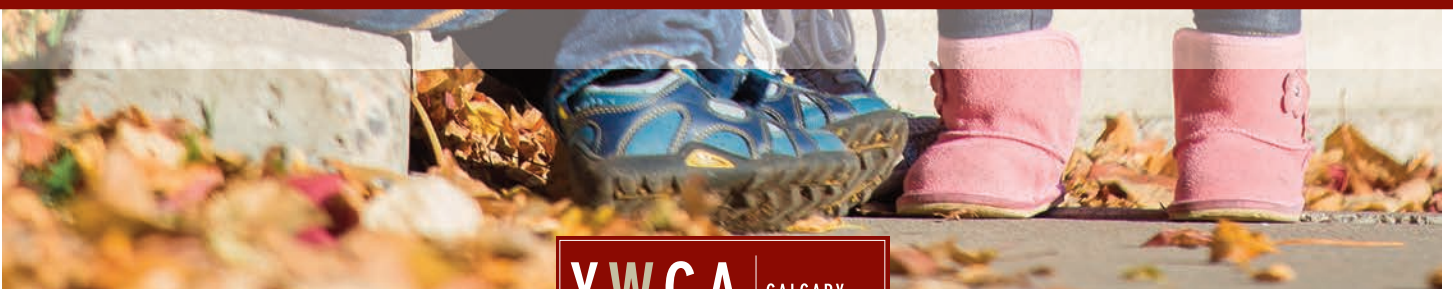




I AM

RESILIENT



WE ADAPTED

LETTER FROM THE CEO



For 103 years, the YWCA has been part of the Calgary community. As the city has grown and changed, we have adapted to meet the needs of vulnerable women. Our client base is now dominated by those who identify as Aboriginal or new to Canada with needs that are very different from those of past decades. Our emergency shelters and transitional housing programs are consistently full and we struggle to move women through the system due to a lack of appropriate and affordable housing. Our ability to support women toward independence is hampered by their need for employment skills and education. This means that we need to support women and their families differently than we did in the past.

The June 2013 floods definitely changed many aspects of life in Calgary, and left many residents scrambling to find a safe and dry place to sleep. Clients of the YWCA, already struggling and uncertain, were suddenly experiencing compounding traumas as we evacuated both YWCA Mary Dover House transitional housing and YWCA Sheriff King Home emergency shelter, and worked daily to keep a roof over our heads, provide food and personal items, as well as secure the funding to continue to operate.

The level of commitment and dedication demonstrated by YWCA staff, board members, volunteers and community partners gives me a great sense of pride. As we rallied together to restart programs and services, we were saddened to bid farewell to several valued team members after YWCA Fitness on 5th was permanently closed due to heavy flood damage. Wellness has long been a component of the YWCA and will continue to be, although the form it takes may look different.

Resilience is defined as an individual's ability to properly adapt to stress and adversity. This has long been a word we used to describe our clients. It is now a word we use to describe the YWCA and the staff who choose to work here. As we, and Calgary, worked to get back on track, the YWCA lived its mission and even more clearly understood the need in this city for the services we provide.

Affordable housing and access to services was challenging before June 20, 2013 and has become even more of a struggle for women and their families. The YWCA, alongside our community partners and funders, advocates to address this issue.

The need to engage individuals, government representatives and corporate partners in the conversation is more critical than ever.

Post flood, we hosted our annual YWCA WALK A MILE IN HER SHOES®. We have so much fun each year at this event, as do our male participants who don high heels to support women and children; we almost forget the challenging issue it supports – working towards ending family violence.

It was a thrill to host Naomi Judd at our 3rd annual YWCA WHYWHISPER Fundraising Gala on November 14. We listened to the challenges she faced related to family violence, extreme poverty and exclusion and felt her pain. We also shared laughter as Naomi wandered through the crowd and showed us the personal side of a world-renowned performer.

Resilience has clearly been the theme of the 2013 – 2014 year: recovering from flood damages, implementing a new strategic plan and bringing deeper alignment to the YWCA. The ability to adapt to changing needs quickly allows us to support women every day and help them move from a place of dependence to one of healthy independence.

It truly takes a village to affect change. The YWCA is fortunate to have such an extensive village of supporters, partners and ambassadors who not only make my job much easier but allow the YWCA to do the work we need to do to see women and their families thrive in our community. Thank you for your continued support and engagement.

