



2019-2020

IMPACT REPORT



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To me it seemed like a good opportunity to show that transgender people belong, and we have the capability to achieve the same things as anyone else."

- Dr. Carys Massarella on joining YWCA Hamilton's Board of Directors

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A MESSAGE OF THANKS FROM OUR BOARD PRESIDENT & CEO

This fiscal year was one to remember. In partnership with our community and friends of our mission, we celebrated 130 years of changing the lives of women, girls and families in Hamilton.

Together, we have made major progress in many of our key priority areas identified within our 2018–2022 strategic plan. As an organization, we have officially begun building for our future on Ottawa Street and we have made huge strides within our capital campaign, closing this fiscal year with over \$2 million raised.

In the spring of 2020, we were – and continue to be – tested as an organization, as we faced a global pandemic head on. We are reminded of our legacy of resilience, as YWCA Hamilton has stood the test of time, serving our community for over a century. We will continue to do so, regardless of what this ever-changing world throws at us.

Our mission is tried and true. We were there for those who needed us during the global pandemic of 1918 and we provided services and supports to those impacted during both World

War I and World War II. One thing is evident – YWCA Hamilton has been there – and will always be there – for those who need us most.

Each time we are faced with adversity, we come out stronger.

We are fueled by a deep-rooted passion for justice, equality, and making change for the 10,000+ individuals we serve each and every year. Listening to these diverse voices will continue to inform our work, our priorities, and our path forward as we embark on this new fiscal year and the remaining two years of our strategic plan.

Together, we’ve set some bold goals that are backed by our desire to impact, influence and to innovate. These three pillars will continue to drive our work to make more meaningful change in the lives of those we serve. The work of YWCA Hamilton would not be possible without the tireless dedication and passion of all YWCA Hamilton staff, volunteers and supporters.

Together, we’re inspiring change. And, we are creating a community where women, girls and families thrive.



Charaya Thach,
Board President




Denise Christopherson,
Chief Executive Officer



AT OUR CORE



130+
years serving women, girls & families in Hamilton



10,000+
people impacted through **60+** programs & services



30+
community based locations



396 staff & **250+** volunteers
championing our mission



330,000+
women & girls supported by YWCAs across Canada



We believe that women and girls must have the rights, resources and opportunities to shape their own lives and define their communities. YWCA Hamilton is part of a global movement connecting over 25 million women in 125 countries.

Our impact is made possible on the lands of the traditional territory of the Haudenosaunee and Anishnaabeg. This territory is covered by the Upper Canada Treaties, within the lands protected by the “Dish With One Spoon” wampum agreement, and is directly adjacent to Haldimand Treaty territory. We respect the longstanding relationships with the local Indigenous communities, the Mississaugas of the Credit First Nation and the Six Nations of the Grand River, and are committed to the recommendations of the Truth and Reconciliation Commission Report.

WE BUILD STRONG LEADERS.

We know that to build a strong community, you must build strong leaders. At YWCA Hamilton, we're intentional about developing a workplace culture that prioritizes development opportunities, inclusivity, equity and balance. We invest in all of our employees.

<p>5,988 hours of training provided to 976 staff – that's an increase of 2,508 hours over last year</p>	<p>307 staff trained in Health & Safety</p>		<p>239 staff trained in Non-Violent Crisis Intervention & Crisis Prevention</p>
<p>82 staff trained in First Aid & CPR</p>		<p>79 staff trained in Applied Suicide Intervention Skills & SafeTalk</p>	<p>68 staff trained in Truth & Reconciliation</p>
<p>67 staff trained in Anti-Racism Anti-Oppression</p>	<p>41 staff trained in Trans Inclusion</p>		<p>34 staff trained in Mental Health First Aid</p>
	<p>16 staff trained in opioid overdose response</p>		



THE PUTMAN FAMILY YWCA

The newly-reimagined Ottawa Street YWCA will be named The Putman Family YWCA, thanks to a \$1 million donation from Hamilton's Putman family, known locally as the founders of Ancaster-based Everest Toys.

The Putmans approached YWCA Hamilton after reading a newspaper story about the lack of funding to Carole Anne's Place, our emergency overnight shelter for women experiencing homelessness during the winter months.

