

Steven Chuang President & CEO

Mhureg

Dear Friends,

Over the past six months, I have sincerely enjoyed getting to know you and the Niagara community. It has been an honour to be entrusted with leading our YMCA of Niagara. I knew stepping into this role that, like many charities, our organization was facing some unique challenges; and I also knew that more than 160 years of community engagement and reinvention would serve us well as we emerged from this pandemic.

I have found a welcoming home in Niagara and found our seasoned staff team to be resilient and committed. We have recently made some of the most difficult decisions a YMCA can make; and in some cases, taken a step back to modify our regional footprint through the closure of some of our program sites.

These steps have only been taken so we can step more surely into the future as we continue to provide our wide array of programs and services across more than 97 locations. Our operations, programs and services are open; from Licensed Child Care and EarlyON, to Day Camp, Community Outreach Programs, Employment, and Immigrant Services, and our three fully operational, vibrant Health, Fitness and Aquatics locations. Each day, we are welcoming children, youth, and families from all parts of Niagara back to their YMCA.

At this time, we have embarked on a Strategic Planning Process, and we have engaged with staff, volunteers, and community stakeholders to hear their insights about the most critical community issues emerging. We are charting our course and identifying which of these challenges our YMCA is uniquely positioned to address. I look forward to sharing news about our next steps, our new Strategic Plan, and welcome the opportunity to find new ways to collaborate with partners and community members as we work together to create a healthier Niagara community for all.

Mike Watt Board Chair

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To the Niagara Community,

The Board of Directors is extremely grateful for the support, engagement and commitment of our staff, volunteers, members, participants, and community partners. We are happy to have recruited our permanent CEO, Steven Chuang, and we are focused on ensuring our YMCA is well positioned to take on the challenges in the next chapter of our organization's story. Our YMCA is led by a committed team of community volunteers who each bring their unique expertise to reflect the communities we serve. We were glad to welcome two new members to our Board this past year and, in partnership with our staff team and stakeholders, we are excited to be charting a strategic path for our future. This future has included some big changes to the way we operate, particularly in Health and Fitness. These changes, and the closures in St. Catharines and Niagara Falls, were difficult choices but necessary for the viability of your YMCA.

As part of our future, we are embarking on a Strategic Planning Process, and we look forward to updating you shortly on our progress. We are working hard to find the best ways we can advance the health and well-being of the communities we serve.

The past 12 months have not been easy; full of transitions and challenges, and our entire Board of Directors has been diligent in finding the best ways to ensure the long-term viability of our organization is secure and that our YMCA will continue to have meaningful and lasting impact on the health and well-being of those in our community. The YMCA is about people; strengthening individuals, families, and the connections between them all to build healthier community. Our Board of Directors will continue to remain focused on finding pathways to enable our YMCA to achieve these goals.

Health, Fitness & Aquatics



Despite public health closures, **8,697** people attended HFA programs & services in 2021



Our virtual program schedule featured **43** classes each week, and over **3,000** participants

Over \$16,000 in financial assistance was given for our fitness programs in 2021



We had **61** families participate in our Backyard Swim Program





We offered Group Fitness in **3** ways: virtually, outdoors, and eventually indoors



43 members participated in over **580** hours of personal training both online and in person

30 Years of Community!

Connie first joined the old Grantham YMCA in 1991, looking for a place to exercise. She remembers the old lobby and climbing the stairs to access the track on the second floor that used to lie above the old gymnasium. Little did she realize at the time that this connection to the YMCA would continue over the next three decades!

Connie has been a YMCA member transitioning from that old location to the Walker Family YMCA, and eventually to the Niagara West location when her family took up residence in Grimsby. Living only 1.2 kms away, Connie says she has no excuses for not taking full advantage of the opportunity to participate and stay fit. She likes booking her workouts in advance because she sees these as appointments she must keep; a way to be accountable and make sure nothing gets in the way of her workout. She knows the YMCA has had a hard time in some communities with new competitors and the challenges of the pandemic. However, says she feels her community is very lucky to have a local YMCA all to themselves, with a great pool and fantastic, friendly staff. She hopes everyone appreciates this and takes full advantage of this asset.

