



**YMCA of
Owen Sound Grey Bruce**

Annual Report 2020-2021

Caring & Connected



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A message from our President & Executive Director

When we began our 144th year in this community, we never could have imagined what challenges lay ahead. March 2020 would mark the end of our fiscal year, and the beginning of the COVID-19 pandemic in Canada.

For our YMCA this meant the temporary closure of our Health, Fitness & Aquatics facility, layoff of 128 employees, closure of 5 Early Learning Child Care Centres and 16 Before and After School Programs, and a work-from-home order for our administration and Community & Employment services. Following these closures, we then had to announce Camp Presqu'île overnight camp would not run in the summer of 2020 or 2021.

This time was unprecedented for our community, and for our country. What we didn't know in March 2020 is that although our year would be challenging, it would also present an opportunity for our YMCA to show its true value in this community. Like many businesses, charities, and organizations, we pivoted, we rewrote the rules, we started over, and we delivered. It wasn't what we planned for, but it gave us the opportunity to live up to our Values, our Vision and most importantly, our Mission. We did this by staying "Connected" to the people that need us most and showing that when times get tough, we "Care".

This past year, our Community & Employment team focused on expanding our reach and connecting with the community through various platforms to ensure support was provided where needed. Access to phones and/or

internet was a challenge for many of our clients, making it difficult for them to stay in touch with staff or other services they needed during the pandemic. We supported these clients with the purchase of basic cell phones that provide a vital link to our staff, other services, and employers. We launched a new online learning portal as a free opportunity to complete online training related to job searching, communication and justice topics. We then repurposed our mobile lab, previously used for delivering training in person, to house loaner laptops for clients who needed to complete online training.

Working from home presented unique struggles for a team who care very much about the clients that they serve. To help our staff cope, we organized an online webinar series called "Mindful Mike Self Care Series" that taught staff how to care for themselves so they can more effectively care for others.

On May 1, 2020, Grey Bruce Settlement Services unofficially opened our virtual doors and began working with clients. During its first year, our Settlement & Language Services registered 122 newcomers, completed 180 assessments, and delivered 700 hours of language instruction. Services were delivered in English, Arabic, Tigrinya, Turkish, Hindi, Spanish, Punjabi and Mandarin.

We continued to shelter high numbers of people across Grey Bruce. Finding “affordable” and appropriate housing has been very difficult as the pandemic quickly shifted the housing market, making it unreachable for so many. We assisted some families for weeks, and even months, as the reality of lockdowns and layoffs impacted not only prices but people’s livelihoods. In 2020-2021, we provided 8,029 nights of emergency shelter for vulnerable individuals in Grey Bruce, an increase from 2,731 nights in 2019-2020. We spent \$647,428 in 2020-2021 compared to \$190,157 in 2019-2020 as the average nights’ stay increased from 3.5% in 2019-2020 to 6.9% in 2020-2021. Our YMCA Housing Program staff worked with other community partners to provide meals (hot and frozen) to individuals and families sheltering in motels (Owen Sound and Chatsworth). A total of 9,284 meals were delivered last year.

As our Community & Employment team carried on, we faced very different challenges in our Child Care and Health, Fitness & Aquatics departments.

After being closed for four months, on July 6, 2020 we were able to re-start our five Early Learning Child Care Centres, as well as our Summer Day Camps at our Health, Fitness & Aquatics facility — all with restricted capacities and safety protocols in place. This allowed us to fill an important need in our community: support for families as parents returned to work. And on September 14, we re-started our Before and After School programs in 16 schools.

Throughout 2020-2021 our Child Care teams would be asked to change policies, then change them again, all while keeping parents informed and delivering high-quality programming. Capacity and safety restrictions, along with the March 2020 closure, led to lower enrollment. Despite this, we served 559 families in Grey Bruce in 2020-2021. During later lockdowns when schools were closed, we offered Emergency Child Care to school-age children. This program served 124 children, allowing their parents to return to their essential, frontline jobs.

