ANNUAL REPORT YW KITCHENER-WATERLOO | 2020





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LEADERSHIP MESSAGE



2020 was the year we all want to forget, and the YW had more than our share of pandemic-related challenges that we're eager to put behind us.

Our childcare and before- and afterschool programs were closed for months, and when they eventually reopened, it was to significantly reduced enrolment. Our summer camp never opened, and our girls' program is still waiting for the community centres out of which it runs to resume normal operations.

We'd planned to celebrate the 40th anniversary of Club 84, the YW's cherished giving circle, with a big party and an Oktoberfest award nomination, but those plans had to be cancelled, along with several other events we'd scheduled.

On the other hand, our homeless shelters and supportive housing programs were busier than ever, doing their best to cope not just with increased demand for service but with new COVID-related screening and distancing and quarantining requirements.

Some YW staff worried about too little work. Others worried about too much. And everyone worried about what might be coming next for the YW and the women and children we support.

But despite the challenges, the YW had some successes in 2020 that we should celebrate.

Temporary sustainability funding from the federal, provincial and regional governments helped keep us afloat despite reduced revenues from fees and increased health and safety expenses. And our fundraising fears weren't realized, as our donors came through for us with more than even their usual generosity.

For the most part, we were able to keep COVID-19 out of our sites, with our shelters and housing programs escaping the outbreaks that affected many other congregatecare settings. Our employment-



and entrepreneurship-training department, which continued to operate throughout the year, albeit remotely, was recognized as the community's top employment program.

And we have lots to look forward to in 2021 and beyond. The YW has been selected by the Waterloo Region District School Board to be its childcare partner in a new elementary school being constructed in Kitchener. And we've been granted Ontario Trillium Foundation funding to expand our programming for pre-teen and teen girls.

The YW has received federal Youth Employment and Skills Strategy and Immigration Refugees and Citizenship funding, to continue our employment programs for young and Newcomer women with barriers to employment, and Economic Development funding to add a new training program to support women to upgrade their skills to work in the technology and advanced manufacturing sectors.

We've received funding from the Canadian Women's

Foundation to develop and deliver an on-line violence prevention training program for community members.

And perhaps our greatest success in 2020, and our most exciting new initiative for 2021, is a donation of land from the City of Kitchener, coupled with the capital funding we've received from the Canada Mortgage and Housing Corporation, which together have made it possible for us to start construction on a new supportive housing project for women who are chronically homeless. By Christmas time this year, 41 women, many of whom are currently living in our shelter, will have new, permanent homes.

Founded in 1905, we've survived a pandemic before. In 1918, the 'Spanish flu' killed 127 Kitchener residents, but the YW made adjustments and carried on. And we know that thanks to our staff, volunteers and donors, we'll survive COVID-19, too, because we were needed by the women of our community a century ago and we continue to be needed now.

Elizabeth Clarke, Chief Executive Officer and Jennifer Kieffer, President

MISSION, VISION, AND VALUES



"The YW Kitchener-Waterloo has been a crucial leader in the community for more than a century."

MISSION STATEMENT

YW Kitchener-Waterloo works to improve the lives of women and girls by offering early learning and care; before- and after-school programs; newcomer support; youth development; emergency, supportive, and affordable housing; entrepreneurship and employment training; and collaborative community leadership.

VISION STATEMENT

We envision an equitable world where women, families, youth, and children thrive in inclusive communities.

GUIDING PRINCIPLES

We respect the dignity and worth of individuals. We value diversity among people. We acknowledge the holistic nature of human needs — body, mind, and spirit. We respect the fundamental right to self- determination. We ensure that women are respected, their voices are heard, and their issues are addressed. We focus clearly, but not exclusively, on women and girls. We act with integrity and are accountable to our community.