Early in 2020, Connie and her girlfriend decided that they needed to get more serious about their attendance and hold each other accountable. They made a pact to attend group fitness classes together at least twice a week. They were regularly attending Saturday mornings when COVID-19 hit forcing the closure of her home branch. It felt like a big loss to not have her local Y available to her in the short term, but as soon as the Y launched Outdoor Fitness classes later in the year, Connie returned. She was very happy to be able to socialize with others outdoors. It was a welcome social connection during times of isolation, and she was amazed by the range of participants who came back to the Y.

Connie also took part in all the Online Virtual Classes from her basement and while that transition felt awkward at first (feeling a little intimidated by being on screen), she soon realized no one was looking at anyone else and everyone was there for the same reason – to stay connected, active, and healthy – and that really motivated her to continue attending.

Now that her Niagara West YMCA is back up and running, you will find Connie at the YMCA most days of the week. She likes to swim, and she takes a variety of classes and makes sure to include Yoga regularly into her routine to keep her injures in check.



Connie says the YMCA community is amazing. She is motivated by the diversity of people who participate in programs and services, and she is especially inspired by the many older adults that she has met; people who have consistently maintained a lifetime of physical activity and continue to be mobile and engaged. She hopes this will be true for her as well.

Recently, Connie asked the Aquatics staff to teach her how to do a speed turn in the pool to improve her length swimming, something she had never learned. After some personal coaching and practice, Connie successfully completed her first turn. The cheering of the lifeguards on deck caught the attention of a neighboring lane swimmer who told her that, at the age of 70, he had learned to swim at the YMCA just the year before and that he now swims 50 laps every day.

These are the people, connections and experiences that have kept Connie at the YMCA for 30 years. Every day she meets someone new, or hears a story, or makes a new friend. She values that everyone is welcome at her Y and that there are no judgements about people, their ability, or their motivation. Everyone is doing their best to be healthier; from those who are learning something for the first time, to those preparing for a competition, and people like her just trying to stay healthy and active. There really is something for everyone and she finds the power of these connections to be her motivation.

We are delighted Connie is achieving her personal goals and we look forward to another 30 years!

Licensed Child Care



357 Educators adapted to the changing needs while still providing a high-quality experience



We provided child care to over **1,450** children (infant to 12 years)

We were able to provide care to **56** children of Essential Workers during the state of emergency





We have **47** Licensed Child Care locations across the Niagara Region





A Note of Thanks

Our Licensed Child Care Educators play a critical role in helping little ones prepare for their first day of school. Time spent with a talented and patient educator has benefits that extend beyond high-quality daily care, and can have a positive impact in many areas of daily routine and learning. That was the experience of Jasper's parents, Jacqueline and Jeff Mulder, who took the time to write a short note of thanks to our child care team this summer:

Hi Summer Care Team,

I wanted to let you know we're really happy we decided to do the summer care program.

We have noticed a very positive change in Jasper's behaviour, especially in his interactions with Bruce. He's been such a good big brother the last few weeks, showing patience, kindness, and being very helpful towards others.

We're also noticing a big leap in vocabulary and learning. Every day, he uses a new word and takes us by surprise, or explains a concept that seems beyond his years. Bedtime has improved drastically with little-to-no drama, having dropped the afternoon nap.

Thank you so much for all that you do!

I have very little apprehension about Jasper going to JK in September because I feel he is really well prepared after a summer at Grapeview.

- Jacqueline & Jeff Mulder

EarlyON

Child and Family Centre



Our YMCA provided **323** virtual parent education and children's activity sessions during lockdown





We shared **875** social media posts with links to our resources, and to other organizations that provide meaningful resources and support for parents of young families

We made **911** outreaches to families by phone and email to provide educational resources, programming support and parenting advice





To support participation in virtual programming, we distributed **300** activity bags containing books, games, activities, recipes and creative supplies for families to enjoy



Connecting Even When Apart

"My daughter absolutely LOVES attending the YMCA of Niagara EarlyON Circle Time sessions and activities on Zoom. She was previously attending in person and is now continuing the fun in her "virtual centre." I was worried that she would not be engaged through the screen, but the staff bring so much energy and fun that my daughter has a blast every class. These classes have been an excellent resource during our week; she is learning numbers, letters, colors, and life skills. She enjoys the stories and crafts, but most of all, she is still making new friends. These classes are an excellent resource in a time when my highest priority is my family's safety. I would highly recommend them to anyone who has not tried them yet!