After five months of being closed, we were able to re-start our Health, Fitness and Aquatics facility on August 10th with three weeks of free pilot activities, followed by a further opening on August 31. To safely welcome members back, we implemented many safety protocols with the guidance of Public Health. When it became clear that further lockdowns were imminent, our Fitness staff worked quickly to launch an online Members Group through Facebook, offering live and recorded fitness videos to connect and keep active with our members. When weather allowed, we offered outdoor fitness classes to give members in person interactions. Over 300 livestreamed classes were hosted from March 2020-June 2021. The YMCA, like many in the fitness industry, have seen the future value of virtual offerings — a bright spot during the pandemic.

What do you think of our safety measures?

“The Y has been and continues to be VERY careful about safety procedures. I do the spin and gravity classes in the gym and feel like I am never closer than 10 feet to anyone else. I honestly feel more at risk when at the grocery store. Everyone has their own levels of risk tolerance, but I can’t wait until we can all come back and see the building busy once again!” **Elaine Hollett Treslan**, Member



How has the Y helped you succeed?

Kobe expressed a strong interest in welding, though he had never had the opportunity to try it. Through the Youth Job Connection Program he was able to participate in hands on training to learn some beginner welding techniques. Kobe also improved his soft skills and learned how to write an impressive resume. He is now working closely with a Job Developer to secure employment as an apprentice. **Kobe**, Youth Job Connection client

When almost all services had been shuttered in the initial lockdown, the Cardiac Rehab program did temporarily shut down in April 2020, but thanks to very resilient staff and a great partnership with Grey Bruce Health Services, we were able to quickly pivot and offer all participants a home-based program. Since January 2021, a small in-facility program at our YMCA has been offered to the most high-risk patients, so they can exercise in a safe environment under medical supervision. In 2021, the Cardiac Rehab program has helped 67 participants improve their health.

Mandated lockdowns were particularly hard for our Health, Fitness & Aquatics members and staff. We have a steep hill to climb to return to our pre-COVID membership numbers, but we're hopeful that recent vaccination policies and safety protocols are shining a light at the end of tunnel. Now more than ever we need the support of our community to reach our \$75,000 goal to offer financial assistance for memberships. We thank the 227 donors that contributed in 2020-2021 from the bottom of our hearts. Your donation ensures approximately 11% of our members can access the Y and continue to improve their health and well being.

Within our Y, we also said farewell to three long-serving members of our team as they transitioned into retirement. After 43 years with the YMCA, 23 as our CEO, Gayle Graham handed over the reins to Sarah Cowley as Executive Director in the Spring of 2021. Gayle was set to retire in 2020, but after seeing the impact of the pandemic she agreed to stay on to lead our Y through what would be its most challenging year. Sarah brings over 15 years of operational and strategic leadership experience in health and social services, skills that have already served her well stepping into this organization at a precarious time.



Dennis Morrison, Manager; Child Care, spent 29 years at the Y, and he played an essential role in growing our child care services from one Early Learning centre and three Before and After School Programs to five Early Learning and 16 Before and After programs.

Finally, we recently saw Susan Seifert, Manager; Community Initiatives & Employment Service, retire after 34 years of dedicated service. Under Susan's leadership, our Employment & Community Initiatives have not only remained strong but have continued to grow and adapt to meet community needs.

We thank these valuable team members for their long, dedicated service to the YMCA and wish them all the best in retirement! We are grateful for all the loyal and kind staff, volunteers, funders and donors who make the work of the YMCA possible.

We will not let the events of 2020 stop us from serving our community. When we were asked to stay apart, we found ways to stay connected. When our community was in need, we made sure it knows we care. We'd like to thank our partners, donors, funders, families, members, clients and our staff for your continuing support as we move forward, more caring and connected than we were before.

Bruce Price
President, Board of Directors

Sarah Cowley
Executive Director



Who We Are

Our Mission

The YMCA of Owen Sound Grey Bruce is a charity dedicated to building a caring, healthy community by creating opportunities for all people to achieve personal growth in **spirit, mind and body**.

Our Vision

Our YMCA is a community leader for improving the health and vitality of Owen Sound, Grey and Bruce counties.