"We've been at the forefront of addressing the affordable housing crisis in Hamilton," says Denise Christopherson, CEO YWCA Hamilton. "The Putman family contribution will significantly support our efforts to eradicate women's homelessness in this city."



Doug Putman announces a \$1m donation at the 2020 Women of Distinction Awards

"We wanted to be part of the solution," says Doug Putman, who credits his mother Karen with bringing the media story to the attention of the close-knit family. "I obviously have a very strong mother and a very strong sister. I've got a very strong wife and I hope I've got a very strong daughter as she grows up. I see the impact of a mother on the kids, the family. What better place to support than mothers and families, because you can actually impact that next generation?"

The Putman family, including Bob and Karen, Doug, his wife Kerri Putman and daughter Hadley, as well as Bob and Karen's daughter Jennifer Putman, her husband Pablo Roque and their daughter Anna Roque took stage at the 2020 Women of Distinction Awards to announce their donation and urged the crowd of 1,000+ guests to invest in women, girls and families in Hamilton.

THE PUTMAN FAMILY YWCA AT A GLANCE

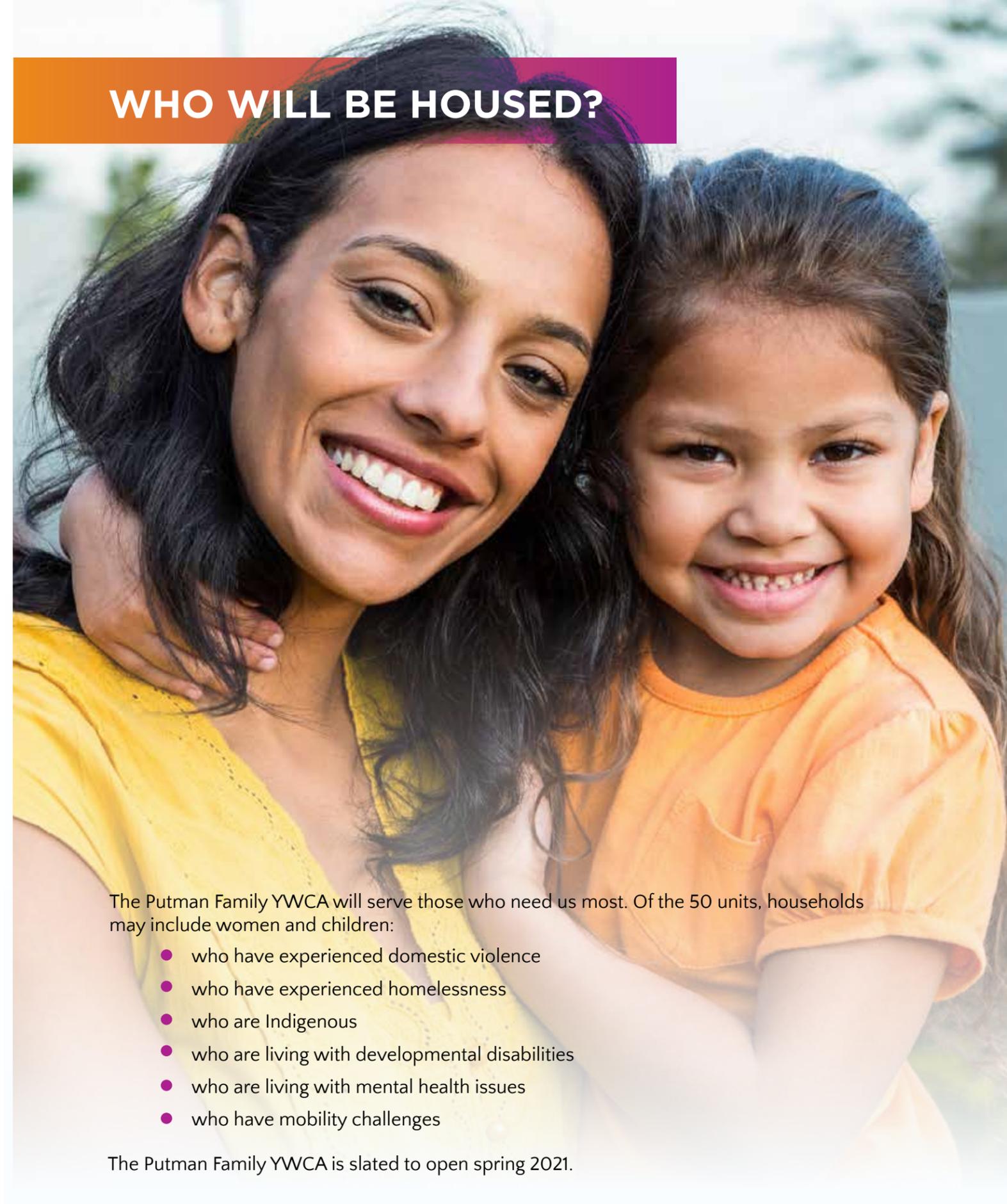
HOUSING FOR WOMEN & CHILDREN

	50 affordable apartments <ul style="list-style-type: none">• 28 one-bedroom units• 6 barrier-free one-bedroom units• 10 two-bedroom units• 6 three-bedroom units
	15 of which are dedicated for adults with developmental disabilities
	In-residence counselling
	Wraparound support for residents, including goal-planning, skill-building, resource navigation and supportive counselling
	Rooftop garden and community spaces
	Passive House design ensuring high levels of comfort

INNOVATION, COMMUNITY & SENIORS SPACES

	Innovation Centre dedicated to providing employment training, social enterprise and micro-lending, new apprenticeships and business start-up support
	Seniors Centre encouraging active living and engagement for citizens 55+
	Health and wellness programming including fitness, yoga and more
	Community Atrium promoting neighbourhood connections and youth programming
	Non-YWCA programs and flexible rental spaces for community partner use

WHO WILL BE HOUSED?



The Putman Family YWCA will serve those who need us most. Of the 50 units, households may include women and children:

- who have experienced domestic violence
- who have experienced homelessness
- who are Indigenous
- who are living with developmental disabilities