-Amber

Employment & Immigrant Services



The Employment Services team supported **1,944** individuals alongside our organizational partners and local employers.





We reached **478** participants through virtual employment seminars & workshops

Our Immigrant Services team assisted over **2,800** individuals to build confidence, increase language abilities, and deepen community connections





Shona's Story

I'll be honest. Before accessing YMCA Employment Services, I was hesitant to reach out due to some pre-conceived notion that I would be another number rushed through the system, no matter where my own psychological boundaries lay. I felt broken.

However, Laurene completely eliminated those thoughts from my mind from day one. What she offered me goes above and beyond anything I expected.

To put things into perspective: I've spent my entire adult life convincing myself that I "couldn't" succeed, and until now I believed it. It has been a process, but Laurene has been a guide on my road to re-wiring the mentality that kept me backpedaling in excuses that said I couldn't progress. It's powerful how much impact those phone calls each week has had on my psyche. Even the seemingly small things, such as touching base to give words of encouragement, have the power to make a big difference for people like me.

I've always wanted to go to school for my social service worker degree, but my own anxiety and mental health have crippled me in the past (perhaps that's why I'm drawn to the career in the first place). It would have probably been easier for Laurene to try place me in any position that would take me, but instead – for the first time in my life – I'm being supported in not only finding the resources to proceed, but in finding confidence and productivity.

Even when I start to fall back into old psychological patterns, I'm pushed to aim high, and reminded that I can fulfill my goals.

I suppose what it all boils down to is just how meaningful it is, to me. I have the assistance of someone who, besides helping me with my employment search, sees me and hears me as a person faced with unique circumstances. This flexibility and compassion give me the encouragement I've really needed to finally break down the barriers I've placed on myself for too long.

Let's face it: I'm probably the last person that somebody in the field of job placement wants to deal with. It's not a part of Laurene's job description to help me navigate my negative behavioural patterns, or to be my personal cheerleader for obtaining a post-secondary education. Especially when you consider that all of this is on top of helping somebody with social anxiety, and little work experience, navigate the world of job searching.

Instead, I'm offered a truly personalized experience, and I'm given a lot more patience than what, I think, most would give. I've probably overshared a bit, but I just wanted to express; it is people like Laurene that truly make a lasting impact on people's lives, the ones that empower people to overcome their difficulties and grow.

Day Camp



We had almost **3,000** registrations for YMCA Summer Day Camp



We are thankful to the
115 Camp Staff for their tireless
efforts, leading the campers for
9 consecutive weeks of Camp

We hosted **83** unique camps in **12** locations across the Niagara Region





Due to limited capacity, we offered our Youth Leadership Camp virtually with 17 participants investing in their leadership skills





Summer Day Camp Returns

YMCA Day Camp was relaunched across Niagara during the summer of 2021. We were thrilled to be able to provide children and youth with opportunities for skill development and positive social outlets, families with a safe place for their children, and young adults with the opportunity to develop their leadership skills.

After a hiatus in 2020, YMCA Summer Day Camps were reimagined to promote safety and positive learning experiences. Thanks to the Ontario Trillium Foundation, we were able to work with industry experts to develop the Nature Quest program and curriculum. Nature Quest focuses on outdoor and environmental education, with the goal of fostering environmental allies. Nature Quest was offered at four outdoor sites throughout Niagara, allowing children and youth to move between the program levels as they increase their knowledge and skills during this two-week program.

The response from children, families and staff was very positive. We look forward to expanding the Nature Quest program to involve more children and youth in recreational and environmental learning experiences.