Our Values

The work we do is grounded by our core values:
Caring, Honesty, Respect, Responsibility

Volunteer Board of Directors

NAME	POSITION	CAREER
Bruce Price	President	Chartered Professional Accountant
Gwynne Potter	Past President	Chartered Professional Accountant
Grace Walker	Vice President/Treasurer	Chartered Professional Accountant
Danielle Landry	Vice President	Lawyer
Kathy Beattie	Director	Corporate Director of Medical Imaging & Cardiology
Evelyn Dean	Director	Business Owner, Consultant
Dave House	Director	Technology and Finance Professional
Sharif Rahman	Director	Entrepreneur
Rhea Rimmer	Director	Hospitality
Scott Vining	Director	Lawyer
Julie Ziel	Director	Entrepreneur

Senior Leadership Team

NAME	POSITION
Gayle Graham	Chief Executive Officer
Nic Hayne	Manager; Facilities
Susan Kuznicki	Manager; Finance
Dennis Morrison	Manager; Child Care
Carrie Saunders-Willis	Manager; Health Fitness & Aquatics and Human Resources
Susan Seifert	Manager; Community & Employment Services

Locations

Health, Fitness & Aquatics

700 10th Street E, Owen Sound
519 376-0484

Community Initiatives

23-945 3rd Ave. E, Owen Sound
519-371-9230

Employment Services

23-945 3rd Ave. E, Owen Sound
519 371-9222

7-425 10th Street, Hanover
519-364-3163

Child Care Centres

600 16th Avenue, Hanover
519 -364-4938

898 Queen Street, Kincardine
519-396-9622

1550 8th Street East, Owen Sound
519-371-9622

374 Bruce Street, Port Elgin
519 395-5570

18 Tain Street, Ripley
519 395-5570

ALTERNATIVE FITNESS

300

hours of livestreamed classes were hosted online during pandemic lockdowns by our Fitness staff. Classes were offered outside in Spring 2021 to welcome members back sooner.



What brought you back to the Y?

"The YMCA has safety protocols in place that are above and beyond what is expected. On my journey to health, coming back to the YMCA after lockdowns was medicinal, both physically and mentally. I enjoy this facility, I've lost some weight and from a distance, I've enjoyed some camaraderie. They've paid great attention to detail when it comes to cleanliness and it's made me feel safe each time I return."

Steve Busy, Member

Approximately

11%
OF MEMBERS

were able to participate thanks to Financial Assistance

1 in 9
CHILDREN

were able to participate in swim lessons and other programs thanks to Financial Assistance

67

CARDIAC REHAB

participants were helped through at-home and in-person programming in Spring 2021

2,800+
PEOPLE OF ALL AGES
WERE ACTIVE

with YMCA Health, Fitness & Aquatics



EMERGENCY CHILD CARE

124

children had a place to learn and grow during COVID-19 lockdowns with our Emergency Child Care program, allowing their parents to continue working on the frontlines.



How has child care helped your family?

“Like many first time parents, sending our daughter to daycare for the first time was daunting to say the least. We were pleasantly surprised by the outstanding care she received at the Y. It took a few weeks for her to adjust and her teachers were so supportive and thoughtful during that time. Being at the Y has had such a positive impact on her life, and for that I thank every single teacher she has had!”

Renee Sparkes, Port Elgin parent

559

FAMILIES

relied on our
Early Learning Child Care
and Before and After
School programs

258

CHILDREN

were off to a healthy
start at our five
YMCA Early Learning
Child Care
Centres

449

CHILDREN

played, learned and
grew at our 16 YMCA
Before and After
School Care sites

281 Kids ATTENDED SUMMER DAY CAMP

In Port Elgin, Hanover and Owen Sound,
giving them a much-needed opportunity to
socialize, build confidence, and be active.



EMERGENCY SHELTER

8,029

nights of emergency shelter were provided in 2020-2021 for vulnerable individuals in Grey Bruce, an increase from 2,731 nights in 2019-2020.



How has YMCA Employment helped you?

“The expert assistance I received was phenomenal. My Employment Advisor was supportive and so generous with her time considering we were on a bit of a time crunch for the closing of a job opportunity.”

