



Driven by the Needs
of Community

2021 Annual Report
YMCA of Greater Vancouver



Letter from Chair and CEO

Over the course of its long history, the YMCA of Greater Vancouver has always stepped up to meet the needs of the community during the toughest of times.

When we reflect upon a 2021 that presented challenges persisting from a global health crisis, we are proud to have stayed true to our mission by ensuring the Y's crucial supports and services remained steadfast during a period of need for so many.

With a changing world has come the need to adapt and re-think how we deliver our programs without missing a beat. Lessons learned since the outset of the pandemic have helped guide our YMCA during another challenging year. These same learnings, along with

the generosity of our donors and the dedication of our amazing team of staff and volunteers, allowed our Y to continue helping people from all walks of life access critical services and resources.

For newcomers to Canada, that meant receiving the support they needed to avoid feelings of isolation, to feel part of their new communities and to make strides in making their dreams a reality. For parents who have placed their trust in the YMCA for child care, it meant the solace of knowing they could depend upon us to be there for their family during uncertain times.

For participants in our YMCA Mental Wellness programming, it meant knowing they could continue progressing toward their personal goals without disruption. And for our members throughout the region, it meant guaranteeing that our centres of community remained safe, inclusive and welcoming spaces.

Though he's now enjoying retirement, longtime President & CEO Stephen Butz's leadership was instrumental in both 2021 and the decade that preceded it. We thank him for bringing the association to new heights and leaving the Y in a secure, resilient position. The Y's extensive expertise and strong organizational structure allowed us to respond to emerging needs and circumstances in a proactive manner—to answer the call and step up for those who relied upon us during a difficult period.

We've already seen the needs of our community changing since moving beyond 2021—be it close to home or in partnership with other YMCAs globally in response to arising crises as we've seen in Ukraine.

More than ever before, our resolve has been strengthened by the knowledge that no matter the challenge, we will always find a way to fulfill our commitment to serving and supporting communities.

Thank you to our volunteers, staff, members and community partners. The impact you make on the lives of those we serve is truly remarkable.

Mary Anne Davidson,
Board Chair

Heidi Worthington,
President and CEO

Helping people of all ages thrive

Supporting newcomers with business aspirations.

Launching a new business is a challenging task for any Canadian entrepreneur, no matter the circumstances. For those only recently arrived in Canada in the midst of a pandemic, the difficulty of opening an establishment has been even more daunting.

However, the YMCA Self Employment for Newcomers program has helped many new Canadians achieve their dream of becoming business owners by providing the guidance, training and support to get their idea off the ground. The 10-week program based in North Vancouver teaches best practices for Canadian businesses, offers one-on-one support individualized to participants, plus digital literacy and ESL training.

Made possible with support from Scotiabank, those enrolled in the Self Employment for Newcomers program learn business fundamentals that include sales and marketing, writing a business plan and other crucial skills to attain an ownership mindset.

"If you want to launch a business, this program is exactly what you need," said Eموke, whose tutoring service named Mathster Course opened

in 2021 after going through the program. "It helps to build a strong base and get you started. You will have the tools to be successful."

Emoke taught physics and math in Hungary before arriving in Canada four years ago and was initially unsure how to continue working within her field in her adopted home. One-on-one support with Gary, her program instructor, helped answer her questions about promoting and building a plan for her business.

Meanwhile, Fabiola achieved her goal of opening a takeout business called Brazilian Gourmet. After building up skills in marketing and financial planning through the program, she began selling dishes from her native country this past September while working out of a shared commercial kitchen.

"I enjoyed putting the learning into doing," said Fabiola, whose 2022 plans include expanding her business by opening a food truck.

Both Eموke and Fabiola can continue building their businesses with confidence, now armed with the knowledge to thrive as burgeoning entrepreneurs.

Serving child care families.

When first assessing child care options for their son in Vancouver's Gastown neighbourhood, Jenny said she and her partner found it "overwhelming to navigate." By contrast, the fact that three-year-old Hartley is now thriving at Woodward's YMCA Child Care provides a sense of relief, support and community connection for Jenny's family.

Woodward's is one of two YMCA Child Care locations that offer nutritious meals for youth and their families through the Healthy Food Bag program, which is funded entirely by donors. In addition to the daily meals and snacks prepared for children during their days at Woodward's, parents can sign up to receive a selection of fruits and vegetables for their entire family to enjoy at home on a biweekly basis.