- who are living with mental health issues
- who have mobility challenges

The Putman Family YWCA is slated to open spring 2021.



WE ELIMINATE FOOD INSECURITY AND INCREASE SKILLS.

Many of the individuals we serve struggle with food insecurity. Access to nutritious food is a basic need and a requirement for empowering women and families. In partnership with local restaurants and supporters, we're tackling food insecurity head on and making an immediate difference through providing dignified access to healthy options.

19,175

meals provided to the women who call YWCA Hamilton home through the Transitional Living Program

15,145

meals prepared through our Be the Recipe for Change Program, a culinary experience with a social purpose, hosted by our At the Table Café

555

healthy, nutritious snacks provided during non-custodial parental visits in our Family Access Centre ensuring that no child or parent went hungry while spending time together.

4,030

meals donated by our generous community

17,160

individuals invested in YWCA Hamilton through At the Table Cafe purchases



WE PROVIDE SOLUTIONS TO ENDING HOMELESSNESS.

In Hamilton, rent prices have skyrocketed leaving many citizens forced to choose between paying rent and buying food to eat. The waiting list for social housing is over 6,000 and counting and on any given night in Hamilton, over 300 women experience homelessness.

A safe and accessible place to live is a key determinant of overall health. For many women and children, their home is a safe haven; a building block for their future and their protection from abuse.

Women, children and families who come to YWCA Hamilton have struggled with homelessness, isolation and various forms of disability and trauma. Our goal is to provide them with the stability of a home and the resources and opportunities to rebuild their lives.



140

women struggling with poverty, homelessness and violence received safe, affordable housing through Transitional Living and Phoenix Place

212

women had a safe place to rest **3044** times during winter's coldest months at CaroleAnne's Place, our out-of-the-cold emergency shelter – an increase of **62%** from last year

47

women moved on from Transitional Living and into independent housing

352

women safely housed



WE SUPPORT SURVIVORS OF VIOLENCE.

Gender-based violence is the leading cause of women's homelessness and globally, 243 million women and girls age 15-49 have experienced some form of physical or sexual violence perpetrated by an intimate partner in the past 12 months.