Anonymous, Employment client

700

HOURS
of language instruction was provided in 2020-2021

122

NEWCOMERS
were registered in our Settlement & Language Service program in its first year.

180

ASSESSMENTS
were completed through our Settlement & Language Services

9,284

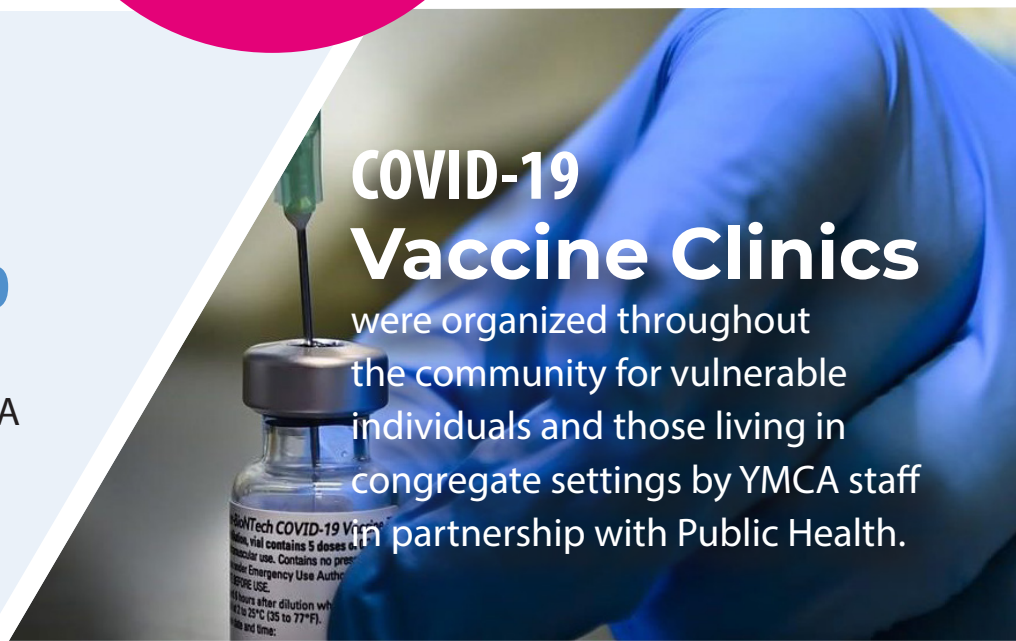
MEALS WERE DELIVERED

to individuals and families sheltered in motels by our YMCA Housing Program staff along with community partners.

COVID-19

Vaccine Clinics

were organized throughout the community for vulnerable individuals and those living in congregate settings by YMCA staff in partnership with Public Health.



Community Programs

- Health, Fitness and Recreation
- Aquatics and Swim Lessons
- Employment Programs
- Housing Support
- Alternative Justice
- Youth Gambling Awareness Program
- Youth in Transition Worker Program
- Settlement & Language Services
- Early Learning Child Care Programs
- Before and After School Programs
- YMCA Day Camps
- YMCA Partner Days
- YMCA Peace Medal
- Volunteer Opportunities
- Opportunities to Give

Learn more about our programs on our website at ymcaowensound.on.ca



Thank you to our Community Partners!

For a full list please contact us.

- Alzheimer Society of Grey-Bruce
- Better Pool Committee
- Bluewater District School Board
- Bruce-Grey Catholic District School Board
- Canadian Tire JumpStart
- Canadian Mental Health Association Grey Bruce Mental Health and Addictions Services
- City of Owen Sound
- County of Bruce
- County of Grey
- Georgian College
- Government of Canada
- Government of Ontario
- Grey Bruce Health Unit
- Grey Bruce Health Services
- Ministry of Children, Community and Social Services
- Ministry of the Solicitor General
- Ministry of Health & Long Term Care
- Ministry of the Attorney General
- Ministry of Labour, Training and Skills Development
- Municipality of Meaford
- M'WIKwedong Native Cultural Resource Centre
- Owen Sound Attack
- Owen Sound Aquatic Club
- Parkinson Society Southwestern Ontario
- Rotary Club of Owen Sound
- Safe 'n Sound
- Salvation Army
- Swim to Survive Partners
- Township of Georgian Bluffs
- United Way of Bruce Grey
- United Way Simcoe Muskoka
- Western University
- Y Service Club

