Keeping in Touch. Our new print newsletter, the *Y Bulletin*, was launched in the spring of 2007. Published three times a year, it keeps members up to date with all of the happenings at the Y.

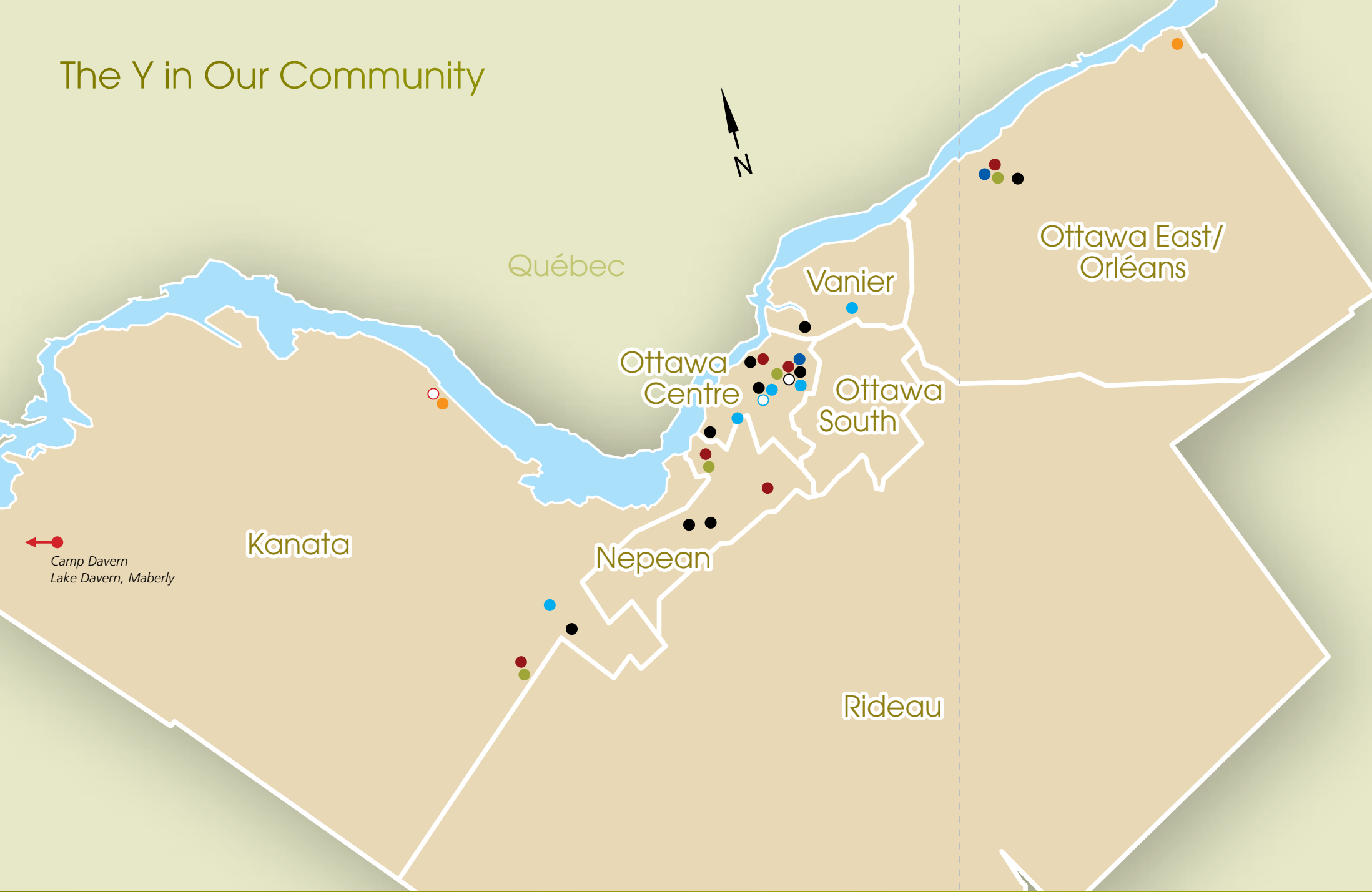
Child Care

Providing Quality Child Care. Continuing our excellence in providing licensed child care, the YMCA-YWCA completed the expansion of the Toddler and Preschool programs at the Metro Central Y and opened new Toddler and Preschool programs at the Orleans Y.