Domestic violence rates have skyrocketed across Canada as a result of the pandemic and in Hamilton, we've already seen a 4.6 per cent increase in calls to police about violence in the home.

We are on the frontlines of the fight against violence against women. We are dedicated to ensuring the safety of women and families fleeing violence and offer safe, supportive housing for those escaping violence as well as individualized support, counselling and skill-building to recover from trauma and start anew.

150+

hours of counseling, abuse education, advocacy, legal advice and parenting support to women experiencing violence

39

safety plans completed to support survivors leaving their abusers

40

group sessions providing support to 150+ women fleeing violence through Phoenix Place

145

women, youth and newcomers with limited exposure to the digital world gained digital literacy skills, knowledge and confidence to safely navigate the internet and online communities through the Digital Smarts program



WE ADVANCE WOMEN'S ECONOMIC JUSTICE AND INDEPENDENCE.

Women face unique barriers to accessing gainful employment and are engaged in more precarious work and minimum wage jobs than men. Newcomer women and women of colour experience an even greater earning gap.

Women hold less than 4.5 per cent of all skilled trades jobs across Canada, and in Hamilton, there is a skilled labour shortage of women accessing technical fields and skilled trades.

We are working hard to put women on a path of well-paying growth careers, exploring opportunities within non-traditional occupations and achieving financial independence.

When women have access to training and opportunities, they thrive. And our economy thrives too.

883

individuals supported through Employment and Training Programs with 14 women-led businesses launched through Business Out of the Box, a shipping container reimaged as a storefront for women entrepreneurs

200

young women and non-binary youth ages 15-30 gained meaningful employment after 16 weeks of employability training, 4 weeks of paid in-class training, 7 certification trainings and 12 weeks of paid on the job experience through the SISTER Program

161

female students grades 9-12 across 9 Hamilton high schools explored careers in skilled trades and technical fields and met female mentors to help pave their path forward in non-traditional and STEM fields

300+

clients supported in job search, resume building and increasing employability

30

women are ready to take on the world as trained General Machinists and Electricians through the Pre-Apprenticeship Program in partnership with Mohawk College and Niagara College



Overall, it was a really great experience and it brought me to where I am today."

- Shannon, Program Graduate



WE PROMOTE THE HEALTH AND WELLNESS OF ALL PEOPLE.



Robin Mech, Supervisor of 55+ Active Living Centre hand delivering care packages to seniors during the pandemic.

Canadians of low income report the highest rates of food insecurity and those at greatest risk of isolation include seniors with physical and mental health issues, low income seniors, Indigenous seniors and those who are newcomers to Canada.

In Hamilton, over 12,000 seniors are known to be isolated, contributing to increased cognitive decline and depression. Senior women become especially vulnerable to isolation due to taking on the bulk of caregiver responsibilities.

We are focused on promoting the physical and emotional well-being of all Canadians. With our network of volunteers, we're providing in-home social support to isolated seniors, encouraging the full participation of newcomers, supporting new moms and cancer survivors, and providing subsidies to remove barriers for women and families in accessing health and wellness opportunities.

977 patients served through the Shelter Health Clinic at YWCA Hamilton, a health care service designed to reach high-risk populations of people who do not have stable housing and complex health issues

2,309 men, women and children engaged in health and wellness programming

2,347 hours of home visits made to 574 isolated seniors with 445 new connections made to community programs and services through the Senior Peer Connector Program

60 new moms, **74** babies and **36** siblings supported in the comfort of their homes to strengthen bonds and reduce the risks of postpartum depression through Good Beginnings Program

344 women who face financial barriers accessed wellness programming through Women Alive!

4,141 hours of South Asian Punjabi programming provided to 105 senior Punjabi women

55 survivors of breast cancer participated in specialized programming to promote healing, recovery and connectedness among survivors

I have made new friends and enjoy the social component as much as the yoga and exercise. For me, the positive impact is immeasurable. I am grateful for the teachers, my fellow classmates and especially for the individuals involved in creating such a wonderful program for us seniors. Thank you from the bottom of my heart."

– Santokh, YWCA Health & Wellness member



WE STAND FOR DIGNITY AND RESPECT.