Financial Reports

Owen Sound Family Y.M.C.A. Statement of Operations

For the year ended March 31	2021	2020
Revenue		
Contributions and bequests	\$ 86,708	\$ 335,019
Fundraising	1,090	18,472
Government purchases and grants	4,688,320	4,282,347
Membership dues	156,819	2,261,634
Program fees	1,342,729	2,989,119
Services and supplies	-	3,988
Investment income	35,871	79,983
Rent	41,537	72,685
Administration	13,964	39,971
Other	22,318	115,133
	<u>6,389,356</u>	<u>10,198,351</u>
Employment Grants		
Employment, training incentives for employers	728,806	748,485
Employment, training and housing supports	707,054	234,875
	<u>1,435,860</u>	<u>983,360</u>
Total Revenues	<u>\$ 7,825,216</u>	<u>\$ 11,181,711</u>

Owen Sound Family Y.M.C.A.
Statement of Operations

For the year ended March 31	2021	2020
Expenses		
Amortization of capital assets	\$ 98,836	\$ 113,786
Bad debts	920	11
Bank charges and interest	34,504	51,516
Employee benefits	792,601	958,414
Equipment and office equipment rentals	310,292	247,141
Fundraising and contribution expenses	340	5,662
Membership and association fees	65,260	124,066
Occupancy	692,426	919,786
Other expenses	8,013	12,814
Postage and telephone	67,775	79,333
Printing and promotion	15,470	13,487
Professional fees and purchased services	61,651	81,378
Salaries and wages	5,097,448	6,387,606
Staff and volunteer expenses	52,416	108,026
Supplies	421,614	496,115
	<u>7,719,566</u>	<u>9,599,141</u>
Employment Supports		
Employment, training incentives for employers	728,806	748,485
Employment, training and housing supports	707,054	234,875
	<u>1,435,860</u>	<u>983,360</u>
Total Expenses	<u>9,155,426</u>	<u>10,582,501</u>
Excess of revenue over expenses (expenses over revenue) before other and new recreation facility fund	(1,330,210)	599,210
Other		
Unrealized gain (loss) on investments (Note 4)	199,791	(76,256)
Federal wage and rent subsidies	2,127,860	25,271
Impairment loss	-	(273,974)
	<u>2,327,651</u>	<u>(324,959)</u>
Recreation Facility		
New recreation facility contributions	104,000	108,500
New recreation facility expenses	(1,195)	(672)
Transfer to City of Owen Sound	(102,805)	(107,828)
	<u>-</u>	<u>-</u>
Excess of revenue over expenses for the year	<u>\$ 997,441</u>	<u>\$ 274,251</u>

Owen Sound Family Y.M.C.A.
Statement of Financial Position

March 31	2021	2020
Assets		
Current		
Cash and bank (Note 2)	\$ 3,198,325	\$ 2,049,743
Accounts receivable (Note 3)	1,209,866	341,948
Prepaid expenses	17,441	10,788
	4,425,632	2,402,479
Long-term Investments (Note 4)	1,401,256	1,168,359
Capital assets (Note 5)	517,486	596,587
	\$ 6,344,374	\$ 4,167,425

Liabilities and Net Assets

Current		
Accounts payable and accrued liabilities (Note 7)	\$ 909,737	\$ 414,406
Deferred revenue (Note 11)	895,109	210,932
	1,804,846	625,338
Net assets (Page 5)		
Invested in net capital assets	517,506	596,607
Endowment fund (Note 8)	1,401,262	1,168,366
Internally restricted (Note 9)	716,397	736,132
Externally restricted	22,500	20,000
Unrestricted	1,881,863	1,020,982
	4,539,528	3,542,087
	\$ 6,344,374	\$ 4,167,425

Management Comments

The statement of operations and statement of financial position of the Owen Sound Family Y.M.C.A. have been extracted from the entire financial statement package of the organization. The complete financial statement is available for review at the Owen Sound Family Y.M.C.A. head office during normal business hours.