



# Here for community



**2020 Annual Report  
YMCA of Greater Vancouver**

# Mission, Vision & Values

## OUR MISSION.

The YMCA of Greater Vancouver is a charity dedicated to strengthening the foundations of community by helping children and families thrive, promoting healthy living and fostering belonging and connection.

## OUR VISION.

We are building a community in which a generation of children and families reach their full potential.

## OUR VALUES.

- Do the right thing
- Put people first
- Keep our promises
- Lead by example







# Letter from our CEO & Board Chair

## Looking back on 2020 would be impossible without acknowledging the challenges posed by the pandemic on individuals, families and communities.

No one was excluded from the pandemic’s impact, calling on all of us to step up to these challenges in ways not considered possible fifteen months ago. For this reason, we are remarkably proud of what our YMCA has accomplished in 2020.

In times of crisis there are silver linings and lessons learned. As we came together to fight COVID-19, we were inspired by the support of donors, volunteers and staff and our collective ability to adapt quickly to serve our community. We were able to reach out to those most in need of our services and provide help. Our team provided essential child care, mental wellness tools, increased food security for families in need, continued vital health maintenance programs and employment training, and offered much more support through the unprecedented challenge of COVID-19.

### 2020 taught us many lessons too:

<b>Lesson 1:</b>	<b>Our mission matters now more than ever</b>
<b>Lesson 2:</b>	<b>The pandemic has revealed issues and opportunities</b>
<b>Lesson 3:</b>	<b>Leadership can come from unexpected places</b>
<b>Lesson 4:</b>	<b>We can change (much) faster than we think</b>
<b>Lesson 5:</b>	<b>What you do before a crisis is critical</b>

In a year when words like “change” and “pivot” were constant companions, this report highlights just a few things that demonstrate the impact of our mission and the talented people throughout our organization who bring it to life. Their welfare, and that of our community were foremost factors informing our efforts to navigate the pandemic—efforts that continue to this day. We have nothing but pride in the collective contribution that brings us to this point, buoyed by the resilience of our broad team of volunteers, donors, stakeholders and staff whose commitment to do the right thing has positioned us well for a recovery and vibrant future to come. If 2020 has taught us anything; we have much to be



thankful for, acknowledging the unparalleled ability to achieve big things if government, public health, community leadership, the charitable sector and individuals come together.

Coming out of the pandemic, we know there is much more we can do to shape more inclusive, just and healthy communities for everyone. After doing so for 134 years, 2020 has taught us we are needed more than ever.

Thank you,



**Mary Anne Davidson**, Chair of the Board



**Stephen Butz**, President & CEO



# Lesson 1: Our mission matters now more than ever

## **The YMCA is dedicated to strengthening the foundations of community.**

For more than 134 years, our YMCA has adapted to meet emerging community needs in times of growth and during challenging times like wars and recessions. In 2020, we continued to listen to community and were intentional about how we responded. We've always known that our community exists beyond our physical spaces, but this pandemic has reinforced how truly expansive, resilient, and strong our Y community is and how being there to strengthen community is at the core of who we are.

### **We are inclusive.**

Everyone is welcome at the YMCA, and no one is excluded, regardless of gender identity, belief, race, age or ability to pay.

### **We remove barriers.**

We believe that everyone deserves to reach their potential through the YMCA's life-enhancing programs regardless of their ability to pay.

### **We develop potential.**

Every day, and 2020 was no exception, the YMCA helps thousands of people to learn, connect and realize their potential through programs like licensed child care, employment services, mental wellness programs, chronic disease prevention programs, physical activity and so much more.

### **We are in the business of prevention.**

Whether it is preventing disease through physical activity, helping teens make smart choices, or helping young adults to find meaningful work—the YMCA is here to stop problems before they start.

### **We connect people.**

We need each other. In every program, it is the YMCA's goal to foster connections between people so that everyone experiences a sense of belonging.