A woman with a developmental disability is three times more likely to experience violence. The employment rate of adults aged 16 to 64 with a developmental disability was 22%, less than one-third of the rate for people without a disability and the lowest employment rate of any disability type.

Individuals may also experience isolation within their homes and communities due to mobility challenges and barriers to transportation and care.

We have been serving the needs of youth and adults with developmental disabilities for over 40 years. With a team of dedicated staff, we provide 24-hour support and supervision to adults with differing levels of independence and provide the training, support and care to access meaningful employment opportunities.

342

individuals with developmental disabilities supported through YWCA Hamilton Developmental Services

46

adults provided with 27/7 compassionate care through group living homes and supportive apartment environments

148

people empowered to move, build confidence and increase their self-esteem through Developmental Services day programming

33

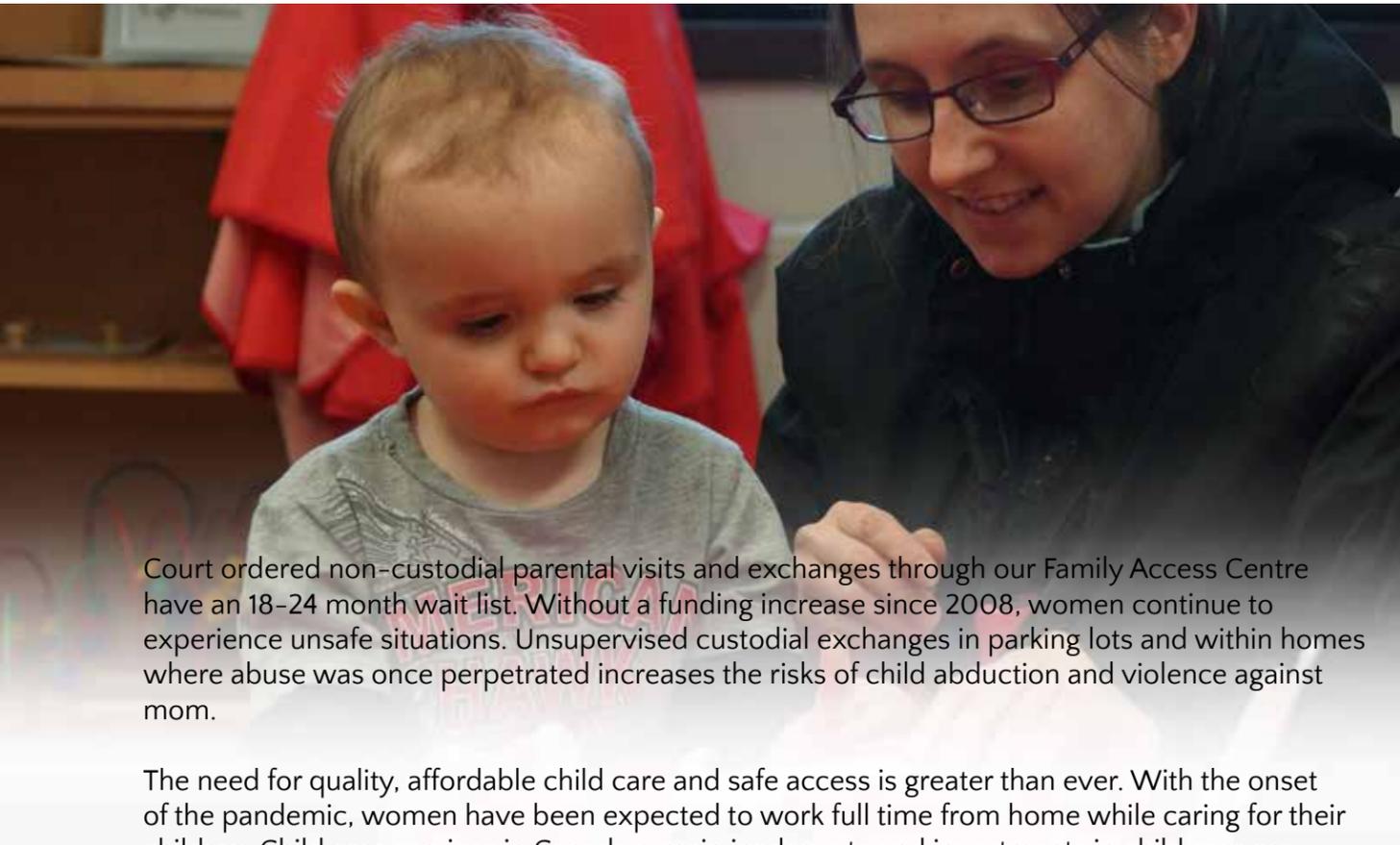
individuals with self-identified disabilities prepared for workforce entry with jobs secured in IT, Food Service, Transportation, Non-profit and the Health Care sector through The Opportunities Program (TOP).



