

2020-2021
ANNUAL REPORT

YWCA LETHBRIDGE & DISTRICT

NATIONAL ADVOCACY. COMMUNITY ACTION.

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YWCA LETHBRIDGE & DISTRICT | NATIONAL ADVOCACY. COMMUNITY ACTION.

Land Acknowledgement

The YWCA Lethbridge & District acknowledges that we are gathered on the traditional lands of the Blackfoot people of the Canadian Plains and pays respect to the Blackfoot people past, present, and future while recognizing and respecting their cultural heritage, beliefs and relationship to the land. We acknowledge that Lethbridge is also home to the Metis Nation of Alberta, Region III.



MISSION

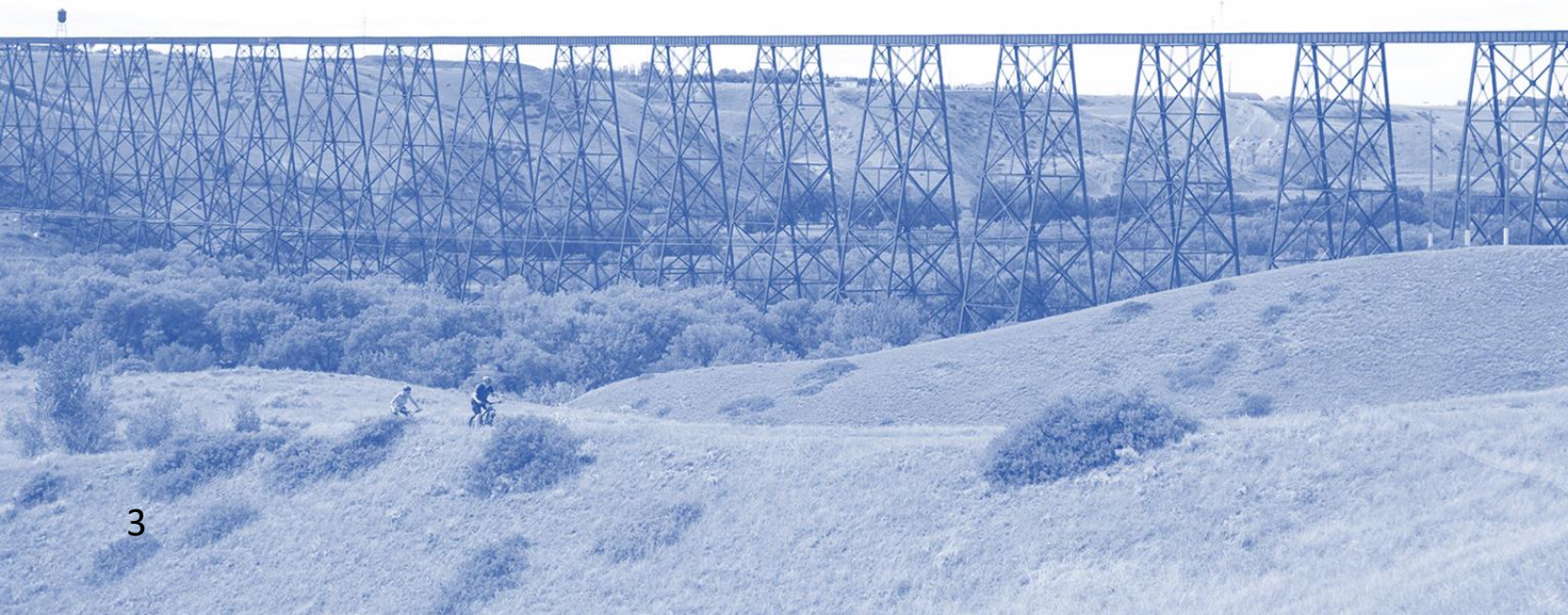
Enhancing lives through personal empowerment and supportive community.

VISION

We are an organization created by women that is leading the community with innovative solutions to enrich lives, promote fulfillment, and create happiness.