Sincerely,

A handwritten signature in black ink, appearing to read 'S Tomney'.

Sue Tomney,
Chief Executive Officer, YWCA of Calgary

Mission

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

Vision

Women thriving in a safe and equitable community.

“Resilience is defined as an individual's ability to properly adapt to stress and adversity. This has long been a word we used to describe our clients. It is now a word we use to describe the YWCA and the staff who choose to work here.”

–Sue Tomney, Chief Executive Officer, YWCA of Calgary

OUR CITY ADAPTED

ESTABLISHING A NEW NORMAL AFTER THE FLOOD

On June 20, 2013 all eyes were on Calgary as the flood of the century hit. The YWCA downtown location suffered extensive damage throughout the first floor of the building. Classroom spaces were flooded, access to servers was disrupted, and the damage forced the permanent closure of YWCA Fitness on 5th, our social enterprise.

Once the waters receded, clients and staff were able to return to the building and restart programs that had been on hold. In the background, efforts began to reforecast budgets and re-plan the year ahead in order to ensure the continued financial stability of the organization.

Despite a substantial loss of revenue from the fitness centre, a balanced budget was re-established. The YWCA, after more than 100 years of supporting vulnerable women, weathered the 100 year flood with great resilience.

grams that had been on hold. In the background, efforts began to reforecast budgets and re-plan the year ahead in order to ensure the continued financial stability of the organization.

THANK YOU TO OUR COMMUNITY PARTNERS WHO SUPPORTED US DURING THE FLOOD

Alberta Health Services
Calgary Co-operative Association
Calgary Police Services
Calgary Transit
City of Calgary – Calgary Emergency Management Agency
Edgemont Community Centre
Edgemont Elementary School
Marda Loop Community Association
Mount Royal University
Northwest Community Church
William Aberhart High School

JUNE
20



The Evacuations

> State of emergency in Inglewood forced evacuation of women and their children from the YWCA Sheriff King Home emergency shelter.



> The following morning, women and children, from YWCA Mary Dover House transitional housing joined shelter clients and staff as the downtown YWCA facility was also evacuated.

JUNE
22



Living the Mission

> All women and children who evacuated were moved to student housing at Mount Royal University, where they would remain for nearly two weeks.

JUNE
23

> A donation drive was held that brought more than **\$30,000** in cash and in excess of **\$8,000** of gift-in-kind donations for the women and children.



So much was received that the YWCA was able to share with other agencies in need.



JUNE
27

The Return

> Staff and clients able to return to the YWCA Sheriff King Home emergency shelter, which had stayed dry.



JUNE
29

The Clean Up

> Power was restored to the YWCA's downtown facility – clean up begins.



JULY
5

> With one working elevator at the downtown facility, YWCA Mary Dover House transitional housing clients and some staff were able to return.

JULY
8



The New Normal

> Programs began to restart downtown and the 'new normal' was discovered.

AUGUST
20

YWCA Fitness on 5th

> Due to extensive flood damage, announcements were made that the fitness centre was permanently closed.



WHO WE SUPPORT



SHE IS BRAVE

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

THE WOMAN WHO COMES TO US...

She is between 18 and 70 years of age. She is typically single, widowed, separated or divorced. She could be new to Canada and struggling with a language or employment barrier.

If she is employed, she is likely earning less than \$24,000 a year and requires financial assistance to support herself and her family. She likely did not attend university, and she might not have a high school diploma. In order to acquire sustainable employment she will need further education or skill development.

Before finding the YWCA, she likely stayed in a homeless shelter or with family and friends. When shelters were full, and she couldn't find a couch to sleep on, she had to sleep on the street.

She is also brave and resourceful. She knows where to find help and where she will be treated with dignity and respect. When she finds her way to the door of the YWCA she is filled with hope.

THE NEED IS GREAT

The Calgary Police Service responds to approximately 16,500 domestic conflict calls each year. We provide emergency shelter for many women forced to leave their homes with nothing but the clothes on their backs, but unfortunately we don't have capacity to house every woman fleeing an abusive relationship.

When women are safe, supported and ready to move into the community, they struggle to find appropriate housing. Women are staying longer in our shelters. From 2012 to 2013, the average length of stay in YWCA Sheriff King Home emergency shelter and YWCA Mary Dover House transitional housing increased by more than 21 per cent.