"The fact that Woodward's feeds him and teaches him is a huge mental load off for me because I don't feel so stressed about every moment at home. I can just focus on loving him," said Jenny.

"The healthy food bags help, too. I've noticed a decrease in our grocery bill since we started at Woodward's."

In addition to the peace of mind that comes with knowing Hartley is receiving quality care, nutrition and early education from child care staff, Jenny said she greatly appreciates the inclusive atmosphere at Woodward's as well.

"As queer parents, something that we encounter all the time is the assumption that there's a mom and a dad," she said. "We are sort of always prepared to be othered, so to have an experience where we're not is noteworthy."



2021 Achievements

The YMCA of Greater Vancouver increased its digital capabilities for members and program participants in a significant way by launching **ACTIVENet**—our Y's new online program registration system—and a **modernized marketing website** at gv.ymca.ca. The registration system, which went live in the spring, allows members to conveniently and efficiently sign up for day and overnight camps, swim lessons, training courses and other programming while centralizing data management and reporting abilities for YMCA staff. The updated website, which was published in the fall, improves the user experience on both desktop and mobile browsers, enhances the display of our YMCA's engaging online content and provides greater support for brand and program awareness, staff recruitment, donations and more.

The YMCA is already the largest provider of **licensed child care** in Canada and continued to grow in 2021 by opening eight new locations throughout the Lower Mainland and Fraser Valley, providing more deserving children and families with access to child care. This included the opening of the innovative Water View YMCA Child Care located in Vancouver's Gastown neighbourhood—the country's first child care facility situated atop a parkade. Altogether, the Y added nearly 500 new child care spaces across Greater Vancouver over the course of the year to help address the shortage facing BC families.

Adhering to the principles of **equity, diversity and inclusion (EDI)** is an important organizational priority for the YMCA of Greater Vancouver, which took meaningful action in 2021 to ensure these values are further instilled in our people, programs, facilities and services. Through the formation of an EDI working group, the YMCA created an EDI strategy based upon current practices and input gathered from employee focus groups to deepen our organization's understanding and commitment to equity, diversity, and inclusion. This framework will remain a key pillar of the Y's advocacy and approach to serving its communities in perpetuity.

As the pandemic persisted into 2021, the Y's ability to adapt to changing circumstances while continuing to offer pivotal support and services to our communities remained as important as ever. In the interest of health and safety, many YMCA programs were shifted to a **virtual delivery format** so that our staff and volunteers could remain connected and engaged with program participants when in-person gatherings could not be accommodated. With the wellbeing of our members, staff and communities top of mind, new **health-and-safety** policies were implemented and adjusted, providing people of all ages with safe and enjoyable experiences despite the changing conditions related to COVID-19.

Y Mind is a mental-wellness initiative for youth and young adults first developed and delivered by the YMCA of Greater Vancouver in 2015. The early intervention program is now providing support beyond BC after embarking upon a **national expansion** in 2021. Y Mind is successfully delivered throughout BC through YMCAs and community partners with ongoing support from the Province of British Columbia. With growing interest in the program from YMCAs across the country, and partnerships established at YMCAs in Calgary and the Greater Toronto Area in early 2021, additional funding was secured from the McCall MacBain Foundation to pilot Canada-wide expansion in 2021. This allowed YGV to recruit additional support staff to facilitate its rollout at many more locations in future years.

Our first-ever **Virtual Campfire Benefit Concert** in July was a big hit, raising funds for **YMCA Camp Elphinstone** as it remained closed due to provincial health restrictions for a second consecutive summer. The online event featured a stellar lineup of acclaimed Canadian acts such as Vancouver's own Dan Mangan, Hunnah, Joel Plaskett, Partner and Bedouin Soundclash, other special-guest performers and YouTube personality Downie Live serving as host. The well-attended concert became a nationwide celebration, with YMCA Camp Elphinstone alumni and more joining us from across the country while raising nearly \$13,000 in support of the Sunshine Coast facility.

2021 Highlights



4,000

Temporary Foreign Workers received **access to critical services** and YMCA programs.



6,711

Digital Literacy Exchange program delivered 6,711 services to seniors and newcomers.