VALUES

Integrity	Continuity between appearance and reality, between intention and action, and between promise and performance in every aspect of the organization.
Community	A safe place promoting connectivity.
Safety	A protective, respectful environment, free from harm or danger
Perseverance	Resolve to seek innovative solutions over multiple attempts to support all.
Mentorship	Empowerment, influence, guidance, and support through communication, education, and role modeling.
Equity	Barrier-free opportunity and access to choice, resources, and service.
Health & Wellbeing	Holistic approach to achieving balance in mind, body, spirit.



YWCA LETHBRIDGE & DISTRICT | NATIONAL ADVOCACY. COMMUNITY ACTION.

2020-2021 Board of Directors

Current Directors

Pardip Athwal, Interim Co-President
Kayla Moon, Interim Co-President
Nicole Hembroff, Director
Mika Nakashima, Interim VP Internal
Tammy Thomsen, Interim VP External
Jillian Barnes, Director
Shauna Cox, Director
Shannon Jarvie, Director
Emily Lyon, Director
Charlene Scheffelmair, Director

Past Directors

Dominika Wojcik, President
Nikki Kwiatkowski, VP Internal
Stephanie Peigan, Director
Stacey Riddoch, Director

Message from the Interim Co-Presidents

Hello friends of the YWCA!

What a year it has been! First of all, we would like to congratulate everyone reading this for making it through to today! We can all collectively relate to the feelings of uncertainty and fear that we felt in March 2020, followed by this past fifteen months of overwhelm presented to us by the pandemic. Imagine, on top of that, to be in need of services that the YWCA offers for people feeling these emotions in their daily lives. We can all relate to this when we undergo trauma and hardship, and what the general public collectively felt is something that we can overcome together. The glimmers of hope that we will make it out of the pandemic and be surrounded with safety, security, and love, are the same glimmers of hope that the YWCA aspires to provide to those who need us. We would like to acknowledge how grateful we are for your support for the YWCA in the past and for your future contributions, as well as letting others know of the work we are committed to doing in the community to help everyone who needs to feel support, hope and peace in their futures.

(Continued on next page)

Message from the Interim Co-Presidents (Continued)

We would like to thank our CEO, Shannon Hansen, for her passion that drives the organization. She is incredibly dedicated to the individuals who are supported by the YWCA Lethbridge & District and will go to great lengths to ensure their safety. Because of the unique challenges that the pandemic has posed on operations, Shannon has had to inspire the staff to continue adapting to change. She was tasked with more than many would have been able to handle, and has done so with enthusiasm, commitment, and ambition. We are grateful for her passion and the vast experience that she brings to the organization.

We would also like to acknowledge and give thanks to the YWCA Management Team and Frontline staff for their efforts over the past year. During an incredibly challenging year, they have provided support to Lethbridge's most vulnerable population, and have worked hard to keep everyone safe. As Interim Co-Presidents since April 2021, one of the first things we did was meet with each manager and program director individually. We were honoured to connect with the team and get a true sense of what they each experience in their roles to determine how to best support them. The drive, dedication, and passion they have for the people they support is evident in everything they do! Thank you so very much for your hard work. It doesn't go unnoticed.

A challenging time clarifies what is important and strengthens ones resolve to have a clearer path going forward. Between the on-going challenges of the pandemic, support for a new CEO who joined in November 2019, and a significant change to the Executive Board during this past year, it has been a challenging but rewarding time of growth! However, growth comes from uncomfortable change. When changes happen abruptly and unexpectedly, you can stay in the feeling of overwhelm, or you can lean into the possibilities for growth and connection. We chose to lean on our fellow board of directors and commit to laying a new, inspiring foundation for all future board members who have a passion for helping others. Mika, our Interim VP Finance, has stepped up and mentored the board and finance committee so we could truly understand our financial position as an organization. Tammy stepped into the role of Nominating Committee Chair and brought on amazing new board members, so that Pardip could join Kayla as Interim Co-Presidents. When life hands you a challenge, as we have been given this year, you can choose to adapt or go with the flow. The support from our intelligent, dedicated, and passionate women on the board of directors has made this far easier. We are so grateful and privileged to be a part of this team and for the opportunity to lead this amazing organization through this challenging time. We are even more excited about what the future holds. Thank you for joining us as we transition into a hope-filled future with the YWCA Lethbridge and District.