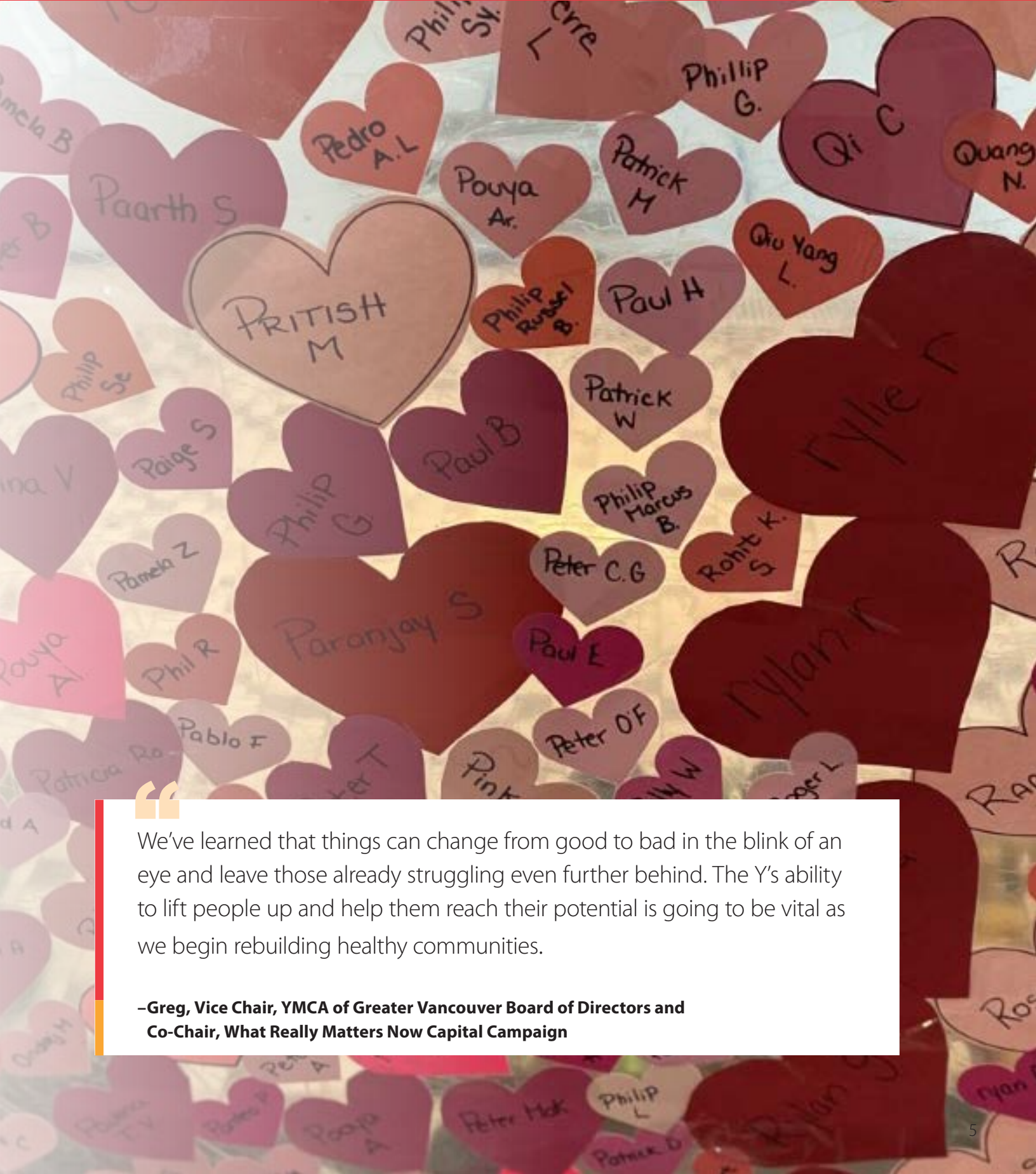
### **We are sustainable.**

At a time when nothing feels certain, our charitable operating model sustains us.

**Now more than ever, we feel the urgent need to step up for our communities and our team, to do better and accelerate change.**



an ever.



We've learned that things can change from good to bad in the blink of an eye and leave those already struggling even further behind. The Y's ability to lift people up and help them reach their potential is going to be vital as we begin rebuilding healthy communities.