Safe and appropriate housing is not the only barrier to independence. Many of our clients require language and training support, employment skills and education. One such woman is Sara,* an immigrant woman who found herself at the doors of the YWCA Winter Emergency Response program (WER) last winter. When Sara arrived at the YWCA WER, she could not speak English. She was very confused, afraid and alone.

With the support of an interpreter, the YWCA WER team soon understood that Sara was struggling with health issues compounded by homelessness. Soon Sara was settled in YWCA Mary Dover House transitional housing. Now with a roof over her head, and access to language training and counselling supports she can break through the isolation she has struggled with. These supports have enabled her to feel confident enough to reconnect with members of her ethno cultural community, who were thrilled to know she was being helped.

Women cannot transition from dependence to independence without sustainable employment, safe and appropriate housing and connections to the community. That is why the YWCA is here when and where she needs us most.

**Name has been changed*

WHO SUPPORTS US



IT TAKES A VILLAGE...

The support of our volunteers, community, corporate and government partners allows the YWCA to provide services for vulnerable women. Their support helps keep our doors open and ensures the YWCA is connected to the community.

The YWCA is thrilled to partner with community organizations who wish to bring their expertise to the clients we support.

"I love teaching at YWCA, the women I meet there are some of the most eager and interested learners I've encountered. The staff is very welcoming, helpful and invested in their clients' learning."

– Calgary Public Library,
Digital Learning Instructor

Volunteers are the lifeblood of any non-profit organization, and the YWCA is no exception.

In 2013 the YWCA was gifted more than **7,107** hours of voluntary work by **403** committed volunteers.

"The reason I give to the YWCA is it allows me to fill my passion, which is cooking, and the second is the chance to give back to the community and brighten someone's day when they are in a situation where they may need it,"

– Kevin McGowan, Volunteer,
YWCA Sheriff King Home emergency shelter kitchen

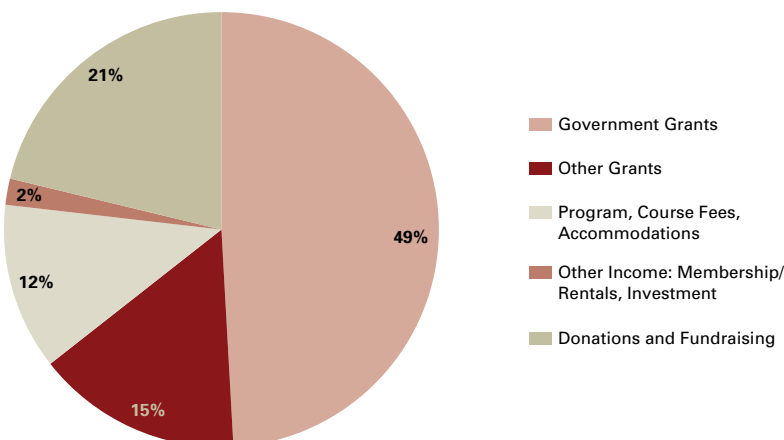
OUR GOVERNMENT PARTNERS

Alberta Health Services:
Addictions and Mental Health Services
Calgary and Area Child and Family Services
City of Calgary Family and Community Support Services
Government of Alberta:
Human Services
Justice and Solicitor General: Safe Communities
Innovation Fund
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

2013-2014 SOURCES OF REVENUE



HOW WE SUPPORT



EMERGENCY SHELTER

When women fleeing family violence come to our doors, they are afraid, alone and traumatized. They face isolation and poverty. Inside our YWCA Sheriff King Home emergency shelter, women and their children are provided with food and personal items; a safe place to sleep, clothing, and counselling to help them heal from trauma. They find safety, security and freedom.

For YWCA clients who struggle with homelessness or poverty, each night is a question of where they will sleep. At the YWCA Winter Emergency Response (WER) program, they are guaranteed a roof over their heads. The YWCA WER program is a temporary shelter offered in a portion of our former gymnasium during the coldest months of the year. The WER program first operated in 2012, in collaboration with the Calgary Homeless Foundation, to offer homeless women a warm, safe place to sleep when shelters are at capacity.

2013 Statistics

The YWCA provided shelter or housing for **1,292** women and **328** children in emergency or transitional housing programs.

The average length of stay for our clients in our YWCA Sheriff King Home emergency shelter was **24** days compared to **20** days in 2012.