A positive affirmation created and shared by folks within Developmental Services.



WE BELIEVE IN QUALITY, AFFORDABLE CHILD CARE AND SAFE ACCESS.



Court ordered non-custodial parental visits and exchanges through our Family Access Centre have an 18-24 month wait list. Without a funding increase since 2008, women continue to experience unsafe situations. Unsupervised custodial exchanges in parking lots and within homes where abuse was once perpetrated increases the risks of child abduction and violence against mom.

The need for quality, affordable child care and safe access is greater than ever. With the onset of the pandemic, women have been expected to work full time from home while caring for their children. Child care services in Canada remain inadequate and investments in child care are proven to enhance economic security for all women and communities across Canada.

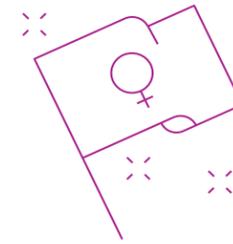
YWCA's are the second largest provider of licensed child care in the country. We advocate tirelessly to invest in quality, affordable and universal child care across all levels of government. Child care is the ramp to women's equality and integral in women's economic empowerment.

 **555**
non-custodial parental visits at our Family Access Centre to ensure safety where domestic violence, mental health, substance abuse or risk of abduction is of concern

 **130+**
children and youth received subsidy to participate in swimming lessons and Youth Fitness Programs

 **16,100**
hours of quality, inclusive programming delivered to 500+ children through YWCA Hamilton Child Care Centres

 **213**
children had a summer to remember at YWCA Hamilton Summer Camps



WE ADVOCATE FOR CHANGE.

At our core, we are social innovators and are part of an international network for Gender and Equity. We were there when women were advocating for the right to vote, for reproductive rights and for maternity leave.

We were there when the first shelters opened. YWCA Hamilton has and continues to be a strong voice dedicated to advancing social justice for women, girls, non-binary and gender fluid folks through our programs, services and advocacy.

We work from an anti-racism anti-oppressive, intersectional feminist framework to understand and challenge power structures, address the root causes of systemic racism and amplify the voices of Black, Brown and Indigenous people in our community. We believe in creating safe, inclusive spaces and are invested in building the leadership potential of young women and non-binary youth to carry the torch in the creation of a just and equal society.

610+ youth engaged through youth-led programs, workshops and events that centres the voices of young women, non-binary and gender fluid youth in Hamilton

541 youth across 24 schools attended the Totally Awesome Young Women's Breakfast and left feeling inspired and ready to take on the world

 *The YWCA taught me as an immigrant from Kenya, how I can find my spot in Canada. The YWCA got to know me. They saw something in me and they saw the passion that I had and they invested in me.*

And because they've invested in me, I'm able to touch women in my country. I'm able to help them have a sustainable income, to have money to visit clinics, to educate their children and the whole community can prosper from that.

When you educate a woman and when you invest in a woman, it's going to be green all around. She doesn't only help herself, she helps the people around her."

- Selbina Mwendwa, 2020 Honourary Woman of Distinction, YWCA Hamilton Biz Smarts Program Graduate & CEO of Canadian African Gifts & Décor



24 girls grades 1-6 empowered through GirlSpace, a free after school program devoted to increasing self-confidence and empowering girls to live healthy, safe lives

15 young women and non-binary individuals identifying as Black, Indigenous, Persons of Colour (BIPOC) claimed power and place in politics to effect change through the Reaching for Power workshop series



A CULTURE OF PHILANTHROPY.

