

2021
ANNUAL REPORT



Saving Lives – Changing Lives

WE ARE YWCA DURHAM, A TURNING POINT FOR WOMEN AND THEIR FAMILIES SINCE 1945.

We provide essential services such as emergency, temporary and permanent housing, programs and supports for vulnerable women and their children throughout Durham Region.



VISION

An inclusive community where women, children, youth and families are safe, inspired and empowered to grow.

MISSION

YWCA Durham is a trusted community leader that provides high-quality programs, services and resources that respond to the needs of women, children, youth and families.

VALUES

YWCA Durham is a feminist organization that believes in, supports and advocates for:

Equity: We recognize that an investment in women, children, youth and families builds a stronger future for everyone.

Diversity: We honour and are committed to diversity and inclusion.

Self Determination: We respect and support the right for women and girls to make their own choices.

Accountability: We conduct ourselves with integrity to ensure a high level of accountability and transparency.

www.ywcadurham.org

REPORT OF LEADERSHIP

If we had to pick a theme for 2021 it would be ‘slow and steady steers the ship’. We continued to deliver our essential programming to the region’s most vulnerable despite lockdowns. Despite a reduction in donations due to the economic strife created by the pandemic, and thanks to specific emergency funds from the federal government, we were able to persevere through the additional expenses of infection control supplies, increases in program supply costs due to supply chain issues, and other associated pandemic costs.

When public guidelines loosened, we remained cautious and careful. When we began to re-open, we stayed the course and did not jump too fast or too far. Now, as we look forward to the next year, we are hopeful for a return to normalcy and to celebrating in-person again. With an unwavering commitment to changing lives and saving lives, we will always move forward with one question in mind: what is best for our clients, staff, and volunteers?

Whatever the future brings, we will continue to steer the ship safely and purposely.



Wendy Leeder
*Co-Executive &
Shelter Services Director*



Susanne Groen
*Co-Executive &
Finance Director*



Farwa Farshori
*President, Board
of Directors*

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VIOLENCE AGAINST WOMEN (VAW)

Throughout the years of providing services to women and children who have experienced violence, we continue to change with the needs of our clientele. Women and their children are requiring our services for longer periods of time. We continue to offer emergency shelter and services, transitional support and long-term, outreach, and crisis counselling.

While we know that domestic violence increased across the country during 2021 as a result of the pandemic, we also know that women found it more difficult to access supports because they were so closely confined with their abusers. Further isolated due to lockdowns and lack of social interaction, sadly, women suffered in silence. At the same time, shelters were forced to reduce their capacity in order to meet pandemic safety protocols. During this time we saw a reduction in the number of women and children we were able to provide emergency shelter to. As the pandemic wanes, violence against women remains extremely prevalent in Durham Region. We anticipate returning to the same situation as before: over capacity on any given day.



Y's WISH had to refer
315 women
to other agencies due to
lack of capacity



Our 24-hour crisis line
responded to
776 calls
from women in need



90
women received long-term
and outreach **counselling**

63
women received
transitional support



98 women and **207**
children received
support during
the **holidays**

HOUSING

YWCA Durham offers three housing programs: Interim Housing, 2nd Stage Housing and Supportive Housing. Each program is geared towards the vulnerable women and children who live in Durham Region. Staff work meticulously with clients to ensure individual success which, in turn, results in program successes:

INTERIM HOUSING

- › A 6-bed housing and life skills program for homeless, single women. **11 women participated** in the program throughout 2021, and **7 women transitioned** back into the community.



SUPPORTIVE HOUSING

- › A 40-unit apartment building for women-led households, offering various programs and services to meet clients' needs. **43 women** and their **42 children** called this building home during the past year. We received **236** inquiries for housing.



2ND STAGE HOUSING

- › The only program of its kind in Durham Region – a transitional and life skills program for single at risk women working towards independence. In 2021, **21 women referred**, **11 women participated**, **6 women transitioned** back into the community.