Sincerely, your Interim Co-Presidents,

Kayla Moon & Dr. Pardip Athwal

Message from the CEO



The YWCA team has consistently met challenges with resilience and innovation in programming, community focus, and collaborative efforts. We celebrate our outstanding essential staff who have maintained impeccable protocols while delivering and adapting programming.

Programs and program delivery have shifted due to the pandemic. Adaptations were made to ensure individual safety and exceptional services remained in the forefront. Building space was creatively adapted to support social distancing, isolation, and modified services. Intakes, groups, meals, and activities occurred with limitations and a modified approach.

The Amethyst Project, Harbour House, and Harbour House Support Services continued to support people who have experienced domestic or sexual violence. Permanent Supportive Housing contracts for 24 women, 9 youth, and 18 men were announced in the Fall of 2020. Unfortunately, Safe Visitation, GirlSpace, Neighbourhood Play Program, and Health and Fitness operations were significantly impacted by pandemic restrictions. We have seen that women are disproportionately impacted by the pandemic and YWCAs across Canada have advocated for a woman-focused pandemic response, specifically related to economic recovery and childcare.

The YWCA has a long history of delivering needed services, especially related to Domestic Violence, Sexual Violence, and Permanent Supportive Housing. Staying focused on community solutions, the YWCA is honored to be involved in community social planning and service delivery.

"National Advocacy. Community Action." National and provincial YWCA collaborations have informed advocacy and enhanced stability for YWCA Lethbridge & District. Truth and Reconciliation remains a collective priority for all YWCAs.

I would like to acknowledge our dedicated staff, board members, donors, members, and volunteers. On behalf of the YWCA Lethbridge & District's participants, thank you!

SHansen

Shannon Hansen, CEO

You should never view your challenges as a disadvantage. Instead, it's important for you to understand that your experience facing and overcoming adversity is actually one of your biggest advantages.

- Michelle Obama

YWCA LETHBRIDGE & DISTRICT

NATIONAL ADVOCACY. COMMUNITY ACTION.

Overview of Programs in 2020-2021

- **Harbour House** (Page 7)
  Program Includes:
  - Domestic Violence Shelter
  - Intensive Case Management
  - Client and Community Outreach
  - Child Care Program
  - Child Trauma Informed Care
- **Child Care Program** (Page 8)
- **Harbour House Support Services** (Page 9)
- **Partner Checks** (Page 10)
- **Safe Visitation** (Page 11)
- **Amethyst Project** (Page 12)
- **Women's Residence** (Page 13)
- **Hestia Homes** (Page 14)

Programs Closed due to COVID-19:

- Health and Fitness Centre
- GirlSpace

YWCA
LETHBRIDGE
& DISTRICT

Harbour House

YWCA Harbour House is a 24-hour Emergency Shelter that supports women with or without children with priority given to women fleeing domestic violence; however, if space allows, women in crisis are considered. Shelter stays are a maximum of 21 days.

Harbour House operates a 24-hour domestic violence crisis line supporting all individuals who have experienced domestic violence.

Due to COVID-19 restrictions, the number of available beds in shelter were reduced from 30 to around 14. Additional building space was utilized as an overflow shelter to offset this reduction. Food preparation was altered significantly, and enhanced cleaning protocols were implemented.

Crisis Calls
1610

Sexual Assaults Disclosed in Shelter
172

Served in Shelter
238 Women
& 91 Children

Individuals Turned Away
884



YWCA
LETHBRIDGE
& DISTRICT

Child Care Program



Children Served	Visits to Program
76	546

The YWCA Innovative Child Care Program was started in 2009, with the goal of providing formal, safe, and appropriate child care options for families accessing women's shelter services.

The program provides safe and nurturing childcare so that women accessing the shelters can take necessary actions to rebuild their lives, knowing their children are protected and cared for. An outdoor play area allows children to play and explore in a safe environment.