555 women found safe shelter from the winter cold in the YWCA Winter Emergency Response program.

There were **2,475** requests for admission to the YWCA Sheriff King Home emergency shelter. Of those requests **1,471** were unable to be accommodated due to capacity. **1,059** of the requests included children.



TRANSITIONAL HOUSING

Affordable and appropriate housing is crucial in helping women break the cycles of poverty and homelessness and thrive in a safe and equitable community. For many of our clients, who are working in low wage or unstable jobs, or receiving social assistance, a clean, safe apartment in Calgary costs two or three times what they can afford to pay.

To make matters worse, the June floods put increased pressure on the city's already tight rental market. Vulnerable women hoping to find permanent housing were forced to compete with displaced Calgarians in a city with a low vacancy rate and limited affordable housing.

The YWCA provides safe and appropriate housing for single women and women with children who experience homelessness and poverty. We provide the support and resources required to help our clients meet their goals, stay housed and lead to happier, healthier lives.

In 2013 the average length of stay in the YWCA Mary Dover House transitional housing program was **135** days compared to **112** days in 2012.

The percentage of women who spent at least one night under a YWCA roof who identified as Aboriginal:

28% }
YWCA Mary Dover House transitional housing

25% }
YWCA Sheriff King Home emergency shelter

23% }
YWCA Community Housing program

53% }
YWCA Winter Emergency Response program

"When I was told I would be accepted into YWCA Mary Dover House transitional housing, I can't even begin to tell you how I was counting my lucky stars. I was shown to a real bed in a bedroom and I was told I could stay there. The days of lugging along all my belongings and feeling so lonely are over at last. I now have an actual closet and a set of drawers!"

– Client, YWCA Mary Dover House transitional housing program

"When I arrived at the YWCA, I was at my absolute bottom. I had been living between the streets and another shelter. When I came to the YWCA WER program I was pleasantly surprised to say the least. The accommodations were clean. Each lady had her own personal space with clean linen, including a pillow. There were hot showers and healthy food was provided. The staff would listen to me for as long as I needed them to, no matter how long it took." – Client, YWCA Winter Emergency Response program

HOW WE SUPPORT



"After leaving my abusive husband, it became very clear that my children and I had all been affected by the violence. We started going to group sessions at the YWCA Sheriff King Home. I see change in the kids every week. They learn survival tools, healthy healthy boundaries and self worth and genuine love to and from others. It had been over a year now since our journey began, and we finally have a home full of respect for one another, peace and so much love."

– Client, YWCA Children Exposed to Domestic Violence program

COUNSELLING

Women supported by the YWCA often struggle with isolation, challenges related to parenting and healthy relationships as well as the effects of trauma and abuse. The YWCA offers a range of counselling services, for women, children, and men, in group and individual settings. Programs are designed to support families to move from a place of vulnerability to one of strength and resilience by rebuilding personal capacity and helping to develop relationship skills.

For women, the YWCA offers counselling to support healthy relationships, lifestyles and connection with the community. Our services for children who have experienced or witnessed family violence include counselling, outreach supports and visitation services. The YWCA also provides group and individual counselling to men who have been abusive to their partners and children.

2013 Statistics

20,507 hours }

Of direct, one-on-one and face-to-face time with clients in supportive and clinical counselling programs.

3,268 hours }

Of group programming in supportive and clinical counselling programs.



EDUCATION and EMPLOYMENT SKILLS

For women to thrive they need access to language and skill development that supports them to gain and sustain employment. The YWCA offers language and employment skills training for new Canadians, as well as women struggling with employment barriers, in order to help reduce poverty or feelings of isolation. Our education and employment skills programs provide clients with the skills and connections they need to be independent and successful in the community.

We offer child care so women can pursue their education and maintain sustainable employment. In addition, we provide parent and counselling support and early child development programs so children can have a safe and nurturing home with the opportunity to develop to their full potential.

"Immigrating to Canada and restarting my life from zero was not easy. After sending 300 resumes with no success, my confidence and self-esteem were very low. The CES program helped me recover my hope and direction."

– Client, YWCA Canadian Employment Skills program

2,733 parents + children }

built new skills through the YWCA Parent Link Corridor

323 women }

accessed the Vermilion Energy/ YWCA Employment Resource Centre, opened in June 2013.