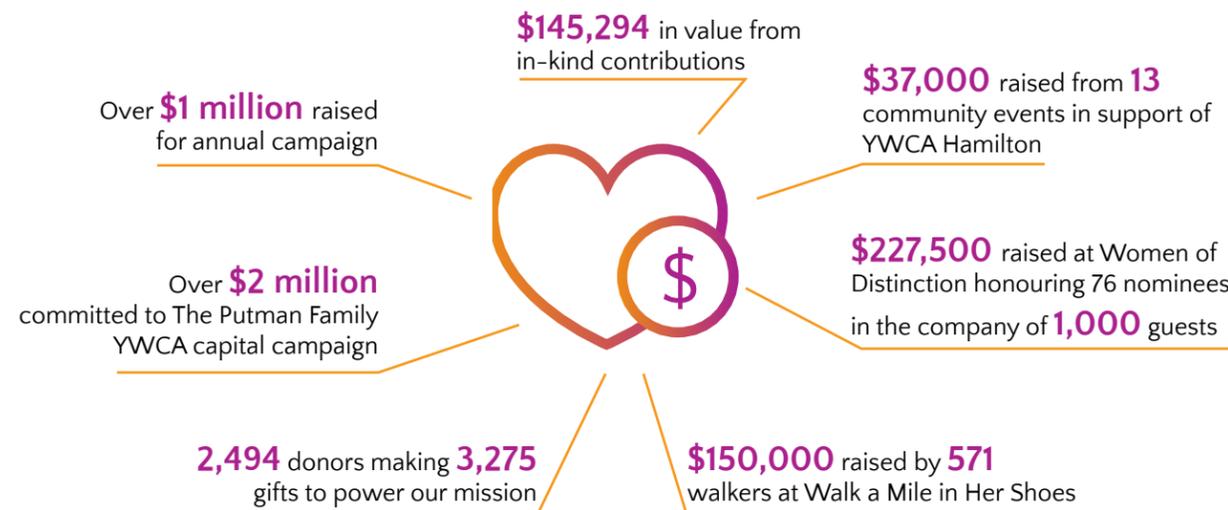


Your 2020 YWCA Hamilton Women of Distinction Winners.

Bottom (L to R): Dr. Heather Sheardown (Science|Technology|Trades), Chyler Sewell (Young Trailblazer), Blueberry Therapy, Owner Kristen Parise (Outstanding Small Business), Dr. Audrey Hicks (Health)

Top (L to R): Monique Lavallee (Community Leadership), Kayonne Christy (Young Woman of Distinction), Emily O'Brien (Business Leadership|Entrepreneurship), Diana Weir (Arts|Culture|Design), Lena Sutton (Lifetime Achievement)

Fundraising is critical in ensuring the ongoing operations of our programs and services. With the support of our community, partners, funders and generous donors we continue to change the lives of the women and families we serve.



IT WASN'T OUR FIRST PANDEMIC

In March 2020, our organization – like many others – grappled with a new challenge. Covid-19 took our country by storm and we ended our fiscal year navigating the uncharted waters of a global pandemic. But it wasn't the first time.

We were there for the women and families during the global pandemic of 1918, providing supports and services for those in need. And we're still here – supporting and advocating for women and communities disproportionately affected by the pandemic.

With a nimble, passionate team our pandemic response was swift. Together, we:



- ✓ **pivoted our programs** and services to be delivered online where possible;
- ✓ **continued service delivery** within all essential service areas including Transitional Living, Carole Anne's Place, Phoenix Place and all Developmental Services residences;
- ✓ **expanded our women's housing services** in partnership with The City of Hamilton to ensure that women experiencing homelessness had a safe roof over their head and a space to self-isolate;
- ✓ **led the way in developing a virtual visitation** provincial standard to enable safe, virtual court ordered visitations for families through our Family Access & Access Alternatives programming;
- ✓ **stayed connected with isolated seniors** through telephone calls, virtual check-ins and delivering care baskets;
- ✓ **launched a Covid-19 response campaign** raising over \$24,000 to support our pandemic response along with over \$15,000 worth of in-kind donations for programs and collecting 7,000+ pieces of personal protective equipment to ensure the ongoing safety of our staff and clients.

The effects of the pandemic will be felt for years to come. From massive layoffs to increased unpaid work to the surge in domestic violence, women have been disproportionately impacted by Covid-19. **We are dedicated to advancing Canada's first Feminist Economic Recovery Plan and will work tirelessly with YWCAs across the Country to see this through.**

REMEMBERING MILLI GOULD



(L to R): Ben Gould, Milli Gould, Mark Gould, Denise Christopherson

Our CEO Denise Christopherson remembers Milli as a woman who seldom wanted to talk about herself or her own accomplishments, and instead wanted to focus on making the community a better place for women and children.

“I just remember the joy in her eyes as women talked about the businesses they were planning,” Denise said. “She always believed that because someone invested in her potential, she would pay it forward and invest in the potential of other women.”

YWCA Hamilton is deeply grateful for the support and friendship of Milli Gould who was a catalyst for change in the lives of so many women. When you invest in a woman, it has a ripple effect across the community, a concept Milli understood more than most. And her legacy will live on in the women entrepreneurs she supported and who, in turn, supported themselves, their families and helped build Hamilton.

YOU POWER OUR MISSION.



Our heartfelt thanks and appreciation goes out to all supporters of our mission. From our staff team to our volunteers, funders and individual donors, we all contribute our unique offerings to enable our shared success and collective impact. Because of you, women, children and families are thriving.



Government Funders

City of Hamilton
 Employment & Social Development Canada
 Federal Economic Development Agency
 Health & Social Services Haldimand & Norfolk
 Immigration, Refugees and Citizenship Canada
 Innovation, Science and Economic Development Canada
 Ministry for Seniors & Accessibility
 Ministry of Attorney General
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 Ministry of Training, Colleges & Universities
 Ontario Trillium Foundation
 Women and Gender Equality Canada



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Hamilton Community Foundation
 Hamilton Etsy Handmade
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 Hamilton–Wentworth Catholic District School Board
 Hamilton–Wentworth District School Board
 Hamilton–Wentworth Elementary Teachers’ Local
 Healthcare & Municipal Employees’ Credit Union
 IBEW Local 105
 Intact Insurance
 Jackman Foundation
 Kabuki Spa & Skin Care Centre
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 United Steelworkers
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 Unity Spiritual Centre
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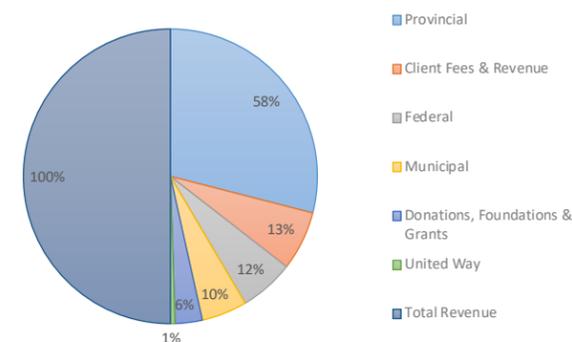
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Claire Kislinsky	Kim McCallum	Rachel Matthews	
Constance Jain	Laura Babcock	Rafal Tomczuk	
Deborah Sloboda	Lisa Dalia	Robin Cameron	



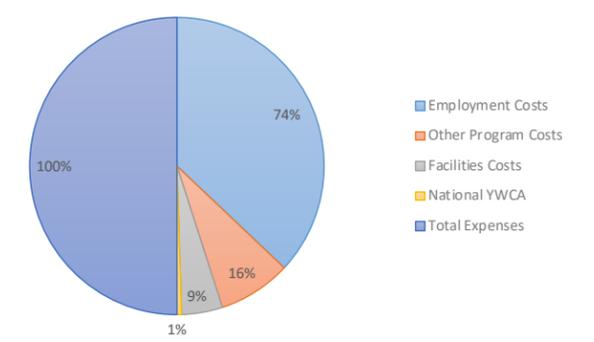
Financial Highlights

Financial information is extracted from the financial statements audited by Deloitte LLP. Anyone requiring a copy of the audited financial statements and financial notes disclosure may contact us.

Revenue



Expenses





YWCA Hamilton
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Hamilton, ON L8P 3C1
Charitable Registration BN:
11923 6792 RR0001

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