YWCA LETHBRIDGE & DISTRICT

Harbour House Support Services

Harbour House Support Services* provides ongoing supports to individuals who have experienced domestic violence towards rebuilding. Income support, housing, and referrals to community services are some of the activities. The team includes Intensive Case Managers, a Child Trauma Informed Specialist, and completes AHS Partner Checks.

*In 2020, an evaluation of contract and purpose resulted in a restructure of focus of the team's efforts and outcomes.

Alberta Health Services Provincial Family Violence Partner Contacts
167

Clients Housed
58

Victim Awareness Sessions
122

Clients Served
612 Women &
484 Children

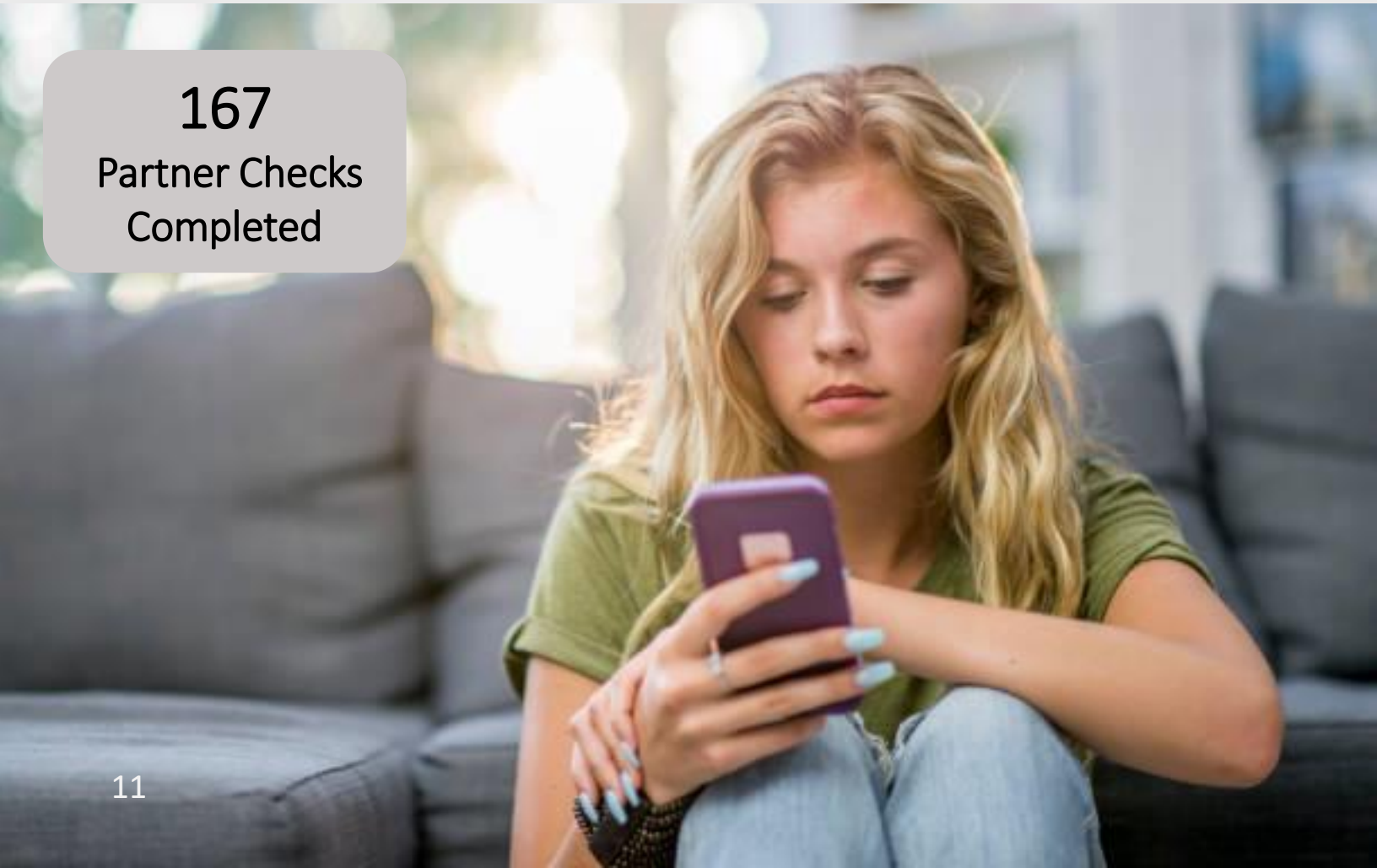


YWCA LETHBRIDGE & DISTRICT

Partner Checks

Through Provincial Family Violence funding, the Harbour House Support Services Team completes check-ins for partners of people who have had police involvement due to violence.

These checks ensure that the partner is safe and that the perpetrator is following any Court or Protection Orders and offer supports to the victim. The staff completing these checks attempt to connect with each victim at least three times during a three-month period.



167
Partner Checks Completed

YWCA LETHBRIDGE & DISTRICT

Safe Visitation

Families who access safe visitation benefit from a safe environment, free from judgement and at no cost to program users. Both parents are supported to feel comfortable, and safety precautions are always implemented. Facilitators promote the rebuilding of a healthy child-parent relationship. Non-custodial parents are offered secure visits with their child(ren) under direct supervision of professionals.

Due to Covid-19 restrictions, several barriers to the Safe Visitation program arose. Without the ability to have face to face meetings, virtual visits struggled to meet the needs of families. Program facilitators look forward to reconnecting family members.

94% fewer	97% fewer	97% fewer
Families Served	Program Intakes	Visits Scheduled





YWCA LETHBRIDGE

Amethyst PROJECT

SEXUAL VIOLENCE SUPPORT | ADVOCACY | EDUCATION | TRAINING



Total Individuals Supported	3rd Option Kits Proceeding Further	Under 18 Years of Age	Males Supported
82	8	16.4%	8%

Amethyst offers sexual violence support, advocacy, education and training. Crisis supports are available for individuals who have experienced sexual violence, historical or present.

