

2020
ANNUAL REPORT



Saving Lives – Changing Lives

Celebrating 75 years



YWCA
D U R H A M

A TURNING POINT
FOR WOMEN

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. We enrich the community by providing resources and support to families with young children and by providing a centre for community initiatives.



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.

REPORT OF THE LEADERSHIP

There is no doubt that 2020 will go down as one of the most challenging of our 75 years of service to the community. The global pandemic touched every aspect of our programming and impacted service and revenue. In a matter of days we had to adapt our program delivery, our physical spaces and our approach to everything we do in order to keep our clients and staff safe. Deemed an essential service, our doors remained open at all times as we navigated through unprecedented times and continued to support the most vulnerable through the uncertainty.

Despite these challenges, we still managed to achieve great success. We did not suffer from any outbreaks and we continued to deliver our essential services. Thanks to emergency funding and community donations we were able to maintain all our programs and full staffing levels. We did see a decline in service numbers due to strict implementation of social distancing and quarantine practices. Despite this, we were able to reach women and children in other ways by providing support over the phone and online.

As we reflect on 2020, we do so with pride in knowing that, due to the strength of this organization, we were able to persevere through our most chaotic time in 75 years. We stayed steadfast to our mission, vision and values, and continued to change and save lives. As we look forward to 2021, we know that this pandemic is far from over and there is more work to be done. One thing is for certain, this community can count on YWCA Durham regardless of the circumstances.

Thank you to each and every one of you who have helped us to make it through 2020. We hope for a much calmer 2021 with lessons learned and our mission solidified.



Farwa Farshori
President, Board of Directors



Wendy Leeder
*Co-Executive &
Shelter Services Director*



Susanne Groen
*Co-Executive &
Finance Director*

BOARD OF DIRECTORS 2020

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Matisse Hamel-Nelis

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.



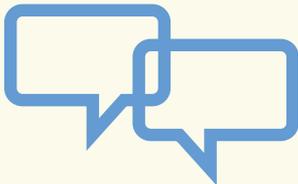
We are grateful for the continuous support of the community; this support enables us to serve the many women and children who require our services.



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

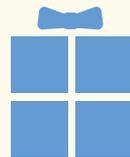


Our 24-hour
crisis line
responded to
869 calls
from women
in need



111
women
received long-term
and outreach
counselling

156
women
received
**transitional
support**



93 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. **19 women participated** in the program throughout 2020, and **9 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. **47 women** and their **41 children** called this building home during the past year. We received **260** 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 2020, **45 women were referred**, **11 women** were able to **participate**, **9 women** have **transitioned** back into the community.



THANK YOU FOR MAKING 2020 BETTER

While we rely on monetary donations to operate our programs, there are many other ways that this community supports us that do not appear on a balance sheet. Despite restrictions and weekly rule changes, people came to offer their support, whether it was a special meal, a hand made scarf, a Christmas gift or their time. This community was there for us throughout 2020.

When the pandemic first hit, businesses like Oshawa Power rallied to provide PPE. Thousands of volunteers at Canada Sews got to work making masks, and we were the happy recipients of many of them.

We know the gift of time is invaluable. RBC Commercial Durham and Whitby Sunrise Rotary Club treated us to major yard clean-ups in the summer and Fall. Countless individuals stopped in to drop off hand-made items such as knitted blankets, warm winter accessories and stones with inspirational messages painted on them.

Spreading the word about what we do is essential to us and without a large advertising budget, we are grateful for the chance to do so. The Whitby Lions Club allowed us to showcase our services at the Kids Safety Village and Angela and her team at Big Rig Wraps ensured that our message got out. Thank you to local influencers who participated in the Wrapped in Courage campaign, including MPP Jennifer French, Regional Chair John Henry, Mayor Dan Carter, and Councillor Deidre Newman.

A special meal always brightens the day for our residents, and many individuals and restaurants came through, including Firehouse Subs, Sabrina's Catering, Petite Thuet Chef Marc Thuet, and more. People dropped off perishable food throughout the year and we were truly blessed to receive a large food shipment from 2nd Harvest and Food Rescue.

Thank you to the countless individuals and organizations such as Calvary Baptist Church who dropped off brand new clothing, socks, pajamas, toiletries, baby formula and diapers. To the Shoebox organizers, we thank you for the amount of effort it takes to gather all the stuff together, package it up and deliver throughout the region. Barb and Joey at the Krinkle Project continued to offer their support by giving us new books, toys, and more.