THANK YOU FOR THE SUPPORT IN 2021

We are grateful to many grantors and donors for helping us make it through 2021 despite the many financial challenges we faced.

Thanks to grants from the federal government we were able to purchase what we needed to offer virtual counselling and outreach services, extra special meals for our isolated residents, cover extra pandemic related costs, and launch a transit advertising campaign to ensure that women knew we were open and able to help.

Thanks to a grant from OAITH and Bell Canada we were able to reward our dedicated staff with virtual celebration luncheons and gifts in order to thank them for all of their unbelievably hard work during these difficult times.

Individual and business donors helped us throughout the year, raising much-needed operational funds for our Y's WISH Shelter, and giving on special days such as Giving Tuesday, 'Donate Your Ticket Price' in lieu of attendance at Starry Nights, and support at Christmas with the donation of new toys and gifts.

It does not go unnoticed that many of you give to us year after year.

What a gift you are to us!

Thank you.



COMMUNITY ENRICHMENT

We had to suspend room rentals as of March 2020 due to the pandemic. The loss of revenue from renting our Gym, Club Room, Drawing Room, and Oak Room contributed to the decline in revenue we experienced in 2021. We look forward to offering our space to the public once again in 2022 and revitalizing this most important revenue stream.

- › The **Drawing Room** and **Oak Room** embrace the original ambiance of Adelaide House built in 1929 and can accommodate up to 65 people. These rooms have hosted baby and bridal showers, birthday parties, tea parties, celebrations of life, art shows, and many other events. These are by far the most popular and gorgeous rooms available for rent.



- › Our **gymnasium** is the perfect play area for your next birthday party, large meeting or sports activity. This location accommodates up to 340 people. The gym was completely renovated in 2019/2020 thanks to a grant from the Maple Leaf Sports and Entertainment Foundation.



- › Our **Club Room** can host your next training or meeting with a maximum capacity of 30 people. This is a fun multi-purpose room perfect for kids' birthday parties.



- › Our **staircase** and **grounds** offer a picturesque backdrop for your next photo session.



ESSENTIAL AND APPRECIATED

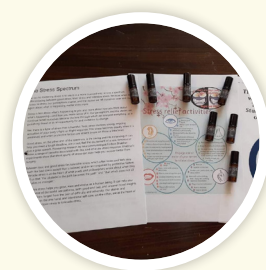
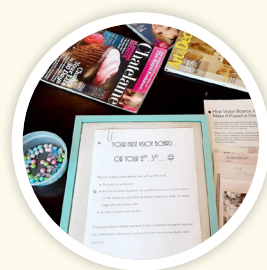
As front line essential workers, our staff faced incredible challenges in 2021. However, despite these difficult times, our staff managed to persevere and provide the same caring and professional services YWCA Durham is known for. Despite dealing with fears for their own safety, staffing shortages due to COVID protocols, and the extra burden of delivering services in entirely new ways, staff rose to the occasion and consistently delivered our essential programs and services.

Thank you YWCA Durham staff for all you have done!



JOB/LIFE SKILLS PROGRAM

During the pandemic, Life Skills programming became more important than ever before and was adjusted to meet the needs of residents who were further isolated under strict restrictions. The Healthy Choices program was created to cover a wide range of relevant topics such as self care, healthy eating, positive communication, safety planning, personal finance, and healthy stress management strategies. We also offered weekly yoga classes that explored various forms of yoga such as Hatha, restorative, and, most recently, chair yoga for some of our residents with mobility issues. Residents joined in Sound Meditation sessions as well. Through the year, residents explored a number of different arts and crafts activities including online virtual classes for painting, sewing, and other creative outlets. We are grateful for funding from the Regional Municipality of Durham, a grant from Hamm Foundation, and a donation from the OSSTF for making this all possible.