**–Greg, Vice Chair, YMCA of Greater Vancouver Board of Directors and Co-Chair, What Really Matters Now Capital Campaign**

## Lesson 2: The Pandemic has revealed issues





# s and opportunities

COVID-19 has exposed fractures in our community, and the widening gaps in equity, opportunity and discrimination. And while the YMCA does much to level the playing field for so many, including the provision of safe spaces and equal access to programs, the pandemic has revealed that we are not doing enough in the area of diversity and social inclusion. We are committed to doing more, better. Our YMCA has undertaken research and will develop a diversity and social inclusion plan and resources to advance outcomes across the Y's policies, practices, training, education and advocacy.

The negative impacts of the pandemic affect everyone, with those already disadvantaged falling even further behind. Parents, youth, new Canadians, seniors and adults tell us that they need urgent help. The pandemic has made the need to access employment, child care and mental health services critical.

## **Our programs and expertise provide us with the opportunity for building healthy and connected communities.**

Y programs combat social isolation in seniors, support the mental well-being of teens and young adults, provide pathways for employment, keep growing kids active and confident, and help newcomers feel welcome in our community.



We've learned that crisis amplifies inequalities and unresolved issues. COVID has taken a disproportionate toll on low-income Canadians and other marginalized people. As racist incidents increased, so did calls to address inequalities and injustices now, not later. We want to do our part to bring voice to these issues, and in doing so, strengthen our ability to serve the whole community.

**– Samuel, GM Revenue Development and Client Services, and Co-Chair,  
Diversity and Social Inclusion Steering Committee**

# How the YMCA of Greater Vancouver Stepped Up

The YMCA has always been committed to strengthening the foundations of community by helping children and families thrive, promoting healthy living and fostering belonging and connection.

## Health & Fitness

**14,500**

Continued working out at a centre or subscribed to our Y@Home online health & fitness videos

**606,969**

YouTube views of our Y@Home videos



**450+**

online fitness, wellness and activities videos

**73,000**

hours of content created for viewing

## Food Security

**500,000+**

Meals served to children in Y care



**2,000+**

food and necessities hampers to Temporary Foreign Workers

**739**

Food baskets distributed to vulnerable Y child care families

**over 3,500 meals** provided to families

## Employment & Community

**3,028**

Employment and Immigrant services program participants



Including:

**914** Immigrant Services participants

**136** Employment Services & Employment Services for Newcomers

**1,710** Temporary Foreign Workers assisted

## Child & Family Development

**58 of our 63**

child care centres provided care to frontline workers' and Y child care families



**3,047**

children provided essential and safe child care

**2,959**

summer day camp participants at 29 locations

**200+**

virtual camp sessions

**over 200 hours** of free virtual programming for families



# ed Up in Response to COVID

Our solid foundation of community service enabled us to quickly pivot to respond to the challenges of COVID-19, helping our communities when and where they needed us most.

## Mental Wellness



**258** participants attended virtual Y Mind sessions to manage anxiety, including 93 teens and youth

**14** new community partnerships added to our province-wide delivery, with 5 new Y Medicine Indigenous partnerships

**139** teens and youth supported through those 14 new sites

### Trained 40 Y Mind facilitators

online in August and September

**40** free online mental health and wellness videos

## Youth Programs

**223** Youth Beat & Youth Employment Bootcamp participants

**129** youth mentored in our Alternative Suspension program 1 on 1 by Y staff and volunteer community mentors



**44** youth at risk mentored 1:1 in our Plusone program

## Partnerships



Developed online resources with ParticipACTION to help Canadians stay active

Hosted food security program at Langara Family YMCA

Hosted City of Vancouver extreme cold weather shelter at Langara

Government of BC and Government of Canada partnerships for Y Mind and employment program delivery

## International Support



Ongoing support to partner YMCAs in Africa

YMCA projects in Ethiopia include HIV/AIDS education and prevention, providing school supplies and tutorial programs, and equipment for children's sports, recreation, and cultural programs

Funding to support Ethiopia YMCA's COVID-19 emergency response assisting 3,000 families through provision of food, protective health and hygiene supplies and public health training in disease prevention

# Lesson 3: Leadership can come from unexp

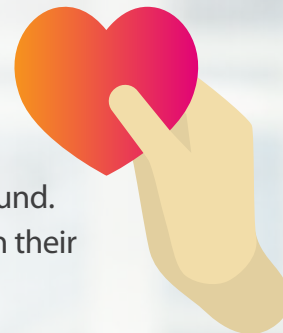
The pain, loss, suffering and discrimination experienced during the global pandemic cannot be understated, ignored or forgotten. It brought out the worst in people—and the best in people. The YMCA is loaded with the latter.