More than **220** program sites.



\$539,915.56

in direct financial assistance to **3,095 people**.



950

passionate employees.



Provided **500** new child care spaces for more deserving families and children.

Summary of YMCA Financial Statements

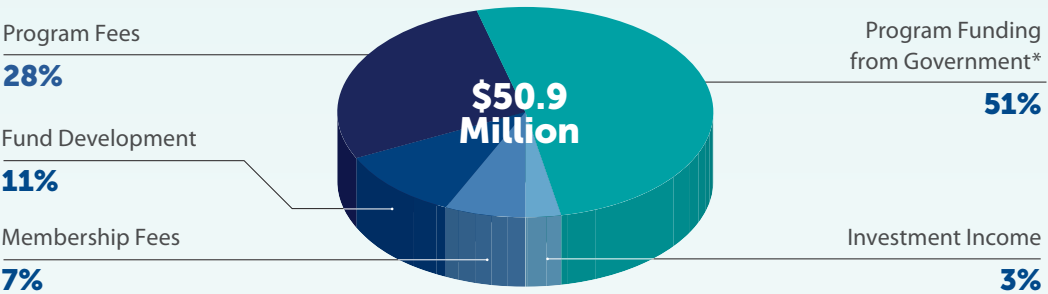
Years Ended December 31, 2020 and 2021

		2021	2020
		('000)	('000)
		\$	\$
STATEMENT OF FINANCIAL POSITION	Current assets	7,945	8,239
	YMCA facilities under development	13,757	10,948
	Investments	26,354	21,940
	Property and equipment	24,158	25,931
	Total assets	72,214	67,058
	Current liabilities	24,457	24,708
	Long-term liabilities	27,316	24,783
	Net assets	20,441	17,567
	Total liabilities and net assets	72,214	67,058
STATEMENT OF OPERATIONS	Revenue		
	Program fees	14,433	10,844
	Membership fees	3,388	4,618
	Government sources	25,846	25,567
	Donations & United Way	5,434	5,511
	Investment revenue	1,774	1,971
	Total	50,875	48,511
	Expenses		
	Salaries and benefits	29,094	29,180
	Occupancy	9,385	8,857
	Other	8,212	6,602
	Amortization	2,145	2,319
	Total	48,836	46,958
	one-time income (expense)	-836	2,128
	(Deficiency) excess of revenue over expenses for the year	2,875	-575

Complete financial statements audited by Ernst & Young LLP, and from which this summary is extracted, are available upon request.

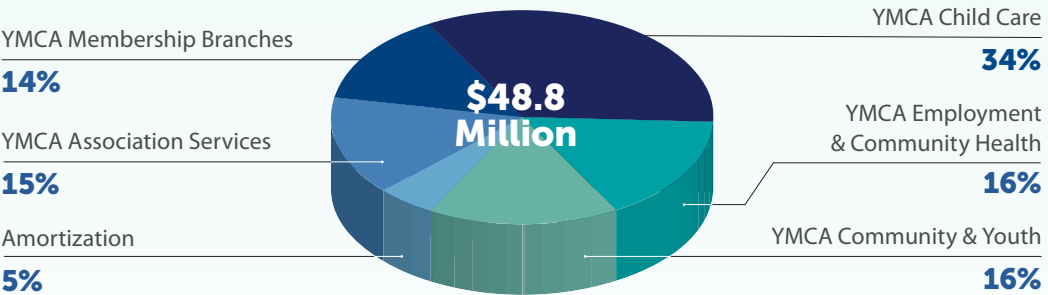
Revenue and Expenses

REVENUE FROM OPERATIONS 2021



**funding includes pandemic subsidies.*

EXPENSES FROM OPERATIONS 2021



2021 Board of Directors

Mary Anne Davidson
(Chair)

Mary Beck

Bob Chan Kent

Greg D'Avignon
(Vice Chair)

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Barbara Grantham

Gavin Hume, Q.C.

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Dallas Leung

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Jim Southcott

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Canada West Regional
Development Centre

Roy Funk
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Properties

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Marketing &
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YMCA of Greater Vancouver

10 – 620 Royal Ave
New Westminster, BC V3M 1J2

gv.ymca.ca | 604.622.4958

Charitable Registration: 803 976 075 RR0001