IMPACT OF THE PANDEMIC

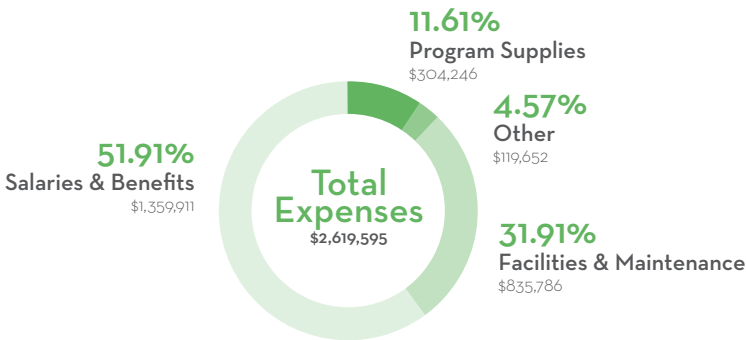
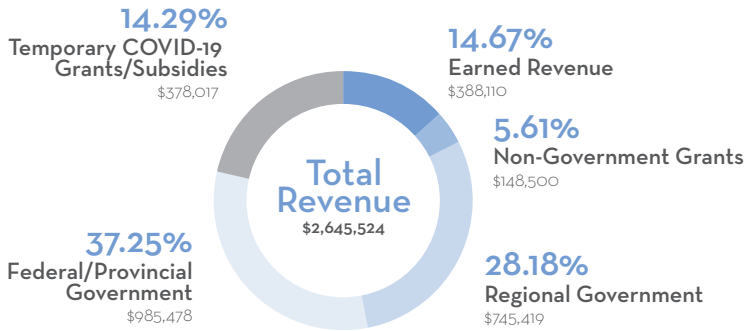
Sometimes referred to as the 'shadow pandemic' or 'she-demic,' the socio-economic impacts of the pandemic disproportionately affected women across the country. According to reports, women's participation in the work force went from a historic high to its lowest level in over 30 years. 1.5 million women lost their jobs in the first few months of the pandemic, and there was a 50% reduction in shifts for sectors dominated by women such as retail, restaurant, and hospitality.

In our agency, we saw a reduction in the number of women we were able to help due to a variety of factors: women's further isolation in the home, reduced capacity in our shelter due to rules surrounding physical distancing and a general misconception that everything had 'shut down.' Sadly, these factors combined to create a situation where women were forced to remain in danger rather than get the help we could offer.

The pandemic also greatly impacted our ability to generate revenue, which normally would have gone back into the organization to advance our charitable purpose. First, not only has the pandemic restricted our ability to fundraise and resulted in a reduction in donations, but we were forced to cancel our annual gala for the 2nd year in a row – our largest fundraising event. Second, we were unable to offer our fee-for-service activities such as room rentals and community enrichment programs further reducing our revenue levels. If not for the emergency funding from the federal government we would not have been able to maintain our programs and staffing.

SUMMARIZED FINANCIAL RESULTS

YWCA Durham is committed to providing not only essential programs and services, but those that are of the highest quality. We fully understand that this can only be accomplished through efficient operations, conservative administration costs, transparency and accountability.



Audited Financial Statements available at www.ywcadurham.org

1. Non-Government Grants include contributions from United Way and private foundations.
2. Earned Income includes revenues generated from donations and fundraising, program fees, facility rentals, classes/clubs, memberships and investments.

DONORS

GOVERNMENT

Ministry of Children, Community, and Social Services

Regional Municipality of Durham Housing Services

Regional Municipality of Durham Social Services

PRIVATE DONORS (1,000 OR MORE)

Bell Canada

Canadian Women's Federation

CP24 CHUM Christmas Wish

Durham Community Foundation

Hamm Foundation

Iron Workers Local 721

OAITH

OPG

Rotary Club of Whitby Sunrise

Royal LePage Shelter Foundation

UIWMC Local 721

Unifor Local 222 Social Justice Fund

United Way Durham

Women's Shelter Canada



HELP MAKE A DIFFERENCE

YWCA Durham depends on the generous support of donors,
sponsors and volunteers to fulfill its mission.
To find out more contact us today.



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A TURNING POINT
FOR WOMEN