MEMBERS OF OUR BOARD OF DIRECTORS

Jennifer Kieffer, President

Linda Kenny, Governance Vice President

Lisa Brown, Administrative Vice President

Courtney Cheal, Treasurer

Loretta Kooymans, **Secretary**

Jill Birks **

Shelly Deitner **

Ashley Gallant

Valerie Harry **

Cari Hewick *

Steph Snyder *

Trish Steward

LEADERSHIP AND NOMINATIONS COMMITTEE

Lisa Brown

Tova Davidson

Loretta Kooymans

Lvnne Short **

Trish Steward

FINANCE COMMITTEE

Susan Beuerman

Christine Black

Courtney Cheal

Karen Grogan

Linda Scott Campbell



^{*}Appointed during the 2020-2021 term ** Resigned during the 2020-2021 term

2020 IN REVIEW: 2354 SERVED!

PROGRAMS FOR CHILDREN | 806 CHILDREN

CHILD CARE CENTRES | 227 CHILDREN

Four full day programs serving infants, toddlers and preschool-age children, offering a play-based, emergent curriculum. Early Childhood Educators develop children's thinking and learning, creating opportunities to play where children can learn, practice and extend their skills, supporting growth in cognitive, social, emotional, language/communication, and physical developmental domains.

>> Centres were closed from mid-March to the latter part of July due to COVID-19.

BEFORE- AND AFTER-SCHOOL SCHOOL AGE AND YOUTH DEVELOPMENT PROGRAMS | 489 CHILDREN

Eight sites delivering care for children aged eight to 12. One site delivering care for children aged four to 12. The programs support children's development through programming that combines student interest and developmentally appropriate activities.

>> Programs did not operate mid-March to the end of June due to COVID-19.

CARE FOR NEWCOMER CHILDREN | 90 CHILDREN

A centre providing culturally appropriate care and supervision to infant, toddler and pre-school children of parents attending Language Instruction for Newcomers to Canada classes. Using a play-based curriculum, staff develop children's thinking and learning, creating opportunities to play where children can learn, practice and extend their skills, grow in cognitive, social, emotional, language/communication, and physical development.

>> Due to COVID-19, from September to December 2020, the YW offered programming remotely by providing learning modules, literacy kits, parenting resources, and live connections with families.

SUMMER CAMP | 0 CHILDREN

A nature-based, outbound day camp experience for children aged five to 13. Activities include sports and games, canoeing, archery, swimming, drama, campfires, and singing.

>> Camp was cancelled in 2020 due to COVID-19.



PROGRAMS FOR ADULTS, YOUTH AND FAMILIES | 1548 PEOPLE

EMERGENCY SHELTER | 1320 ADULTS | 74 CHILDREN

A 66-bed emergency shelter in Kitchener serving women, couples, non-binary and trans people, and families who are experiencing homelessness and a 60 bed temporary "low barrier" shelter in Kitchener for men experiencing homelessness. A Motel Outreach Worker provided supports to individuals and families moved from the emergency shelter to motels during the pandemic.

The programs provide basic needs, crisis support, housing help, advocacy, information and referrals to longer term community supports and services.

SUPPORTIVE HOUSING | 55 WOMEN | 15 CHILDREN

Two permanent, affordable supportive housing programs in Kitchener and Waterloo serving women who have been episodically or persistently homeless and their children. Low to medium level food support, financial inclusion support, medication support and recreation support are offered.

AFFORDABLE HOUSING | 13 WOMEN | 20 CHILDREN

Two permanent, affordable housing programs in Kitchener and Waterloo serving women and large families with low income.

EMPLOYMENT PROGRAMS | 135 WOMEN | 16 YOUTH

Two employment and entrepreneurship training programs, one serving youth with barriers to employment and one serving women who are Newcomers to Canada.

*IN HER SHOES WAS NAMED BEST EMPLOYMENT AGENCY IN THE WATERLOO REGION RECORD READERS' CHOICE AWARDS 2020.

COMMUNITY SERVICES

ADVOCACY

A four-year strategy and campaign, hosted and led by the YW in partnership with other women-serving agencies, effecting social and systemic change towards ending gender-based violence and increasing gender equality.

COMMUNITY RESOURCE CENTRE

A five storey office building offering rents and shared facilities and equipment to local charities on a cost-recovery basis.

*THE PROPERTY WAS SOLD APRIL 2020.

"There is pain here, there is loss:" Working on the frontlines of the opioid epidemic

BY RACHEAL WALSER



wrapped her dolls carefully.
Each, in a new baby blanket.
I wrapped it around their
waists, tucked the blanket
under their arms, and gently
slipped them into a cardboard box.

