



I AM

BRAVE

## LETTER FROM THE CEO

Clarity, refinement, and focus embody the work the board, executive, and staff of the YWCA of Calgary undertook this year. Clarification of who we serve, refinement of our program offerings, and a singular focus on the needs of vulnerable women in Calgary.

This year was foundational and we engaged the entire organization in charting our course for the future. As a result, we faced some difficult decisions. In an effort to bring horizontal integration to our programs and services, we needed to close programs. As painful as such decisions can be, I am grateful for staff and partners' support, as we seek further focus on the provision of quality programs to support women.

The Winter Emergency Response Program, a great success, was in operation from November 1, 2012 to April 30, 2013, and began as part of a community response to add shelter capacity for the coldest months. On average, 20 women each night were provided with warm pajamas, hot food, basic hygiene and a mat to sleep on. We served a new population of women, and I am proud; both of the learning we gained and of the high level of integration demonstrated by the staff of the YWCA.

This past year also provided an opportunity to act more collaboratively within the sector. To support another agency, the YWCA was in a position to loan one of our managers to Sonshine Centre for eight months. The learning opportunities and deepening of connections, for both organizations, were immense.

I believe in our vision and mission. I know change does not come without challenge but I'm confident that our organization, our staff, and our partners will succeed in reducing vulnerabilities for women in Calgary.



**Sue Tomney**, CEO

## LETTER FROM THE CHAIR

On March 20, 2013 the Board of Directors approved a new five year Strategic Plan for the YWCA of Calgary. This plan is grounded in a clear vision, mission and framework articulated by staff and clients over the past 18 months. It connects the critical services and supports which women who are vulnerable need to progress from merely surviving to truly thriving in our community.

Building on a fulsome board governance review completed in the year prior, the board and its committees began 2012/13 with clear work plans in place. As YWCA leadership made necessary changes to align for the delivery of the new strategy, the board provided responsive and concrete oversight for the organization's refinement and evaluation. I'd like to thank the board members who volunteer their time and expertise.

From the YWCA's stable financial position and with a solid strategic foundation, in 2012 the board approved the establishment of a Capital Facilities Committee and the initial investment to hire a project management firm which will determine a strategic capital redevelopment plan for the YWCA. I'm energized by this opportunity.

Speaking personally, through my connection with the YWCA I was honoured to spend an inspiring day with one of my heroes, feminist icon Gloria Steinem. As the keynote speaker at our November 2012 WHYHWHISPER fundraising gala, Ms. Steinem reminded us all that a movement for social justice may be wrought but must push ever forward.

As the YWCA goes forward in this year ahead, the Board of Directors take her words to heart and to action.



**Lori Van Rooijen**, Chair

**YWCA** | CALGARY

2012-13  
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CEO, EX-OFFICIO



# WHAT WE DO

## YWCA PROGRAMS

The YWCA meets a woman, and her family, where they are at and supports them towards a healthier future where they are safe and moving bravely forward.

Our broad range of services includes basic needs, counselling, housing, education supports and reconnection to the community.



## SHE'S NOT ONE WOMAN: SHE'S ANY WOMAN

The YWCA of Calgary provided services for more than 8,700 people in 2012 through more than 30 program offerings. More than 750 women and over 360 children slept at least one night in the YWCA Sheriff King Home Shelter or one of the YWCA's supportive housing programs. We saw over 1,400 people accessing language or employment training programs and provided more than 36,000 hours of supportive and clinical counselling for women, children and men.

### CLIENTS SERVED BY PROGRAM AREA



“The YWCA has given me time to work on separate issues. Issues that I found overwhelming I am now able to address.”

– YWCA Community Housing client, 2012

## Vision

Women thriving in a safe and equitable community.

## Mission

To intervene, empower and lead when and where women need us most.

# WHO WE SERVE

## SHE IS HOPEFUL... SHE IS DARING AND BRAVE

As the YWCA of Calgary moves into the next 100 years of serving women, we continue to adapt to the changing needs of women in this city and solidify the most effective ways to support them.



Whether she comes to us because she is struggling with family violence, poverty or social exclusion, we will assess her needs and support her to thrive.

Her needs change over time. Today she may be seeking safety or shelter from violence. Tomorrow she might need education. As her needs change, so does the YWCA's support. We adapt, we serve, we advocate and we do it all when the needs change again.

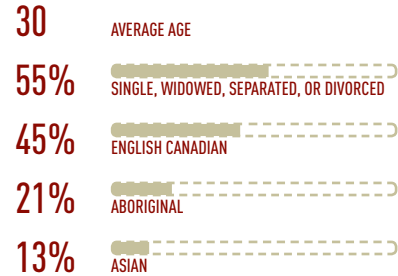
**Who is 'she'?** She is a woman between 18 and 83 years of age. She is typically single, widowed, separated or divorced. She could be Aboriginal, Asian, or new to Canada and struggling with a language barrier.

If she is employed, she is likely earning less than \$2,000 per month and requires financial assistance to support herself and her family. She is in need of further education or training to acquire more stable employment.

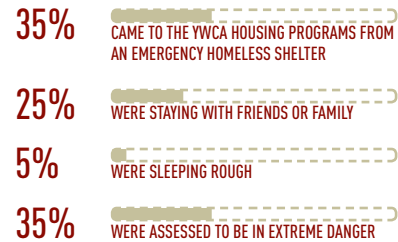
She is also brave and resourceful. She knows where to find help, where she will be treated with respect and dignity.