Community Impact



The Youth Gambling Awareness Program (YGAP) hosted **208** virtual activities serving **3,671** children and youth



We had **533** Youth Outreach participants both virtually and in person

We had **94** adults experiencing social isolation participate in skill-based virtual programming



281 children were referred to attend YMCA Adventure Club





We distributed **162** Care Kits to children and youth to promote healthy eating and physical activity at home



My son attended Adventure Club at Firemens Park for two program sessions in August. After a tough couple of years dealing with all the changes because of the pandemic, he was scared to go, and I honestly thought I would get a call on the first day to pick him up. He ended up having the most fun he's had in a long time! He felt welcomed and accepted right away, and enjoyed every minute. He is already talking about going again next year.

- Adventure Club Parent

Community Story

At a time when disconnection was at its peak—in the middle of winter and in the midst of the second stay-at-home order—the YMCA was able to bring adults who felt socially isolated together.

The YMCA Social Society provided a virtual program experience that was a combination of social activities and skill building for adults who were experiencing isolation. Over a three-month period in early 2021, we had 134 registrations from 94 Niagara residents.



"I would love to see more of this; without it, I have nothing positive to do as an outlet for my mental health and wellness. Plus, the fact that it's free makes it accessible for anyone to attend." - Participant

We are appreciative of the individuals and businesses from across Niagara that collaborated with the YMCA to make this program possible, many donating their time and talents. Chef Michael Olsen led a six-week cooking program that allowed participants to increase their confidence in the kitchen. Additional program options included pottery, macramé, book club, meditation, indigenous paint night, games night, and more. The Social Society had something for everyone!

The Social Society was made possible thanks to funding from the Government of Canada's Emergency Community Support Fund.

Philanthropy





Although 2020-2021 has been a challenging year for many, our community and funders came together and supported the YMCA through generous giving that ensured we were able to fulfill our mission to be as accessible as possible. Through their support, we were able to provide necessary programs to serve children and families when they needed us the most. Children and youth shared lasting experiences through Adventure Club, Day Camp, and Youth Outreach.

The pandemic has taught us that when a community comes together, we are stronger. As a result, our impact on those around us is felt deeper and our reach is amplified. We also extend our gratitude to our funders who trust the YMCA in our ability to meet community needs.

Thank you for making a difference and enabling us to achieve our mission.

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 Nora Sheehan Family • Rachael Berwald • Ticia Demeel • Chris Hearns • Susan Maracle • Gerry Siamro • Cheryl Bilodeau Britni Desjardins
 Kelly Henderson
 In honour of Rosemary Martin's retirement
 Sandra Smiley Trimble
 Colette Bodogh • Roland Desrosiers • Sally Herod • Joseph, Jennifer, Isabella, Isaac McLaughlin • Katy Sroka • Andrew Bowles • Michael Di Benedetto • Deirdre Hobeck • Kathy McWilliam • Jennifer Stewart • In honour of Lori Boyd • Danielle & Brett Dickinson • Christopher Hogg • Andi Miller • Joanna Suchecki • Steven Boyda • Tina Dienesch • Lilli & Barclay Holbrook • In honour of Scotty Mitchell • Les Szplitgeiber • Jim Bradley • Nicholas Dion • Walter Holowash Amanda Moen • Robin Talukdar • Marta Branco-Hatfield • The Dodds Family • Allie Hughes • Gary Mudford • Elizabeth Taylor • Braun Family • Raffy Dotan • Hughes & Co. Inc. • Dawson & Dakota Murtaugh • Paul Taylor • Linda Brown • Patti Dueckman • Tracy Hutchings • Natalie - Smithville Public Child Care • The Terry Family • Kennedy Burtt • Gillian Dunkley • Jeff's at Work Office Furniture • Sue Nenadovic • Myriam Thomas • Bush Family Fund at the Niagara Community Foundation • George & Joan Dunn • John Kelly • Kirsten Neudorf • Emily Travis • Bustamante Family • Andrea Dyack • Geraldine Kelter • OPG Employees' & Pensioners' Charity Trust • Bert Vrolijk • Ian & Dagmar Butler • Stephanie Dyck • Janet & Barry Kendrick • Shelley Panetta • Katie White • Central Public School Jane Fawcett • Memorium Hanif Khan • Stephen and Marji Peglar • Nancy & Lloyd Williams • Debra Charlesworth Tricia Flynn • Kurt Klein • Mira Piasecki • Lindsay Zanatta • