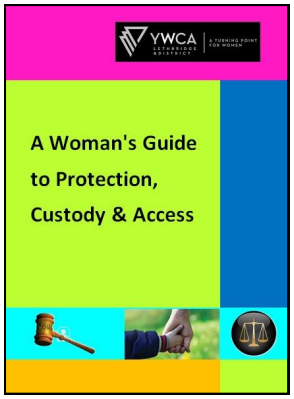
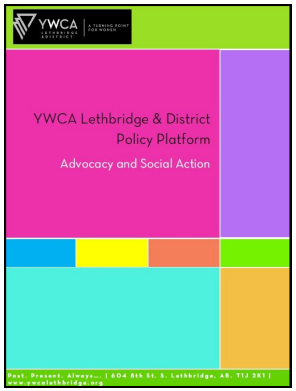
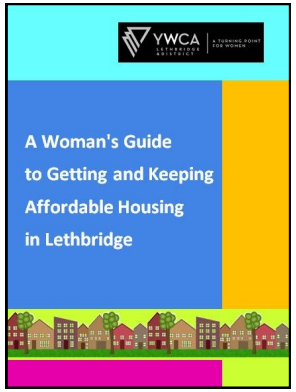
YWCA Lethbridge & District

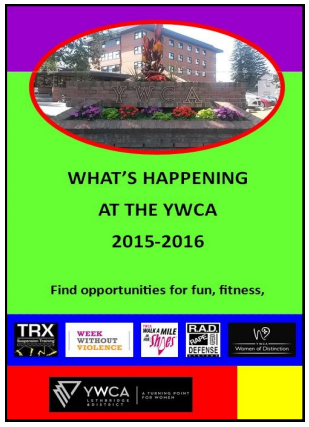
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YWCA LETHBRIDGE & DISTRICT | A TURNING POINT FOR WOMEN

YWCA Lethbridge and District

ANNUAL REPORT

2014 - 2015



YWCA LETHBRIDGE & DISTRICT

MISSION

The Mission of YWCA Lethbridge and District is our statement of purpose, that is, our reason for being. Our Mission, as approved in August 2000, states:

"YWCA Lethbridge & District is an organization committed to women & the enhancement of their lives by providing programs & services which empower them, support equality & promote wellness of mind, body & spirit."

VISION

Our Vision is a statement that indicates what we want our organization to look like in the future and in some significant way, to be better than it is now. Our Vision, as approved in August 2000, states:

"To be a community leader committed to collaborative partnerships in the provision of accessible prevention, intervention & support programs & services for the enhancement of women's lives."

VALUES

Our Values are the fundamental principles and beliefs that provide the foundation for the organization. They provide guidance on how to make decisions, how to view customers and how to treat staff. Our Values, as approved in August 2000, state:

- *A Woman's Perspective: Women must be leaders in shaping social and cultural directions in order to achieve equity & equality for all women.*
- *Difference and Diversity: In order to achieve social and other forms of justice, we must embrace difference and diversity among people.*
- *Community Mindedness: Healthy communities, free from violence, racism and other abuses of power, nurture the whole person. Individuals committed to equity advance the growth of healthy communities.*
- *Global Interdependence: The worldwide struggle for equity and equality connects all women.*
- *The Whole Person: Strength, wisdom and character come from the balanced development of the whole person in mind, body and spirit.*
- *Volunteers: Volunteers are the heart of the YWCA*
- *Accountability: As individuals associated with this organization, we are accountable for the conduct of the organization.*

YWCA ANNUAL EVENTS

Walk A Mile In Her Shoes	**September 18, 2015**
International Day of A Girl Child	**October 11, 2015**
YWCA Week Without Violence	**October 12 – 18, 2015**
Power of Being a Girl Conference	**October 14, 2015**
Prevention of Family Violence Month	**November 2015**
Royal LePage Royal Gala	**November 3, 2015**
16 Day of Action to End Violence Against Women	**Nov. 25 – Dec. 10, 2015**
Stockings of Hope Campaign	**Nov. 23 – Dec. 18, 2015**
National Day of Action to End Violence Against Women	**December 6, 2015**
1 Billion Rising	**February 14, 2016**
Day of Big Change	**March 1, 2016**
International Women's Day	**March 8, 2016**
Women of Distinction	**March 11, 2016**
No Fixed Address	**May 13 - 14, 2016**
Turning Point Golf Classic	**TBA**

CONTACT INFORMATION

YWCA Lethbridge & District
604 - 8th Street South
Lethbridge, AB T1J 2K1
Ph: 403-329-0088
Fx: 403-327-9112
Web: www.ywcalethbridge.org
Crisis Line - Local: 403-320-1881
Crisis Line - Toll-free: 1-866-296-0447

HOURS

Monday - Thursday: 6:30am - 9:00pm
Friday: 6:30am - 8:00pm
Saturday & Sunday: 9:00am - 4:00pm
Closed statutory holidays



ABOVE: Participants in YWCA GirlSpace Leadership Camp show their solidarity.

BELOW: Boy Scouts display the bouquets they made for YWCA residents.



A MESSAGE FROM THE PRESIDENT & THE CEO

YWCA Lethbridge and District has continued to press forward in our planning, creation and delivery of programs and services that respond to the needs of our Southern Alberta community.

Most notable has been our work with the Sexual Violence Action Committee and the support and creation of a series of four trainings on sexual assault. With the provision of funding from Lethbridge Lifelong Learning Association and the ALCOA Foundation we created BEST (Bystander Engagement to end Sexual assault Training) curriculum which is used in reaching numerous service providers in Lethbridge on core issues surrounding sexual violence. Having successfully completed the Status of Women Project to engage young people in addressing gender based violence on campus with the University of Lethbridge, doors have opened to offer and support our student population in their movement to end sexual assault. Most recently the YWCA has invested in training to support our work and understanding of violence in same sex relationships.

As is all too apparent every day, violence against women and girls continues to plague our society and remains a grave social issue worldwide, and yes, this is the case in Lethbridge and Southern Alberta. Extreme violent behaviour is frequently echoed through the stories of the countless women that seek services from the YWCA. The 2014 – 2015 fiscal year marked the highest number of turn-aways from our women's emergency shelter at a staggering 1,218 women and children. The need for additional services – especially second stage housing - is critical to the change required to end the generational impacts that violence against women produces.

Yet, there is hope, as Trevor Stuart climbs mountains to call attention to the issue and raise much needed funds for our domestic violence services; we are graced by his passion, sincerity and commitment to lead our business community in not only understanding the issues but recognizing their role in ending violence.

Health and fitness programming noted gains this past year with increased membership, an increased variety of programs and the incredible strength of our volunteer base and staff. Marj Machen, who was left paralyzed from the chest down when she was hit by a distracted

driver, served as an inspiration to us all by leading a cycling class this spring – she lives as we all should live – believing and working to make the impossible, possible!

Our housing programs continue to meet a significant need in the community with services for young adults and women with complex needs. We are especially grateful for support from SHIA (Social Housing In Action – City of Lethbridge) and YPM Chartered Accountants LLP who continue to provide support to our programs. The commitment by businesses and the City to end homelessness, to support the truly vulnerable and to see the value of all people is to be celebrated! All too frequently we walk by people on the street and see only the surface – the person who is drunk, or dirty – what we fail to see is the child – the friend – the person who has a story that is compelling, and tragic. All too often those we serve were victims of abuse in their childhood, and in their personal relationships and resort to using what they can to dull their pain just to exist. Housing is a human right and one that the YWCA will continue to address as part of our commitment through our work with the City and until everyone has a home.

Of great significance has been the work in GirlSpace, having been chosen as one of five programs out of seventy-five applicants across Canada to host the pilot program of Girl2Girl, a mentorship initiative. Through the Canadian Women's Foundation, Girl2Girl developed a best practices manual and were recently awarded another $40,000 to YWCA Lethbridge via a private donor to support the program going forward. An external evaluation of GirlSpace found that not only is it meeting all provincial expectations, it is exceeding the outcomes established and generating great success through the building of positive developmental assets, critical thinking and self-confidence with girls.

As we enter the 66th year of the YWCA's existence in Lethbridge, we commit ourselves to excellence in programming; building our capacity through knowledge and skill development; honouring the core values of our Association; while providing quality and inclusive service to our community.

Robin Foreman
President

Kristine J. Cassie
Chief Executive Officer



ABOVE: YWCA staff show off their best Halloween attire (October 2014).

BELOW: The administration area at YWCA gets ready for its makeover (February 2015).



Be part of the world's largest, oldest and most influential women's organization. Become a member of YWCA Lethbridge & District.

MEMBERSHIP FORM

Name: _____

Mailing address: _____

City/Town: _____

Postal Code: _____

Phone: _____

E-mail: _____

❑ **Voting membership** (women over 16 years of age): **$20**
❑ **Non-voting membership** (men or youth under 16): **$10**

Method of payment: ❑ **VISA** ❑ **MasterCard** ❑ **Cheque**

Credit card #: _____
❑ **Personal** ❑ **Corporate**

Security # : _____ _____ _____ **Expiry date:** _____ / _____
(3-digit code on back of credit card)

Name on card: _____

Signature: _____

Drop off form & fees or mail them to:

YWCA Lethbridge & District
604 - 8th Street South
Lethbridge AB T1J 2K1

Make cheques payable to: YWCA Lethbridge & District

For more information about YWCA Lethbridge & District, visit www.ywcalethbridge.org

Charitable Registration Number: 108227919 RR0001

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Monica Cove - Past President
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Jessica Joss - VP External
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Roberta Smallbones - Director
Tammy Perlich - Director



YWCA Lethbridge & District Board of Directors show their support for the #noXcuses campaign, a YWCA Canada movement to stop violence against women.

YWCA PROGRAMS & SERVICES

Bystander Engagement Training
Girl2Girl
Girls With Tools
GirlSpace
Harbour House Outreach Services
Harbour House Women's Emergency Shelter
Health & Fitness
Hestia Homes
Hidden Treasures
Life Enrichment Centre
Neighbourhood Play Program
Power of Being a Girl Conference
Project Child Recovery
Safe Visitation
The Chat Room
Volunteer Services
Week Without Violence
Women's Residence
Young Women's Leadership Council

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In preparing this report, YWCA Lethbridge and District has tried to recognize all those who contributed so generously during the period of April 1, 2014 to March 31, 2015.
We apologize for any errors.
Corrections can be e-mailed to inquiries@ywcalethbridge.org.

YWCA PROGRAMS & SERVICES ARE SUPPORTED BY THESE GRANTING AGENCIES:

- ALBERTA ASSOCIATION OF YWCAs
- ALBERTA HEALTH SERVICES
- ALBERTA SPORT, RECREATION, PARKS & WILDLIFE FOUNDATION
- ALCOA FOUNDATION
- CANADIAN WOMEN'S FOUNDATION
- CHARITIES AID FOUNDATION
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- LETHBRIDGE LIFELONG LEARNING ASSOCIATION
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ABOVE: Volunteers take a break from their hard work cleaning up YWCA's Serenity Garden.
RIGHT: Lethbridge Mayor Chris Spearman participates in YWCA Walk A Mile In Her Shoes (September 2014) in Galt Gardens.

YWCA MANAGERS 2014 - 2015

Kristine Cassie, Chief Executive Officer
Bernice Lambert, Domestic Violence Community Services Manager
Dustin Blackmore, Health & Fitness Manager
Jennifer Lepko, Youth Services Manager
Kelly Mettler, Partnerships Manager
Lena Neufeld, Building & Residence Manager
Mahreen Rana, Human Resources Manager
Sandra Vonk, Domestic Violence Shelter Services Manager
Sheldon Solomon, Finance & Administration Manager
Tracy James, Domestic Violence Children's Services Manager



ABOVE: The 'Classroom on Wheels' (C.O.W.) Bus visits YWCA as part of the Week Without Violence activities (October 2014).

BELOW: The CMARD (Canadian Coalition of Municipalities Against Racism & Discrimination) Living Logo stops by the YWCA (March 2015).



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MILLER, ELAINE
MILLER, GLENN
MILLER, JIM
MILLER, LOUISE
MILLIGAN, SHAD
MITCHELL, SUE
MNP LLP
MOBILE GIVING FOUNDATION CANADA
MONEY CRUNCHERS
MONTGOMERY, MICHELE
MONTGOMERY, TAMMY &

FINANCIAL REPORT
April 1, 2014 - March 31, 2015

YOUNG WOMEN'S CHRISTIAN ASSOCIATION OF LETHBRIDGE AND DISTRICT
STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES
For the year ended March 31, 2015

	Budget (Unaudited)	Operating Fund	Gaming Fund	Capital Fund	2015 Actual	2014 Actual
Revenues						
Grants	$ 2,280,255	$ 2,278,502	$ -	$ 3,649	$ 2,282,151	$ 2,765,005
Fees for service	302,450	309,534	-	-	309,534	298,668
Donations	163,143	150,747	-	-	150,747	296,067
Fundraising	191,060	95,308	28,690	-	123,998	109,067
Other	28,429	15,450	-	-	15,450	13,603
Interest	18,650	33	70	17,949	18,052	13,537
Amortization of deferred capital	121,590	-	-	113,946	113,946	112,696
	3,105,577	2,849,574	28,760	135,544	3,013,878	3,608,643
Expenses						
Salaries and honorariums	2,199,195	2,025,727	-	-	2,025,727	2,416,729
Direct client costs	122,163	120,394	-	-	120,394	231,093
Telephone and utilities	122,450	129,921	-	-	129,921	133,219
Travel and training	62,150	49,034	-	-	49,034	73,265
Repairs and maintenance	58,250	73,694	-	-	73,694	66,114
Supplies and stationary	77,202	74,454	-	-	74,454	64,102
Fundraising costs	47,550	62,622	21,088	-	83,710	61,900
Professional fees	64,436	23,524	-	-	23,524	45,064
Membership and fees	40,715	48,786	-	-	48,786	43,307
Advertising and promotion	24,300	26,661	-	-	26,661	29,913
Insurance	28,140	28,833	-	-	28,833	26,305
Grant	22,370	53,962	-	-	53,962	19,850
Information technology	27,000	13,880	-	-	13,880	18,634
Other	12,000	15,427	-	-	15,427	15,001
Volunteer costs	4,300	7,668	-	-	7,668	11,972
Interest and bank charges	7,920	8,093	2	-	8,095	7,559
Small equipment	6,962	728	-	-	728	2,605
Property taxes	1,032	1,057	-	-	1,057	1,032
Interest on long-term debt	29,279	-	-	6,441	6,441	8,208
Loss on disposal of capital assets	-	-	-	-	-	29
Amortization	183,376	-	-	191,802	191,802	189,608
	3,140,790	2,764,465	21,090	198,243	2,983,798	3,465,509
Excess (deficiency) of revenues over expenses	(35,213)	85,109	7,670	(62,699)	30,080	143,134
Fund balances, beginning of year	770,286	286,970	52,661	430,655	770,286	627,152
Interfund transfers (note 11)	-	(79,052)	(23,234)	102,286	-	-
Fund balances, end of year	$ 735,073	$ 293,027	$ 37,097	$ 470,242	$ 800,366	$ 770,286

A full set of audited financial statements for the 2014 - 2015 fiscal year is available at www.ywcalethbridge.org



ABOVE: YWCA Women of Distinction 2015 recipients (l-r): Lyndsay Montina, Hali Heavy Shield, Lucelle Prindle, Alison Lee, Janene Moch, Kristin Krein (March 2015).

BELOW: YWCA Lethbridge & District's Annual Christmas Open House (December 2014)



DONORS & FUNDERS

DOLE, ALEXIS
DONISON, HEATHER
DONOVAN, IAN
DOUGLAS, WENDY
DOW, SUSAN
DUECK, CANDACE
DUFRESNE, MARC
DUNN, LJ
DURIE, BAILEY
DYCK, KELLY
DYCK, LENORA
DYSON, MAVIS

EASTER, BEN
EASTER, TONYA
ECOLE ST. MARY SCHOOL
ELASCHUK, BETTY
ELFORD, D. GORDON
ELLIOTT, SHIRLEY
ELLIS, LINDA
EMCO CORPORATION
ENNS, EVE
ENTZ, JULIA
ERICKSON, KATHERINE

FAITH COMMUNITY BAPTIST CHURCH
FALCONER, MARY
FARRELL, RON
FEGAN, CHRIS AND LINSEY
FINDLAY, DAVE
FINDLAY, ELIZABETH
FIRST BAPTIST CHURCH
FIRST UNITED CHURCH
FISCHER, ANJANETTE
FISHER, BARBARA
FLAMAN, LINDA
FLETCHER, ALDEN & MILDRED
FLOORRIGHT INTERIORS LTD
FLORES, FERNANDO
FLYNN, GRACE
FOLDEN, CANDACE
FOLLINGLO, ARNOLD
FONTAINE, ROXANN
FOREMAN, ROBIN
FORTNEY, JEAN
FRANKEN, JESSICA
FRANK, LYNN
FRATERNAL ORDER OF THE EAGLES # 2100
FREDRICK, TARA
FRENCH, JACQUIE
FRETTS, ANGELA
FRIESEN, ALLAN
FRIESEN, CAROLA
FRIESEN, ELAINE

G4 VENTURES LIMITED
GALKO HOMES
GALLANT, HEATHER
GALLANT, LINDA
GALT SCHOOL OF NURSING ALUMNAE SOCIETY
GAMBLE, TILLY
GANTZ, LORIE
GARRIZLE, DIANNE
GERMAIN, DAN & TRUDY
GIBB, ROBBIN
GIBEAU, TIFFANY
GIBSON, KYLE
GIFFEN, SUSAN
GILBERT, R DAWN
GILSON, DENNIS
GLAS, SHARON
GLASS NAILS
GODLONTON, CAROL
GORD LAURIE FOUNDATION
GORDON, ERIKA
GORRELL, BLAINE
GO WEST MARKETING INC
GREENE, MELISSA
GREENE, MYRNA
GREENLEE, TIM & JUNE
GREENOUGH, KARIN
GREENSHIELDS, MARY CLARE
GREER, MICHAEL OR DIANNA
GREGORASH, FRANK & DEB
GROVES, CAM
GUGALA, PATTI

HACHEY, JOCELYN
HAGERTY, JANET
HAIRIS, DEB
HAM, CORRY
HANKINSON, LARRY
HANSEN, LEANNE
HANSEN, SHANE
HARDER, RICHARD
HARDING KRISTEN
HARMATLUK, JORDAN
HARPER, ANDREA
HARRIS, SUZANNE
HEALY, LES AND EVELYN
HEARNE, ADRON
HEATH, ANDY
KB HEATING & AIR CONDITIONING LTD
HEAVY SHIELD, HALI
HEGGEDAL, HOWARD
HELM, JULIE
HEMBROFF, MARILYN
HEMBROFF, NICOLE
HEPPLER, DEB
HERLE, ELIZA
HIGGINS, BOB
HIGGINS, BRIAN
HILL, F.S
HILL, SHIRLEY
HLADY, MIRANDA
HOFFARTH, FRED
HOLLINGSWORTH, POLLY
HOLTMAN, MARY
HOLTMAN, MINDY
HOLTMAN, SCOTT
HOLTMAN, SHARON
HOME DEPOT CANADA
HOPKINS, MARION
HORNER, BARRY
HORON, GLENDA
HOROSKO, MEGHAN
HUCKVALE WILDE HARVIE MACLENNAN LLP
HUNT, PAUL

INGRAM, JUDY
INSLEY, MARY
INTRIGUE LINGERIE BOUTIQUE LTD
IWASKIW, LIZ

JACK
JACKSON, JUDY
JACQUES-CLOUTIER, SAMUEL
JACQUES, PENNY
JAFFRAY, CATHY
JANEX, RYAN
JANSMA, KATIE
JENNISON, DON
JENSEN, TERRI
JOA, PAT & NELLY
JOHANSEN, TORBEN
JOHNSON, BRENT
JOHNSON, KYLE OR MERENA

DONORS & FUNDERS

1294247 AB LTD

ANONYMOUS

A-WIN INSURANCE
ABBOTT, EILEEN
ADAMS, BRITTNEY
ADAMS, CARLY
ADAMS, JOAN
AINSCOUGH, MARY
AIRPORT PICK A PART
AITKENS, WENDY
ALL THINGS CEDAR
ALPINE DRYWALL
ANDERSON, WINONA
ANDRES, SYLVIA
ANDRONOWICH, IRIS
AQUA SYSTEMS 2000 INC
ARMSTRONG, LEILA
ARNOLD, JOHN
ATCO ENERGY SOLUTIONS
ATCO EMPLOYEES PARTICIPATING IN COMMUNITIES
ATCO PIPELINES
AUCOIN, LISA

BAHLER, BRIAN
BARID, LORNA
BALLA, MADELINE & DOUG
BAPTISTA, CHRISTINE
BARRA, ELDA
BARTON, BETTY
BASSO, LAURI
BASTIEN, BARB
BAUUER, BEV
BEAUDIN, DON
BELANGER, CAROL
BELANGER, TAMMIE
BELLAMY, BEVERLY
BENCHMARK ASSESSMENT CONSULTANTS INC
BERRY, SHAINA
BIDDIES & TARTS RED HAT SOCIETY
BIESHEUVEL, CHRISTIAAN & GERRIE (PUCK)
BIHARI, ALLEN
BISHOFF, JOYCE AND GUY
BLANKENSTYN, MARK
BLINCO, JOANNE
BLUMEL, JANA
BLUME, SHIRLEY
BNI WINDY CITY LETHBRIDGE
BODIE, LEY
BOLTON, JERRI
BONEVITCH, KIM
BORAS, VALERIE
BORDEN, LEE
BOULTON, BONNIE
BOWDEN, TODD
BOWIE, GARALD
BRANCH, CALGARY
BRIDGEVIEW RV RESORT
BRIO SALON INC
BROADBENT, RONNA & KYLE
BROEREN, ANNE
BROWN, LINDSAY
BROWN, LYNDA
BROWN, RAI
BRYANT, EVELYN AND DENNIS
BUCHAN, JEAN
BUCKLE, BRIDGET
BUDDHIST TEMPLE OF SOUTHERN ALBERTA
BUIS, JAY
BUKER, DIANE
BURGESS, ANJANA
BURTON, LORALEE
BYWATERS, JOANNE

CAMPBELL, TYLER
CAMRUD, DOUGLAS
CAMRUD, TAMMY
CANADIAN WOMEN'S FOUNDATION
CANADIAN HOME BUILDERS ASSOCIATION - LETHBRIDGE REGION
CARLSON, ALLISON
CARRIER, PAUL J & BERNICE F
CASH CUSTOMER
CASSIE, KRISTINE
CASSON, CHARMAYNE
CASTLE FORD SALES LTD
CATONIO, COLIN
CAVERS, BARBARA
CBI GREYSTOKES HOMES
CHAPMAN, ERICA
CHERNIWCHAN, GARRY
CHISAN, MICHAEL
CITY OF LETHBRIDGE
CJB VENTURES INC.
CLARK, JON
CLARK, KATHY
COLEMAN, HEATHER
COLLIN, KAREN
COMCHI, ROBERT
COMMUNITY FOUNDATION OF LETHBRIDGE AND SOUTHERN ALBERTA
CONSTANT, NICOLE
COOLEY, MARGUERITE AND LORNE
COOPER, MARCELLA
COOPER, MARIANNE
COVE, JEFFREY AND MONICA
CRAIK, WILLIAM OR CHRISTENA
CUNNINGHAM, BARB
CURRIE, GLYNN
CATHOLIC WOMEN'S LEAGUE CLARESHOLM
CATHOLIC WOMEN'S LEAGUE ST. MARTHAS COUNCIL
CZERNICK, BRYAN

DAMJANOFF, PATRICIA
DANN, ROBIN
DARMODY, CAROL
DAVIDSON & WILLIAMS (LLP)
DAVIES, JOHN
DAVIS, KIMBERLEE
DAY, BLAKE
DAY, GAYNEL
DAY, MORGAN
DAYTONA HOMES LETHBRIDGE LTD
DAYTON, GEORGE & DAWN
DEAUST, CHANDRA & KEVIN
DEBOER, KATELYN
DEDEKAM, PHYLLIS
DEJAHAM, JEAN-MARC
DELTA ETA IOTA SORORITY
DEMAN, DALLAS
DESCHENE, RAYMOND
DESROCHERS, SEAN
DICK, CHERYL
DICKHOUT, DAVID
DICK, JASON
DILLON, PIERRE
DMT MECHANICAL
DODD, LINDA AND KEVIN



ABOVE: Guests at the Royal LePage Royal Gala (November 2014) view some of the silent auction items s up for bids.

BELOW: Local realtor & philanthropist Trevor Stuart (seated) trains with YWCA Trainer Brett Schaafsma in preparation for his trip to Argentina to climb Mt. Aconcogua in January in support of YWCA Lethbridge & District.



YWCA Lethbridge & District

Reaching 6,000 women, youth, children & men through quality programming

YWCA LETHBRIDGE & DISTRICT supports people from our community at times when they need it most, regardless of their circumstance. In 2014/15, YWCA supported nearly 6,000 individuals through our programs & services which are offered by 60 qualified staff and strengthened through the dedication of 100 volunteers. In line with our strategic directives and ENDS statements, YWCA has contributed to our community in the following ways:

GIRLSPACE

- 100 girls were registered in GirlSpace
- 28 girls in leadership camps
- "This is one of the best programs for young girls in Lethbridge. It is fun, positive, just awesome!!! We are lucky to have a program like this."
- "GirlSpace is a safe environment where I feel like I can talk to anyone there."

HARBOUR HOUSE

- 535 (308 women & 227 children) resided in Harbour House
- 1,218 (376 women with 842 children) turned away as all beds were full
- 2,350 crisis calls; 410 in-person crisis calls; 7,801 non-crisis calls (information only)
- 97 identified sexual assaults
- 86 women identified as being at extreme risk of assault and/or homicide

THE CHAT ROOM

- 54 women attended weekly sessions along with 77 children
- 93 % of the women stated they increased their knowledge while attending Chat Room
- "I learned I am not alone. There are other women going through same struggles. ...the support is so wonderful."

PROJECT CHILD RECOVERY

- 100 children attended Project Child Recovery
- 63% stated that they enjoyed the group, had a safety plan when they were done and they could identify at least one person they felt were a support to them

HESTIA HOMES

- 18 **youth served** in Hestia Homes
- 1 graduated from the program
- 3 youth started college
- "…. Having the actual support that I have now and having people that believe in me being successful and not saying that I'm just going to fail."

WOMEN'S RESIDENCE

- 59 women & 7 children resided in Women's Residence
- 64% had diagnosed mental health issues
- 70% had addictions issues
- 53% had physical disabilities
- 16 (15 women & 1 male) were provided follow-up services to assist them in maintaining market housing outside of the YWCA
- 93% state the YWCA is helpful to them
- "I feel safe and supported at the YWCA"

HARBOUR HOUSE OUTREACH

- 1,468 women with 1,599 children accessed services
- 67 male clients for the 2014-2015 fiscal year
- 165 Victim Awareness Sessions Completed
- 68 attended landlord / tenant sessions
- 44 took part in Rape Aggression Defense Workshops

VOLUNTEERS

- 4738.61 volunteer hours provided by 100 active volunteers
- 64 new volunteers
- 52 volunteers are under the age of 30
- 810 people were served by volunteers through Hidden Treasures, for haircuts, chaplaincy, and the Life Enrichment Centre

HEALTH & FITNESS

- 562 gym members
- 496 children in Neighbourhood Play Program
- 4,334 visits to Neighbourhood Play Program
- "Great staff, excellent trainers"