Where Kids Go After School. Bridging the gap between the end of the school day with the end of the parent's work day, the Y's after-school child care program currently serves 10 neighbourhoods in the National Capital Region. This year, the Y implemented several recommendations from a long-term study funded by the Ontario Trillium Foundation. Notably, as the program embarks on a two-year expansion, we reorganized management systems to increase our ability to provide sustainable after school care in high-risk neighborhoods.



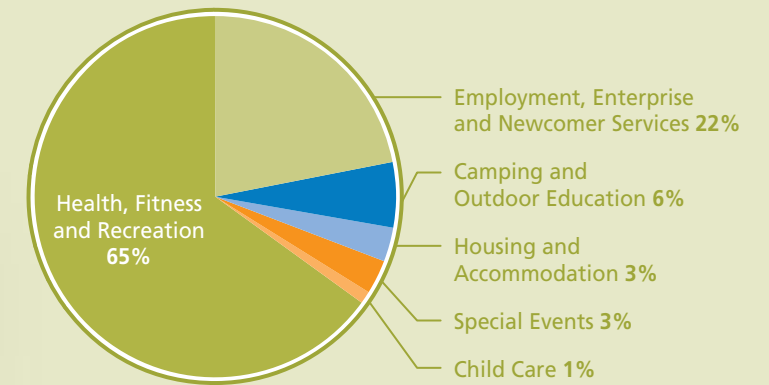
The Y in Our Community



Program Sites

- Health, Fitness and Recreation Centres (6)
- Resident Camp (1)
- Outdoor Education Centre (1)
- Outdoor Day Camps (2)
- Neighbourhood Day Camps (4)
- Employment Centres (5)
- Newcomer Information Centre (1)
- Licensed Child Care (2)
- After School Child Care Programs (9)
- Housing and Accommodation (1)

69,961 People Served in 2007



Financial Statements

Statement of Operations (in 000's)
for the Year Ended December 31, 2007

Revenue	
Membership and Programs	6,667
Employment	4,485
Housing	1,688
Camping	789
Child Care	1,871
Philanthropy	416
Other	635
Total Revenue	16,551
Expenses	
Salaries and Benefits	8,955
Occupancy	3,365
Program	2,610
Interest	387
Other	774
Total Expenses	16,091
Excess (deficiency) of revenue over expenses for the year before undernoted items	460
Amortization of contributions and capital assets	(922)
Deficiency of revenue over expenses for the year before Capital Campaign costs	(462)
Capital Campaign costs	(592)
Deficiency of revenue over expenses for the year	(1,054)



Leadership Team

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YMCA-YWCA Supporters

Leaders

Donations \$10,000 and greater

Canadian Tire Foundation for Families
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City of Ottawa, Community and Protective Services
Harold Crabtree Foundation
Percy Martin
Ottawa Senators Foundation
RBC Charitable Foundation
Running Room Canada Inc.
Shenkman Family Foundation
The Law Foundation of Ontario

Patrons

Donations \$1,000 - \$9,999

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M. A. Teall Foundation
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Sylvie Madely
Marilyn Mikkelsen Photography
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McCarthy Tétrault Foundation
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Robert Morin
Joaquin Navarro
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Carol Paradine
Margaret Percy
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Ralph L. Duclos & Son Limited
Red Pine Camp
Brian Scott
Sarah Spear
St. Joseph Media
Tara Sweeney
The Estate of Sarah Green
Graham Thompson
Lorraine Touchette
Whitman Tucker
Cathy and Bob Turnbull
Dan Turner
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City of Ottawa
Human Resources and Social Development Canada
Law Foundation of Ontario
Ministry of Training, Colleges and Universities
Ontario Ministry of Health Promotion
Service Canada
Trillium Foundation
United Way