6 months after completion }

of YWCA Canadian Employment Skills program, which helps new Canadians find sustainable employment:

24% }

of CES clients were earning more than **\$6,000** a month.



WHO SUPPORTS US

A SINCERE THANK YOU...

to all supporters of the YWCA of Calgary. Your ongoing dedication enables women to thrive in a safe and equitable community.

Please accept our gratitude for your continued support.

The YWCA apologies if any donor names have been accidentally omitted.

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"For as little as \$100/month you can support a child to recover from trauma. For as much as \$750 you can provide the gift of independence to a woman struggling with homelessness."

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Gene Stahl	Kristine Andersen	Rita Fairbairn	Corporation	Hugh Robinson	Amy Whitehead
Lucille and Wesley Stambaugh	Bill Andrew	Felesky Flynn LLP	Bill MacLachlan	Linda Rochow	Helen Whyte
Paul Starnino	Apotex Inc	Bertha Ann Fisher	Kevin Maguire	Rockyview General Hospital	Valerie and Joseph Wilson
Statesman Flooring Ltd	Patricia Armstrong	Wade Forsyth	Cathie and Bruce Mahon	Robert Rooney	Nancy Wiswell
Stone-Olafson	Army, Navy & Air Force	Liz and Tony Fricke	ManuLife Financial	Robert Rosine	Linda and Clayton Waitas
The Strategic Charitable	Veterans in Canada	Adam Frisch	Kathy Marrinan	Gayle Rutherford	Mark Waitas
Giving Foundation – Marilyn	Sarah Arthurs	Marilyn Fry	Marshman Enterprises	Safeway Women's Network	Garth Wong
McEltheran Fund	Ascension Lutheran Women	Liza and Bob Fuenning	Patricia and John Martin	Debbie Saunders and	Teresa Wong
The Strategic Charitable	Norma and Henry Astle	Leanne and Bill Gatenby	Judy Martin	Mike Ritchat	WorleyParsons
Giving Foundation –	ATCO Gas	Donald Gibbons	Karyn and Andrew Massey	Elaine Savoie	Jonathan Wright
Robin's Fund	ATCO Structures & Logistics Ltd	Ron Gibson	Matthew B. White	Heidi Schubert	Barbara Zach
Suncor Energy Foundation	Avalon Rentals Ltd	Sanjib Gill	Professional Corporation	Screaming Grizzly Corp	Randy Ziegler
Lorne Switzer	Bernice and Ken Baher	Glass Tech Entrance		Seisland Surveys Ltd	
Target Project Management Inc	Rochelle Bank	Systems Ltd		Sharon Huckell	

YOUR SUPPORT



IT TAKES A VILLAGE

Each year, groups, individuals and corporations donate time, treasures and talents to the YWCA.

THIRD PARTY DONORS

Some take the form of fundraising events, some as volunteering and others as gifts of items the YWCA needs to support our clients, such as children's pajamas and food.

Fundraising events hosted on our behalf are unique and hugely impactful to the organization. Choosing the YWCA as a charity of choice for your event, activity or fundraiser means you are a catalyst in our community while having fun and helping vulnerable women and their families transition to a place of hope and resilience.

The YWCA greatly appreciates the commitment of all who chose to support the organization and contribute to our ongoing efforts to intervene, empower and lead when and where women need us most.

"By providing a holistic approach to care you are not only ensuring that women are safe today, you are providing them, and their families, with the education and tools they need to end the cycle of violence for generations to come. We are pleased to support the valuable services you provide."

– Colleen Clancy, Chickwagon! Foundation for Woman

"Hope for Healing was founded to raise funds for the YWCA while having a classy and fun time in the process. The work that the YWCA does is dear to my heart."

– Audrey Wensley, Hope for Healing

Left image:

In December 2013, Spectra Energy donated 453 pairs of PJs for YWCA clients, along with over \$4,000 in cash donations.

Right bottom:

In December 2013, Calgary Co-op donated gift bags to YWCA Community-based housing clients.