Amethyst Advocates are available 24 hours a day, 7 days week to attend the Emergency Room to support those who have experienced sexual violence. Options and education are provided to empower individuals. Amethyst Advocates offer follow up support and mentorship programming.

Unique to the YWCA Lethbridge & District, a 3rd Option is offered which allows individuals to have evidence gathered and stored for up to a year giving time to determine next steps. In 2020-2021, eight 3rd Option kits were accessed to proceed further with an investigation; without the option, the evidence would have been lost.

YWCA LETHBRIDGE & DISTRICT

Women's Residence

Started in 1950, the YWCA Women's Residence was and remains a safe and secure environment for women. Prior to October 2020, the program offered semi-supported living. Currently, the program is funded to provide residential supports for 24 women. The program offers meals prepared by a chef, theatre room, business centre, art room, community kitchen, and laundry facilities. Case Managers are onsite during the week to support residents with supports to create and work towards goals including medical services, budgeting, mental health supports, and meaningful daily activities.

30%	24	36%
Diagnosed or Suspected FASD	Newly Housed	Diagnosed with Mental Health



YWCA LETHBRIDGE & DISTRICT | Hestia Homes

The YWCA Hestia Homes Program supports and empowers 9 youth ages 16-24 in three scattered-site homes. An adult role model lives in each home providing assistance and serving as a mentor. Residential support staff provide training and supports with household activities such as cooking and cleaning. Residents set goals, manage health, manage finances, and explore activity options with the support of their Case Manager.

COVID created barriers to activities. Creative solutions included group activities at the YWCA during the summer before restrictions. A grant for youth activities supported the purchase activities for the homes and outings such as a ski trip.

9
Newly Housed

100%
Experience Mental Health

77%
Experienced Child Welfare





COVID-19 Positive Impact

COVID-19 has impacted the world. Within the YWCA, programs were closed, program capacity was reduced, and fundraising was limited. Through it all, community generosity and COVID-19 grants made the consistent delivery of essential services a possibility.