This is the way Melissa liked to wrap her dolls. Each of them her baby.

She would have whispered sweet things to them, calling them each by name, articulating how she loved them. She would have slipped a finger gently along their cheek and said good night. She would have turned off the lights with a warning, and quietly slipped out the door – if she were still alive.

The YW is sad to announce that we

have lost another client to the opioid epidemic.

We've lost another person who filled our hallways with laughter, who was there for people having a hard day. Melissa was always the first to run for Narcan when it was needed, to hold someone who was crying, give away her last cigarette when she knew someone else just needed a win. She was someone who accepted that everyone was different, that she was different, and that's part of what made her special.

The impact our clients leave is long-lasting. It echoes through us every time someone new comes to our door or when a landlord rejects a housing application. It's present when families come to the door looking for

someone or when a member of the community offers their help.

I feel like too often I write about hope.
And there is always room for hope.
But there is pain here too, there is
loss. The cost of living with mental
health and addictions in Waterloo
Region doesn't have a price tag.

Like Melissa, our clients are mothers, sisters, daughters, brothers, sons, fathers, cousins, friends, family members, neighbours, and students in a city that drives by our Emergency Shelter and wonders why someone is outside yelling.

We stand with the people outside yelling.

RECOGNIZING OUR DONORS

DONORS

We would like to recognize the following individuals, businesses, foundations, groups, and organizations who have generously donated \$20 or more between January 1, 2020, and December 31, 2020. We are profoundly grateful for your support. We also wish to thank those donors who have chosen to remain anonymous.

Mary Anderson Janeth Aranda Mejia Chris Arnold

David and Barbara Arthur Don Balanoff and C. Mayor

Amin Bandpy

Robert and Barbara Bell

Kristina Bartold Mary Bastedo Lorraine Beattie Grace Bechtel Ray Beskau Ryan Bianchi Sarah-Beth Bianchi Mr. John Bienkowski

Don Bisch
Mary Bish
Barbara Bitzer
Christine Black
Eva Booker
Dorothy Britt
Kelly Brooks
Lisa Brown
Paula Brown

Keri Buck Allan Bush Ana Cabral Hugh Cameron Marian Campbell Michael Canivet Dale Carberry Courtney Cheal A. Karen Chisholm

Andrew Brunskill

Irina Choi David L Christner Jade Church Bonnie Cole Arnal Ian Collins

Colleen Cooper Nancy Croth Andrew D'Angelo Annette Dandyk

Zohreh Darvishmotevalli

Jean Davis

Greg deGroot-Maggetti

Shelly Deitner Christine Dewhurst Ellen Dilaert Lucia Dow Michelle Downey Allie Dusome Donald Dychuck Emily Ecker Roelof Eikelboom

Estate of Elaine Cressman Kathleen Elgie Cheryl Elliot-Fraser Paul and Hertha Enns Marlene Epp and Paul Born

Janet Erdman
Richard Ernst
Pauline Evoy
Linden Fairbairn
Esther Fast
Isobel Field
Catherine Fife
Donna Finch
Norm Finkelberg

Norm Finkelberg
Lisa Fisher
Kristine Fletcher
Sheila Follett
Donald Freeman
Maggie Fried
Laura Geddes
Robert George
Krista Getz
Laura Gilmore
Floyd Gingerich
Colette Glymin
Natalia Godwinska

Lorraine Green Cathy Gregory Iris Hall Peggy Hallman Barbara Hankins Joyce Harding Frances Hatherton

Alan and Joan Green

Karen Hay Wendy Haywood A K Hiebert Marilyn Hill Sandy Hill Mary Ann Hiscott Betty Hooper Tara Hosie Mary Houslander Judith Howell Tiffany Howes

Nadia and Richard Hughson

Harry Humphrey

David and Ada Hunsberger

Devon Hurvid Brent Hutzal Pam Irwin

Margaret Johnston Josephine Joseph Mary Karchemny Diane Kent Joanna Keyzers John Kirby Victoria Kish Brenda Klee N. Jovce Knarr Shirley Knight Rick Kocher Frank Kossuth John Kotulak Mary Krupicz Emma Kueneman Fred Kuntz Elaine La-Ronde James Lackenbauer Sharon Lamont Jessica Larmer Dan Lebel Aleta I ee Jinee Lee