OUR COMMUNITY PARTNERS

Alberta Council of Women's Shelters
Bow Valley College
Calgary Action Committee on Housing and Homelessness
Calgary Alpha House (DOAP Team)
Calgary Board of Education
Calgary Chamber of Voluntary Organizations
Calgary Chinese Cultural Centre
Calgary Domestic Violence Collective
Calgary Drop-In & Rehab Centre
Calgary Family Services

Calgary Immigrant Women's Association
Calgary Police Service
Calgary Public Library
Calgary Women's Shelters Director's Network
Children's Cottage Society
Children's Legal and Educational Resources Centre
Community Kitchen Program of Calgary
CUPS Health and Education Centres
Discovery House Family Violence Prevention Society
Dress for Success
Elbow River Healing Lodge
High Conflict Institute

Horizon Housing
Immigrant Services Calgary (Immigrant Language and Vocational-Assessment Centre)
Inn From the Cold
Jewish Family Service Calgary
Making Changes
Momentum
Mustard Seed
Prospect Human Services
Women in Need Society
Women's Resource Centre

WE CONTINUE TO ADAPT

LETTER FROM BOARD CHAIR

This past year has been bittersweet for me. The goals and objectives of the year were both exciting and monumental, as the YWCA Board of Directors, along with the Executive Team, consolidated plans for strategic alignment and capital development. The year also carried with it a sense of personal sadness, knowing it would be my final year as a director after seven years with the organization.

This is an exciting time for the YWCA and I am pleased to have been part of the work that led the organization to where it is today. With its long history, the YWCA is actively seeking partners to assist with becoming more integrated within the city and better able to provide resources to support vulnerable women.

The focus for the Board of Directors in 2013 – 2014 was on continuing to establish a strong foundation for the organization to move into its next phase. Taking notes from forward-thinking YWCA boards of the past, that left the YWCA well positioned with land ownership and a strong balance sheet, we maintained focus on the clients we support and how we can work with the community to leverage our assets.

The YWCA Capital Development Project, after two years of research and discovery, is now in full swing. A silver lining of the flood may be the financial flexibility to continue to drive the project forward. I encourage you to review the audited financial statements for more information about the sound position of the organization. The board, alongside leadership, will need to keep their focus on the timeline and project objectives to ensure we deliver on our mandate to create an environment that supports the unique needs of women.

BOARD OF DIRECTORS

Sue Tomney, Ex Officio Member, CEO YWCA of Calgary
Lori Van Rooijen, Board Chair
Jana Taylor, Vice Chair
Patricia McLeod, Vice Chair
Kate Gotlogly, Vice Chair
Julie Watkins, Treasurer
Kate Fischer, Secretary
Lorraine McVean
Georgine Ulmer
Nancy Foster
Mona Jasinski
Rebecca Morley
Shannon Bowen-Smed
Amie Blanchette
Kim Connell

I firmly believe this project is not about the building. The building is a resource; what really matters is what will be achieved within the new building. The role of the YWCA is to help women build resilience and strength so they may reconnect with the community and find healthy and sustainable futures. The new building, and the programs that will be offered inside it, will be able to accomplish this more effectively than today.

A strong foundation for the YWCA not only includes bricks and mortar, but also the position of the organization in the community as a leader in ending family violence, advocating for vulnerable women and lending a voice to the issues of poverty, homelessness and exclusion.

Through the new YWCA blog on our website, we have spoken out on sensitive and important topics like prostitution, longer shelter stays and ending violence against women as a shared responsibility. This last topic was the focus of one of the YWCA In Conversation events hosted in 2013 – 2014. Engaging the community in these discussions brings visibility to the issues clients at the YWCA deal with daily, and also addresses the issues facing people in community we may never reach.

Finally, I would like to recognize, and show my appreciation to each member of the YWCA Board of Directors and committee members. These hard working volunteers offer their time, their expertise, and their passion to the organization. I am confident that with this exceptional group of individuals, the YWCA is well positioned and supported for the work ahead. Thank you for your dedication and for making my last year as Board Chair a true pleasure.

Sincerely,



Lori Van Rooijen,
Chair of the Board, YWCA of Calgary



"This is an exciting time for the YWCA and I am pleased to have been part of the work that has led the organization to where it is today."

—Lori Van Rooijen,
Chair of the Board, YWCA of Calgary

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320 5th AVENUE SE, CALGARY, AB T2G 0E5
TEL 403-263-1550 FAX 403-262-1743
CHARITABLE REG# 108227927RR0001
YWCAOFCALGARY.COM

“The ERC staff provided expert guidance and resources to help me define my talents and skills and a career path. I am also moving into my own apartment. Thank you to all the staff for the gift of hope!”

– Client, Vermilion Energy/YWCA
Employment Resource Centre