Community Support

Royal LePage Royal Gala
Galentine's Day
Stockings of Hope
The Ensuite Toy Drive
Toy Run

COVID Grant Funders

Women's Shelter Canada
Community Foundation
United Way

Community Generosity







Royal Gala Kickoff Event (Top left) , The Ensuite Toy Drive (Bottom left), and An Act of Kindness Project (above).

45th Annual YWCA Lethbridge & District Women of Distinction Awards

This year our event was held virtually, and we received opening remarks and live greetings from Her Honour, the Honourable Salma Lakhani, AOE B.Sc. Lieutenant Governor of Alberta. A Keynote Address was given by Maureen Gaetz-Faubert, one of our 1996 Women of Distinction Alumni. The evening recognized four outstanding women in our community.



Ruth Scales McMahon
(Lifetime Achievement)



Carrie Takeyasu
(Leadership & Management - Finance)



Shannan Little
(Science, Technology, Engineering, or Math)



Rachel Nicol
(Young Woman of Promise)

KPMG LLP
3410 Fairway Plaza Road South Lethbridge
AB T1K 7T5 Canada

Tel 403-380-5700
Fax 403-380-5760

REPORT OF THE INDEPENDENT AUDITORS ON THE SUMMARY FINANCIAL STATEMENTS

To the Board of Directors of Young Women's Christian Association of Lethbridge and District

Opinion

The summary financial statements of Young Women's Christian Association of Lethbridge and District (the Association), which comprise the summary statement of financial position as at March 31, 2021, the summary statement of operations and fund balances for the year then ended, and related note are derived from the audited financial statements of Young Women's Christian Association of Lethbridge and District as at and for the year ended March 31, 2021. In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements, in accordance with the criteria disclosed in the Note in the summary financials statements.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the Association's audited financial statements and the auditor's report thereon.

The summary financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated June 17, 2021.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements in accordance with the criteria disclosed in the Note in the summary financial statements.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standards 810, Engagements to Report on Summary Financial Statements.

KPMG LLP

Chartered Professional Accountants

Lethbridge, Canada

June 17, 2021

YOUNG WOMEN'S CHRISTIAN ASSOCIATION OF LETHBRIDGE AND DISTRICT

Summary Financial Statements

Statement of Financial Position

Year ended March 31, 2021 with comparative information for 2020

	Operating Fund	Gaming Fund	Capital Fund	2021	2020
Assets:					
Current assets:					
Cash and cash equivalents	$1,499,545	$ 39,802	$ 329,864	$1,869,211	$ 2,151,041
Accounts receivable	274,144	-	-	274,144	195,973
Prepaid expenses	19,248	-	-	19,248	40,272
	1,792,937	39,802	329,864	2,162,603	2,387,286
Capital assets	-	-	750,780	750,780	798,848
	$1,792,937	$ 39,802	$1,080,644	$2,913,383	$ 3,186,134
Liabilities and Fund balances:					
Current liabilities:					
Accounts payable and accrued liabilities	$ 264,281	$ -	$ -	$ 264,281	$ 232,449
Unearned revenue	5,992	-	-	5,992	700
Restricted deferred contributions	1,099,424	-	-	1,099,424	1,380,774
	1,369,697	-	-	1,369,697	1,613,923
Unamortized capital contributions	-	-	445,887	445,887	489,540
	1,369,697	-	445,887	1,815,584	2,103,463
Fund balances:					
Internally restricted					
Capital investment reserve	-	-	301,460	301,460	289,854
Capital replacement reserve	-	-	28,404	28,404	27,404
Operating reserve	305,175	-	-	305,175	293,569
Externally restricted					
Gaming reserve	-	39,802	-	39,802	44,470
Invested in capital assets	-	-	304,893	304,893	309,308
Unrestricted	118,065	-	-	118,065	118,066
	423,240	39,802	634,757	1,097,799	1,082,671
	$1,792,937	$ 39,802	$1,080,644	$2,913,383	$ 3,186,134