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Monarch and Stonebridge Golf & Country Club
Ottawa Citizen
Ottawa Congress Centre
PMA Brethour Group
Rideau Centre
Rx&D
Scotiabank
Tommy & Lefebvre



Partners — Programs

Active Ottawa Actif
Algonquin College
Britannia Woods Community House
Canadian Tire Foundation for Families/JumpStart
Children's Hospital of Eastern Ontario
City of Clarence-Rockland
City of Ottawa
Glazier Bridging Program
Kanata Ski Club
MDR Associates
Ontario Tourism and Economic Corporation
Ottawa Fury Soccer Club
Ottawa Heart Institute
Ottawa-Carleton Catholic School Board
Ottawa-Carleton District School Board
Pro Bono Law Ontario
Statistics Canada
STEP - In partnership with OCISO
and Algonquin College
United Way
University of Ottawa
Y Swim Masters Club
Young Men's Shelter - Youth Services Bureau

Partners — Alliances

Algonquin College Language Institute
Alliance to End Homelessness
Blue Cross
Business Development Bank of Canada
Caldwell Family Centre Inc.
Canadian International Institute of Applied Negotiation
Carleton University
Carrefour Jeunesse
Catholic Immigration Centre
Causeway Work Centre
CCLB National Advisory Committee
Centre de Transition Communautaire
Childcare Network
Chinese Community Centre

Church Council on Justice & Corrections
City of Ottawa
Coalition of Adult Education Centres Organization
Coalition of Adult Help Centres
Confederation Court Community House
Cultural Interpretation Centre Advisory Committee
Cummings Mitchell
Department of Justice
Distinct Programmes Inc
Eastern Regional Group of Job Connect Agencies
Economic and Social Council of Ottawa-Carleton
Empathy House
Employment Networking Group
English Language Tutoring for the Ottawa Community
Graybridge Malkam
Hire Immigrants Ottawa
Horizon House
Immigrant Women Services Ottawa
Internationally Trained Workers Steering
and Advisory Committees
Jewish Family Services
Job Connects for Youth
Kids and Community Project Reference Group
La Cité collégiale
LASI World Skills
Lebanese and Arab Social Services
Agency of Ottawa
Life Line
Maison Fraternité
Middle Childhood Matters
Ministry of Health Promotion
Odawa Native Friendship Center
Ontario March of Dimes
Ontario Tourism Education Corporation
Ottawa Carleton Catholic School Board
Ottawa Carleton District School Board
Ottawa CED Network
Ottawa Centre for Research and Innovation
Ottawa Chamber of Commerce
Ottawa Community Immigrant Services Organization
Ottawa Community Loan Fund

Ottawa Employment Networking Group
Ottawa Immigration Portal
Ottawa ISAP Advisory Committee
Ottawa LINC Advisory Committee
Ottawa Public Library
Ottawa Supportive Housing Network
Performance Plus Rehabilitative Care Inc
Phoenix House
Pinecrest Queensway Community Centre
Provincial LINC Assessment Centre
Royal Ottawa Hospital
Serenity House
Sobriety House
Somali Family Services
Spanish Connection
St. Joseph Media
St. Paul's University
St. Stephens, Toronto
STEP Advisory Committee
Success by 6 - Best Start
Sunlife
TD Bank

TESL Canada
TESL Ontario
The Language Training Centre of Ottawa
The Living Room
Vesta Recovery Program for Women
Women's Business Network
YMCA Management Resource Centre
YMCA Provincial Camping Advisory Committee
Youth Count (aka Popcorn Group)
Youth Employment Resource Centre - Job Connect
Youth Services Bureau
Youth Zone Jeunesse
YTAC Job Connect Ottawa
YWCA Regional Group



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