## WOMEN COMING TO THE YWCA

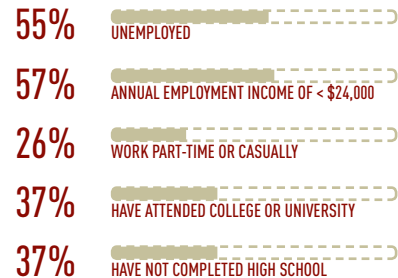
### DEMOGRAPHICS



### HOUSING & SHELTER



### EDUCATION & TRAINING



### GOVERNMENT, FUNDERS & COMMUNITY PARTNERS

#### OUR GOVERNMENT PARTNERS

Alberta Health Services:  
Addictions and Mental Health Services  
Calgary and Area Child and Family Services  
Calgary Board of Education  
City of Calgary Family and Community Support Services  
Government of Alberta: Housing and Urban Affairs, Human Services, Justice and Solicitor General, Safe Communities  
Innovation Funding

#### Government of Canada:

Citizenship and Immigration  
Canada, Service Canada/  
Human Resources and Skills Development

#### OUR FUNDING PARTNERS

Calgary Homeless Foundation  
Calgary Learns  
HomeFront  
United Way of Calgary & Area

#### OUR COMMUNITY PARTNERS

Calgary Alpha House (DOAP Team)  
Calgary Drop-In & Rehab Centre  
Calgary Immigrant Women's Association  
Calgary Public Library  
Calgary Women's Shelter Network  
Canada Mortgage & Housing Corporation  
Catholic Family Services  
Centre for Newcomers  
Children's Cottage Society

#### Children's Legal and Educational

Resources Centre  
Community Kitchen Program of Calgary  
CUPS Health and Education Centres  
High Conflict Institute  
Horizon Housing  
Immigrant Language and Vocational-Assessment Resource Centre  
Immigrant Services Calgary  
Inn From the Cold  
Jewish Family Service Calgary

## HOW WE SERVE



### A WOMAN'S JOURNEY: FROM SURVIVING TO THRIVING

#### Arriving at the YWCA, I am welcomed.

After communicating my needs and challenges, I am connected to services they offer. I need a safe place to stay, food, clothing and some personal items. I now have warm pajamas, feel safe and less afraid.

However, I've struggled for a long time and am unsure what to do next. The counsellors here understand that. I am given support to deal with the trauma – even my family can benefit from the counselling – and I can start to heal, grow and build skills for future healthy relationships.

I am strong. I am resilient. I need to step out on my own but I don't have a job and

have limited skills. The YWCA is helping me set employment goals, build my skills and seek employment so I can support myself and my family.

Now, I have a home! I have a job! I have a healthy relationship and family. My confidence has grown as a result of what I learned at the YWCA and I now have the ability to reconnect with the community and contribute where I can.

The YWCA is always there to help me if I stumble along the way. They will continue to connect with other groups to develop support for women who are struggling. They believe things can be better and they intend to see all women thrive.

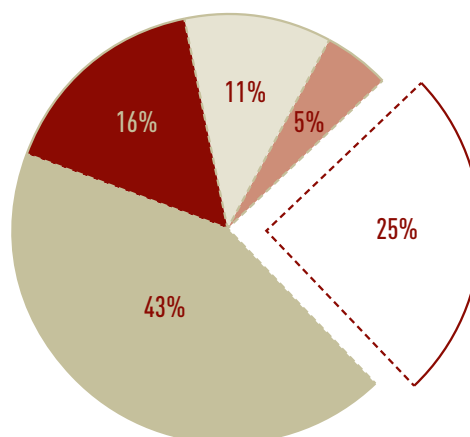
**“To have a home of my own is a dream come true. The staff are so helpful – really care and really listen to me. They don't dismiss any of my concerns and they support me.”**

– YWCA Community Housing client, 2012

Kids Up Front Foundation Calgary  
Momentum  
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Strengthening the Spirit  
The Alex  
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\* We apologize if we have missed your organization. Please contact the Communications team at [communications@ywcaofcalgary.com](mailto:communications@ywcaofcalgary.com) for any errors or omissions.

### 2012-2013 SOURCES OF REVENUE



GOVERNMENT GRANTS  
OTHER GRANTS  
PROGRAM, COURSE FEES, ACCOMMODATIONS  
OTHER INCOME: MEMBERSHIP/ RENTAL/INVESTMENT

#### DONATIONS & FUNDRAISING REVENUE

##### IMPACT OF DONATED DOLLARS

**BASIC NEEDS:** \$63 provides one woman with a safe place to live, basic needs, counselling for one day.

**COUNSELLING:** \$1,140 allows a mother and child to receive counselling during their stay in our shelter, after experiencing family violence.

**EDUCATION:** \$620 means one new Canadian can take English to improve communication skills and successfully integrate in social and workplace settings.

# WHO SUPPORTS US

A sincere thank you to all of the supporters who have dedicated their time, treasures and talents to the YWCA of Calgary. We have received numerous gifts of food, new clothing and other useful items to support our clients. We have also been the selected recipient of community-based fundraising events. Please accept our gratitude for your continued support.

## PILLAR – \$100,000.00+

Enovus Energy Inc  
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## BUILDER – \$50,000.00+

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**“I don't know what my future holds.  
What I know is that I have a future.”**

– YWCA Community Housing client, 2012

YWCA OF CALGARY  
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TEL 403.263.1550 FAX 403.262.1743  
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YWCAOFCALGARY.COM

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“ We have cell phones that carry the internet in the palm of our hands.  
We are designing cars that no longer rely solely on fossil fuels.  
(But) we cannot yet ensure that the mothers, grandmothers and  
aunties of the next generation have roofs over their heads (and)  
access to education so that their lives can improve.”

– YWCA Mary Dover House Client, 2012

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