YOUNG WOMEN'S CHRISTIAN ASSOCIATION OF LETHBRIDGE AND DISTRICT

Summary Financial Statements

Statement of Operations and Changes in Fund Balances

Year ended March 31, 2021, with comparative information for 2020

	Budget (Unaudited)	Operating Fund	Gaming Fund	Capital Fund	2021 Actual	2020 Actual
Revenue:						
Grants	$ 2,763,755	$ 3,079,560	$ -	$ -	$3,079,560	$ 2,496,044
Fees for service	304,755	255,234	-	-	255,234	351,343
Donations	227,553	290,594	-	-	290,594	206,785
Fundraising	36,095	1,817	-	-	1,817	124,873
Other	10,873	10,935	-	-	10,935	11,346
Interest	8,625	-	-	9,324	9,324	40,650
Amortization of capital contributions	43,652	-	-	43,653	43,653	51,485
	3,395,308	3,638,140	-	52,977	3,691,117	3,282,526
Expenses:						
Salaries and honorariums	2,650,563	2,857,997	-	-	2,857,997	2,499,583
Telephone and utilities	131,559	139,138	-	-	139,138	160,388
Professional fees	60,790	95,521	-	-	95,521	91,858
Direct client costs	214,549	249,405	-	-	249,405	88,124
Travel and training	38,956	47,099	-	-	47,099	60,654
Repairs and maintenance	49,793	52,756	-	-	52,756	60,396
Membership and fees	39,053	38,678	-	-	38,678	52,243
Supplies and stationery	23,719	26,703	-	-	26,703	52,092
Fundraising costs	7,000	8,808	-	-	8,808	27,939
Insurance	29,077	28,841	-	-	28,841	25,415
Information and technology	34,548	24,031	-	-	24,031	21,704
Advertising and promotion	7,891	8,559	-	-	8,559	17,707
Other	3,949	7,302	-	-	7,302	13,926
Volunteer costs	3,000	1,148	-	-	1,148	7,990
Interest and bank charges	6,092	7,576	-	-	7,576	6,153
Grant	-	-	-	-	-	5,738
Property taxes	1,032	1,107	-	-	1,107	1,114
Interest on long-term debt	-	-	-	-	-	28
Small equipment	1,900	2,704	-	-	2,704	-
Amortization	74,435	-	-	78,616	78,616	87,859
	3,377,906	3,597,373	-	78,616	3,675,989	3,280,911
Excess (deficiency) of revenue over expenses before the undernoted	17,402	40,767	-	(25,639)	15,128	1,615
Fund balance, beginning of year	1,021,372	411,635	44,470	626,566	1,082,671	1,081,056
Interfund transfers	-	(29,162)	(4,668)	33,830	-	-
Fund balance, end of year	$ 1,038,774	$ 423,240	$ 39,802	$ 634,757	$1,097,799	$1,082,671

YOUNG WOMEN'S CHRISTIAN ASSOCIATION OF LETHBRIDGE AND DISTRICT

Summary Financial Statements

Note to the Summary Financial Statements

The summary financial statements are derived from the audited financial statements, prepared in accordance with Canadian accounting standards for not-for-profit organizations, as at March 31, 2021, and for the year then ended.

The preparation of these summary financial statements requires management to determine the information that needs to be reflected in them so that they are consistent in all materials respects with, or represent a fair summary of, the audited financial statements.