We have witnessed extraordinary acts of leadership from unexpected places. We have seen volunteers and donors engage in ways that is nothing less than humbling. We have been moved at the dignity of team members, who having just lost their job thank us for the opportunity to serve. Amidst the stifling backdrop of uncertainty, we have been left with an overwhelming sense of pride—in our community, its leaders, our team, volunteers and donors. Having pride is the glue to our work, often one of those things you feel more than see. It is what holds people together, inspires them to exceed their own limitations and selflessly lay down in the road for a friend, colleague, or an organization. That's what 2020 was all about.

Amidst the 2020 challenges, our team demonstrated remarkable leadership, resilience and flexibility while finding ways to address the relentless need for adaptation enabled by the perfect storm of crises (health, economic, social cohesion) fueled by the pandemic.

## **COVID-19: YMCA Community Action Fund raised \$553,450.**

To sustain the critical work of the Y, we invited members, participants, staff and volunteers to give to the COVID-19: YMCA Community Action Fund. In response, hundreds of people generously made donations, even when their own financial circumstances may have been uncertain.



I've learned that everyone has an important role to play during a crisis and two-way communication is very important. Frontline Y staff have shared challenges and ideas for improvement with our health and safety team enabling us to keep members, staff and our communities healthy and safe.

– Juan, Coordinator Health & Safety



ected places.



# Lesson 4: We can change (much) faster than

## **We can move (much) faster than we think. We watched decisions unfold in hours that used to take months.**

Our YMCA just like countless organizations, corporations and governments, had to navigate through the challenges and opportunities associated with the pandemic. We pivoted and adapted to ever-changing conditions. While there is little about 2020 that we would like to repeat, there were meaningful breakthroughs that might have not happened if it were not for the pandemic. While in no way diminishing the challenges before us, several promising innovations emerged—some evolving slowly, some advancing quickly and some that may end up going nowhere. All reflect the competency and innovative spirit of our team and their commitment to advance our mission.

**Here are four examples with grateful feedback from the communities that use them:**

### **Emergency Child Care**

“This program was a godsend. The staff was so amazing at making my very nervous 5 year old feel welcomed, she would often ask to stay ‘just a few minutes’ longer every day when I went to pick her up. The YMCA has made such a huge positive impact on our family.”

– Jaclyn, mom of child care participants

### **Virtual program delivery**

“The online program has been life changing as the classes bring structure to my life and I am more energized to get up and ready to face the day. The bottom line is these classes continue to improve both my physical and mental well-being especially during COVID.”

– Sharon, virtual Healthy Heart program participant

### **YMCA at Home**

“Thank you for this amazing platform! Every fitness level imaginable in our school has used it. I consistently hear things like, ‘I really love how the instructor is not intimidating at all’ and ‘I like how she shows you ways to make it harder or easier, but just says to work at your own level’.”

– Nicole, Principal, St. Anne Elementary

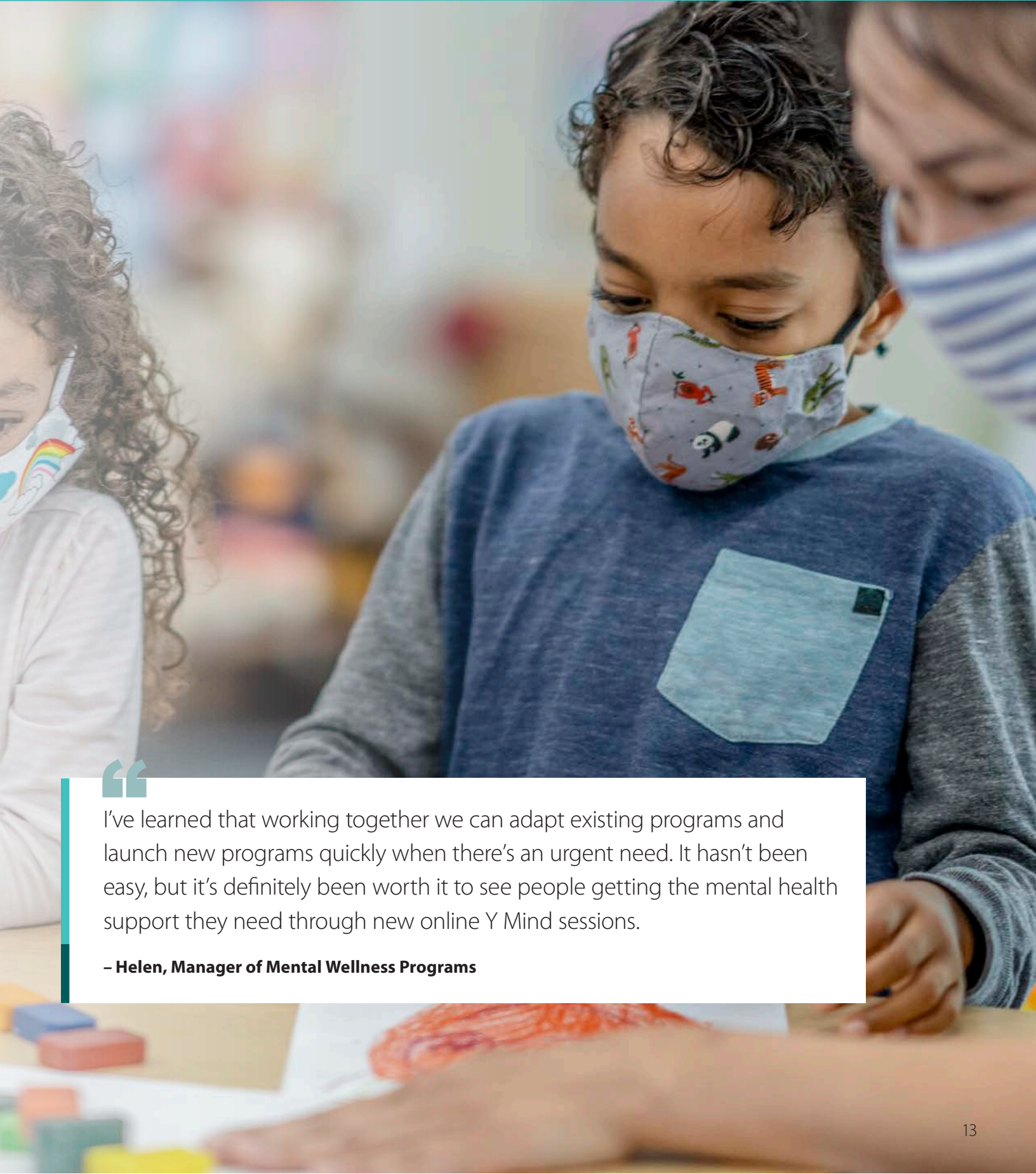
### **Partial Reopening of Health, Fitness & Aquatics for Adult use**

“The Y’s cleaning and safety protocols are nothing short of brilliant. The equipment is well spaced and members have picked up the cleanliness protocols. And the staff are the best anywhere! It’s really great to make the Y my place of choice for socializing—athletically speaking. With COVID-19, I’m not going to restaurants, etc. but I do go to the Y so my Y connections are really important right now.”

– James, long time Robert Lee YMCA member



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“

I've learned that working together we can adapt existing programs and launch new programs quickly when there's an urgent need. It hasn't been easy, but it's definitely been worth it to see people getting the mental health support they need through new online Y Mind sessions.

– Helen, Manager of Mental Wellness Programs

# Lesson 5: What you do before a crisis is critical

## **As a charity driven by a belief in the strength of community, the YMCA of Vancouver was well-positioned to take on a community building role during COVID-19.**

Our pre-pandemic focus on developing our staff team and fiscal stewardship required for the Y to continue providing important programs and services placed us in a fortunate position going into 2020.

The quality and scope of our long-established child care, mental health and employment programs enabled us to quickly expand these vital support programs for families, youth and adults, in partnership with the Government of British Columbia.

In addition to serving our community we also strive to nurture our staff and volunteers to help them reach their full potential. The commitment of our YMCA staff and volunteers was one of our greatest strengths during the pandemic. We rely on them to deliver programs at the highest level and we're proud of the resilience and innovation they showed in the face of significant challenges. Strong internal communications played a crucial role in keeping employees informed and engaged, especially during the uncertainty of last year. Fortunately, open, two-way communication was part of the Y's internal culture prior to the pandemic and our senior leadership team spoke openly and often with staff throughout last year. That transparency created trust and ensured employee engagement, which enabled us to get through the pandemic together.

As difficult as the pandemic has been, it has provided a stress test for our organizational values and operational norms. We learned a lot and from our strong foundation we will move forward stronger and healthier.



The breadth of the YMCA's programs, along with our strong financial position, governance and talented team have allowed us to continue serving our communities during the crisis.

**– Mary Anne, Board Chair, YMCA of Greater Vancouver**



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# Summary of YMCA Financial Statements

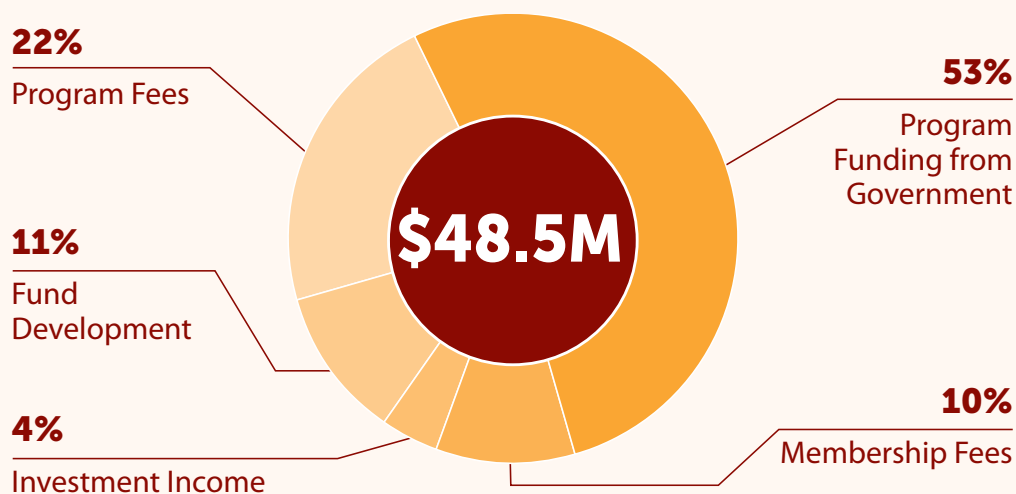
Years Ended December 31, 2020 and 2019

This summarized financial information is extracted from the annual financial statements audited by independent accountants and developed by management. A copy of the complete audited financial statements is available upon request.

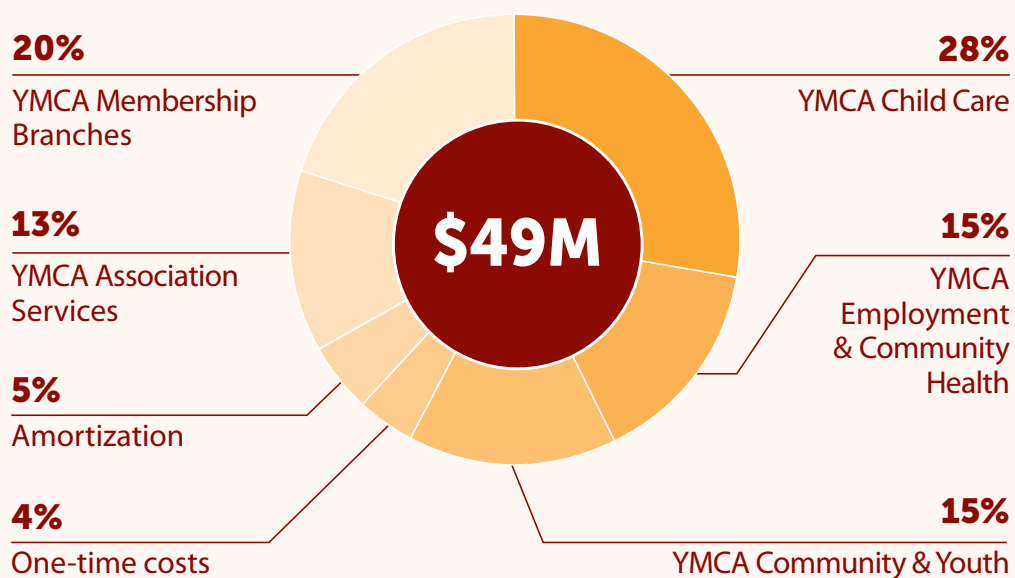
		2020	2019
		('000)	('000)
		\$	\$
STATEMENT OF FINANCIAL POSITION	Current assets	8,239	2,988
	YMCA facilities under development	10,948	5,761
	Investments	21,940	24,674
	Property and equipment	25,931	27,980
	<b>Total assets</b>	<b>67,058</b>	<b>61,403</b>
	Current liabilities	24,708	18,777
	Long term liabilities	24,783	24,484
	Net assets	17,567	18,142
	<b>Total liabilities and net assets</b>	<b>67,058</b>	<b>61,403</b>
STATEMENT OF OPERATIONS	<b>Revenue</b>		
	Program fees	10,844	18,103
	Membership fees	4,618	15,205
	Government sources	25,567	14,715
	Donations & United Way	5,511	6,573
	Investment Income	1,971	2,594
	<b>Total</b>	<b>48,511</b>	<b>57,190</b>
	<b>Expenses</b>		
	Salaries and benefits	29,180	34,667
	Occupancy	8,857	10,657
	Other	6,602	9,322
	Amortization	2,319	2,532
	<b>Total</b>	<b>46,958</b>	<b>57,178</b>
	One-time costs	2,128	2,655
	<b>(Deficiency) of revenue over expenses for the year</b>	<b>(575)</b>	<b>(2,643)</b>

audited by Ernst & Young LLP. It has been prepared in accordance with the criteria  
ple on our website at [gv.ymca.ca](http://gv.ymca.ca).

## REVENUE FROM OPERATIONS 2020



## EXPENSES FROM OPERATIONS 2020





## 2020 BOARD OF DIRECTORS

Mary Anne Davidson (Chair)  
Mary Beck  
Bob Chan Kent  
Greg D'Avignon  
David Gaskin  
Barbara Grantham  
Gavin Hume, Q.C.  
Dr. Graydon Meneilly  
Dallas Leung  
Jeanette McPhee  
Maureen Murphy  
Andre Powell  
Houtan Rafii  
Jim Southcott  
Marsha Walden  
Heidi Worthington

## EXECUTIVE TEAM

**Stephen Butz**  
President & CEO

**Nancy Farries**  
Vice President  
Canada West Regional  
Development Centre

**Roy Funk**  
Vice President  
YMCA Properties

**Roberta Haas**  
Chief Human  
Resources Officer

**Darlene Hepburn**  
Vice President  
Fund Development

**Anja Tremblay**  
Vice President  
Finance

**Marvin Rogers**  
Vice President  
Asset Development

**Craig Sheather**  
Chief Operations Officer

**Signi Solmundson**  
Vice President  
Marketing & Communications  
and Vice President - YMCA of  
Greater Vancouver  
Foundation



## (re)Building Healthy Communities

For all of us, this past year has pitted hurt against hope—for our communities, our country and our world. The YMCA has not been immune to these challenges, and as we have worked to ensure essential supports to our communities and our team, we know much challenge and opportunity lies ahead.

Our Y is confident that we are well positioned to serve the needs of our community for many years to come. As always, none of this would be possible without the support of you—our volunteers, donors, partners, staff, members and participants. Together we continue to invest in the people, programs and services needed for (re)building a brighter, healthier future together. Coming out of the pandemic, the people we serve will demand more out of themselves and out of the YMCA, which gives us a lot of hope for more inclusive, just and healthy communities for everyone.



I've learned that I had strengths I didn't know and the Y pulled it out of me because I gave of myself. I love that I belong to a community that cares.

– Hazel, Team Lead Wesbrook YMCA Child Care



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Charitable Registration: 803 976 075 RR0001