Margaret Lewis Charlotte Loosemore

John Lehman

Richard and Dorothy MacBride

Marshall MacCannell Mara MacKay James MacKenzie

James Mackenzie
Neil Main
Steve Manske
Gerald Martin
Marjorie Martin
Waldtraut Martin
Amy Mason
Stephen Mazur
Andy McCorkell
Barbra McDonnell
Dr. Nicholas and Dr. Lisa

McFarlane Marilyn McMillan Beth Metzger Sarah Miller Wright Frank Millerd Mellisa Mohr

Jane and Scott Morley Kimberley Morrison Marie Morrison

Mohammad Nasir Mundh

Lise Naish Caroline Nessner Gary and Susan Parker Nicola Parker-Smith

Graham and Janette Parsons Lori Pavne

Douglas Peers
Wilma Peirson
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Mark Schmidt

William Schultz Donna Seidl Cory Shantz Ross Shantz Sandee Sharpe Laura Shoemaker William Simpson Laurie Sinclair **Emily Slofstra** Eleanor Snyder Stephanie Snyder Stuart and Ann Snyder Cynthia Snyder-Paleczny Tim and Teresa Sothern Norm Southwood Gloria St. Marie Jean Stacey Elaine Stamp Samuel Steiner **Garry Stevens** Trish Steward Richard Stroobosscher

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Marjah Tajibnapis
Fabienne Tosi
Kelly Verschuren
John Walker
Wendy Wallace
Tenzin Wangkhang
Meaghan Ward
Janet Wason
Zachary Waterfield
Michele and Rob Way

Brenda Welch
Andrew White
Jennifer White
Beatrice Wideman
Bruce Winter
Anne Wright-Gedcke
Mary Wybrow
Fatih Yegul
Nataliya Yermolova

Tom Weber

Kelly Zhu Anonymous (72)

DONATIONS MADE IN MEMORY

Jessica Barbara Lynn Sowa

Aunt Zeynab

Sara Breithaupt and Sally

Bastedo

Dr. Albert Essmann Zachary Moulton Mary Burrows Pat Bailey

David and Judy Winter

RECOGNIZING OUR DONORS

DONATIONS MADE IN HONOUR

Heather Lackner Nicola Bowler Barb Fairbairn Robyn Kent Susan Craig

Staff of St. Clement School Sid and Elizabeth McLennan

Carol McVittie Keira Prudham Janet Weber Selia Mary

Mary Ruth Laura Christine

CLUB 84 MEMBERS

Club 84 is a giving circle with membership levels that range from \$84 to \$840 and more annually. It was founded by Heather Lackner in 1980. Over the years, Club 84 members have donated \$2 million in endowed and operating funds to the YW.

We would like to recognize the following individuals who have generously donated \$84 or more between January 1, 2020, and December 31, 2020. We are profoundly grateful for your support. We also wish to thank those donors who have chosen to remain anonymous.

MARY KAUFMAN CIRCLE (\$840+)

Mary Brough Sara Brown Ursula Carter Pat Cunningham Roberta Finnie Vicki Gohl Sue Hallman Alberta Jack Margaret Hooper Mary Kuntz Heather Lackner Desta Leavine Margaret Marsland Deaun Moulton Margaret Nally Sandra Reid Mary Reynolds Jean Riedlinger Marcia Shortreed

Terry Wilson

Anonymous (2)

FOUR 84 (\$484+)

Jane Cowan

Jenna Cruickshank Sandra Dare Connie Deckert Marianne Erb Cathryn Finch Arleen Greenwood Jean Gutoski Mary Heier Judy Horman Vi Horton Pam Irwin Loretta Kooymans Nora Kudrenecky Karin Kuntz Merle MacEachern Christine Michaud **Bev Middlemass** Marilyn Post Karen Redman Helga Segler Laura Shoemaker Margaret VanderMeulen Joan Westcott Barbara Wilgar Andrea Witzel Judith Wyshynski Glennis Yantzi Tracey Zehr Anonymous (1)

84 AND MORE (\$184+)

Arisa Alexanian

Mary Barrett Jean Boehmer Carol Ann Bott Kim Boucher Mary Boucher Susan Clark Elizabeth Clarke Gladys Clish Martha D'Agostino Amaryah deGroot Barbara Dell Elizabeth Dell Marilyn Dippell Arlene Dunnette Hope Eaton Marg Finnen Lynn Forbes Marilyn Forler Gail Hauser Joyce Heck Jo Hemphill Angela Hinchberger Penny Hobson Mary Houslander

Jennifer Kieffer Jane Klugman Elizabeth Kuntz Lindsay Lackner-McKenzie Sheryl Loeffler Sally Leask F. Elizabeth MacMillan Shirley Madorin Sharon McMorran Pat Mighton Dianne Moser Laura Muirhead Chris Nanson Margot Pick Ann Power Maedith Radlein Shirley Raetsen Joanne Raymond Audrey Reitzel Marion Roes Marilyn Sararus Helga Seglar Anne Shantz Melanie Shantz Laurie Sinclair Jodi Spall Nancy Theberge Elizabeth Thorsen Ellen Trafford Janet Valentine Joanne Waugh Ann Weir Lucille West Colleen Whitney Elizabeth Wylie Cassandra Zehr Anonymous (14)

Ivan Hurlbut

CLUB 84 (\$84+)

Yvonne Ashley Carla Bechtel Jill Birks Mary Joan Brooker Trudy Bryant Mary Burrows Patricia Carty Carol Class Louise Dawdy Connie Deckert Shelly Deitner Susan Dusick Beverley Dyck Sandra Evans Lorna Ferguson Mary Ann Fleming Tosa Forwell Sylvia Froome Pat Hahn

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Hildegard Hales Ute Hilgers

Joan Holland Lehnen Magdalene Horman Malkin Howes-Dare Catherine Hunsberger Christiane Kahlen Linda Kenny

Linda Kenny
Nancy Lackner
Jan Lean
Jean MacLean
Michelle McCorkell
Barbara McCrory

Frances McIntosh Melanie McKellar Joan McKinnon Barbara McLean Carla McLennan

Heather McLennan
Marilyn McMillan
Cathy Middleton
Jennifer Monteith
Hulene Montgomery

Elizabeth Motz Nadine Mueller Lynn Nigh

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Annette Oudejans
Sandra Puley
Bev Pullen
Audrey Reitzel
Doreen Rockett

Linda Scott Campbell

Donna Sills

Bonnie Rollo

Cynthia Snyder-Paleczny

Heather Spall
Diana Spearn
Dorothea Sprung
Trish Steward
L. Carolyn Sullivan
Lynne Supeene
Sandra Swann
Vikki Tait
Beverley Thom

Vikki Tait Beverley Thom Kaitlin Thompson Julie Trip

Nancy Walker
Maureen Walsh
Joan Weiler
Cheryl White
Anonymous (32)

FUNDERS

Canadian Online Giving Foundation Douglas Thompson Foundation Elmira Maple Syrup Festival Farwell 4Hire Fund Gladswood Trust held at the Strategic Charitable Giving Foundation

Hockey Helps The Homeless Kitchener-Waterloo

Mark and Glennis Yantzi Gifting Fund Ontario REALTORS Care Foundation

KWCF – The Jim and Sue Hallman Family Fund KWCF – The Victoria D'Agostino Children's Fund

KWCF – The Paul Kuntz Legacy Fund Pay Pal Giving Fund Canada Royal LePage Shelter Foundation

Tannassee Family Fund

The Jim and Lorna Blair Charitable Foundation The Manfred and Penny Conrad Family Foundation

The Gordon Linkletter Family Fund

Region of Waterloo United Way

Zonta Club of Kitchener-Waterloo

Government: Federal, Provincial, Regional

BUSINESSES, GROUPS, AND ORGANIZATIONS

Arabella Park Beer Bar Audi Kitchener-Waterloo

CanadaHelps

Christ Evangelical Lutheran Church of Waterloo

Church of the Good Shepherd

City of Kitchener

Concordia Club Ladies Group

Digital Chaos Inc.

Elementary Teachers' Federation of Ontario

Enbridge Gas Inc.

Erb Street Mennonite Church

ETFO - Waterloo Region Occasional Teachers' Local

High Oak Ranch Ltd.
Intact Financial Corporation

Invis Inc.

Jake, Connor & Crew Kitchener City Hall Laurelwood Public School

Lesley Jacklin Chiropractic Professional Corporation

MTE Consultants Inc.

Ontario English Catholic Teachers Association Waterloo Unit

Parkminster United Church PayPal Giving Fund Canada

Pinchin Limited Pro Act Consulting

Probus Women's Club of Kitchener-Heritage Rae & Lipskie Investment Counsel Inc.

St. Agatha Mennonite Church St. Lukes Lutheran Church Women

St. George's of Forest Hill Anglican Church

The School Sisters of Notre Dame Transport Financial Services Unifor National Bureau

Unifor International Department

United Brotherhood of Carpenters - Local 785

Waterloo Christian Reformed Church Waterloo Region District School Board Waterloo Region Occasional Teachers' Local Youth Philanthropy Initiative Canada

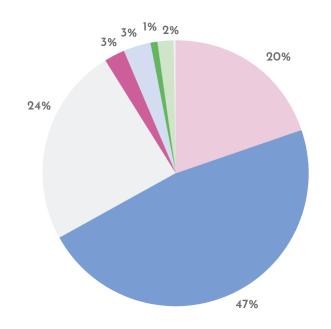
Zehrs-Stanley Park

SCHEDULE OF OPERATING FUND BALANCES

For the year ended December 31, 2020

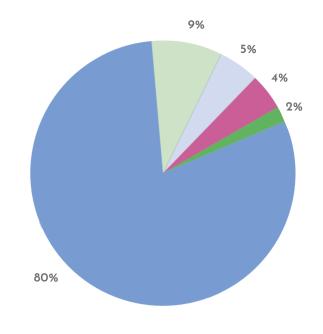
REVENUES

Programs	20%	\$ 1,718,176
Regional funding	47%	4,037,396
Government funding	24%	2,086,366
United Way	3%	221,408
Donations & special events	3%	273,703
Interest	1%	75,600
Partnership contracts	2%	178,547
Other	0%	155
Total Revenues		8,591,351



EXPENSES

Salaries and benefits	80%	6,227,803
Occupancy costs	9%	673,238
Financial costs	0%	9,411
Program costs	5%	377,564
Office administration	4%	348,141
Other	2%	142,446
Total Expenses		7,778,603
Total Expenses		7,778,603
Excess of revenues over expenses for the year		7,778,603 812,748
Excess of revenues over		
Excess of revenues over expenses for the year	ne year	812,748



^{*}This operating statement reflects a portion of the total revenue and expenses for the organization. Please refer to the full audited statements for a complete financial summary of the organization.

^{*}The audited statements are available upon request.

STATEMENT OF FINANCIAL POSITION

As of December 31, 2020

ASSETS	2020	2019
Cash	\$3,734,550	\$624,909
Short-term investment	414,198	398,267
Accounts receivable	449,817	263,766
Inventory	0	0
Prepaid expenses	13,899	22,588
	4,612,464	1,309,530
Long-term investments	1,193,539	1,035,118
Tangible capital assets	6,632,363	7,541,384
	\$12,438,366	\$9,886,032
LIABILITIES & FUND BALANCES		
Bank indebtedness	\$0	\$0
Accounts payable and accrued liabilities	\$876,425	\$729,614
Deferred revenue	722,781	410,558
Current portion of mortgage payable	175,978	679,372
Current portion of other long-term debt	26,126	24,414
	1,801,310	1,843,958
Mortgages payable	495,971	672,087
Other long-term debt	392,696	410,684
	2,689,977	2,926,729
FUND BALANCES		
Externally restricted	\$621,684	\$618,541
Internally restricted	8,705,119	6,464,336
Unrestricted	421,586	(123,574)
	9,748,389	6,959,303
	\$12,438,366	\$9,886,032

















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