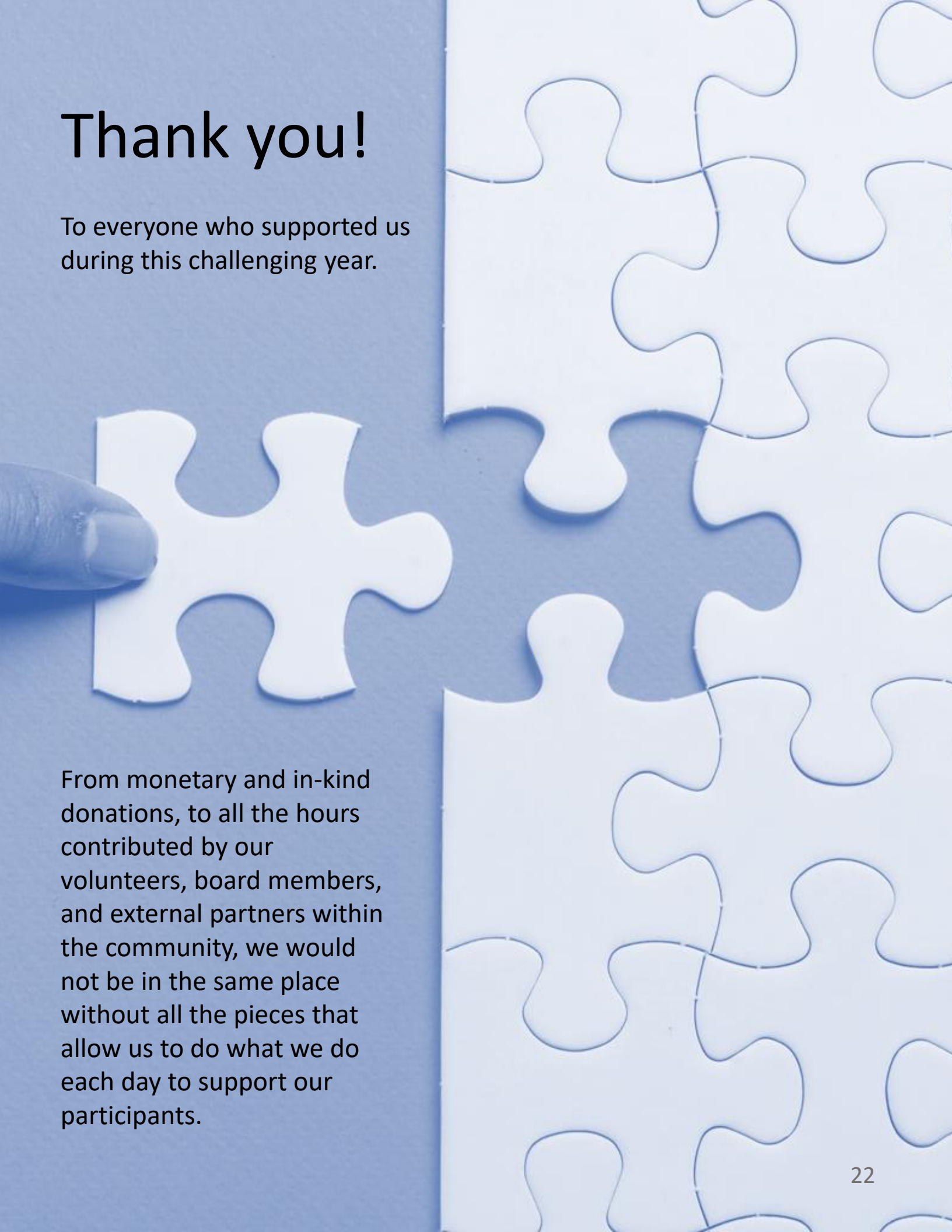
Management prepared these summary financial statements using the following criteria:

a) the summary financial statements include a statement for each statement included in the audited financial statements, excluding the Statement of Cash Flows;
b) information in the summary financial statements agrees with the related information in the audited financial statements;
c) major subtotals, totals and comparative information from the audited financial statements are included; and
d) the summary financial statements contain the information from the audited financial statements dealing with matters having a pervasive or otherwise significant effect on the summarized financial statements.

The audited financial statements of Young Women's Christian Association of Lethbridge and District are available on the Association's website at https://ywcalethbridge.com/discover-ywca-lethbridge/reporting/annual-reports-financials/.

Thank you!

To everyone who supported us during this challenging year.



From monetary and in-kind donations, to all the hours contributed by our volunteers, board members, and external partners within the community, we would not be in the same place without all the pieces that allow us to do what we do each day to support our participants.



YWCA Lethbridge & District

604 8th Street South
Lethbridge, AB T1J 2K1
Phone: 403-329-0088 | Fax: 327-9112
inquiries@ywcalethbridge.com

@ywcalethbridge

06/2021