Last, but not least, it's the little things. Every year since we can remember, a volunteer quietly and invisibly shows up to maintain the planters outside our main door. She cleans everything up, brightens them with new plants and flowers and adds seasonal decorations. Without any acknowledgement; without any thanks.

That is the spirit of community and in that spirit, we say thank you.



COMMUNITY ENRICHMENT

We had to suspend room rentals as of early March due to the pandemic. The renovation of the gymnasium was completed in early March but it has yet to be used by our community members and vendors because we closed activities when the pandemic hit. We look forward to celebrating the new gym in 2021.



VENUE RENTALS

The ideal meeting space for many members of the community. We had to suspend room rentals as of March 2020 but we look forward to welcoming people back in the future.

- › Drawing Room and Oak Room embrace the original ambiance of Adelaide House built in 1929 and can accommodate up to 65 people.



- › Our gymnasium is the perfect play area for your next birthday party, large meeting or sports activity. This location accommodates up to 340 people.



- › Our Club Room can host your next training or meeting with a maximum capacity of 30 people.



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



STARRY NIGHTS

Sadly, for the first time in 17 years, we had to cancel our annual Starry Nights fundraising gala due to the pandemic restrictions. Fortunately though many of the sponsors asked us to keep their donated funds and the general public stepped up to donate the price of their tickets. We are grateful to everyone who stepped up to support us.

We will see you in 2022 for the next Starry Nights event.



ADELAIDE'S ATTIC

Adelaide's Attic, our vintage clothing store, continues to gain popularity among women in Durham Region. Our unique donation centre and 2nd hand store is operated by community volunteers under the supervision of staff. Women gain valuable retail experience in this supportive environment.



Due to the pandemic Adelaide's Attic remained closed to the public at the end of 2020. The numbers below represent the impact of the store from January 1st to March 13th, 2020. We look forward to resuming operations in the future.



Our volunteers
contributed
347 hours



Total sales
\$1,405.90



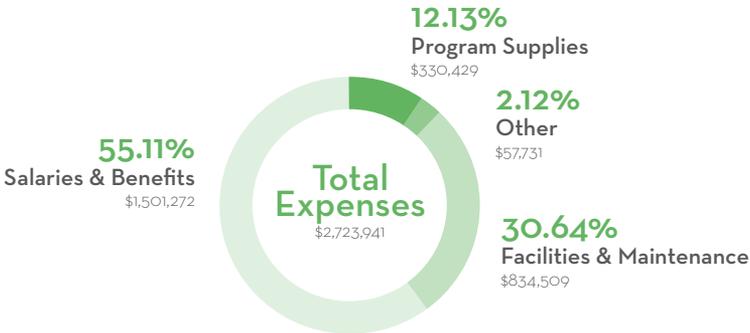
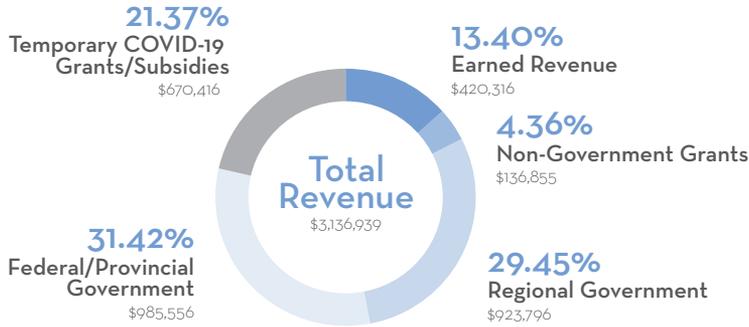
Gift Certificate sales
\$530



Even though the store was closed in March, we did continue to provide merchandise for clients of YWCA Durham as well as community members referred via other agencies. Adelaide's Attic remained a valued resource even though the store was closed to the public.

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 Social Services
- Regional Municipality of Durham Housing Services

PRIVATE DONORS*

- Bell Canada
- Destiny Dominion Ministry
- Durham Community Foundation
- ETFO
- F.K. Morrow Foundation
- Hamm Foundation
- Hann Family Foundation
- Iron Workers Local 721
- OPG
- Oshawa Chamber of Commerce Golf Tournament
- Phoenix AMD
- Pure Mechanical
- Rotary Club of Oshawa and Oshawa/Parkwood
- Rotary Club of Whitby
- Rotary Club of Whitby Sunrise
- Unifor Local 222 Retired Workers Chapter
- Unifor Local 222 Social Justice Fund
- United Way Durham
- Women's Shelter Canada



* \$1,000 or more

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.



YWCA Durham

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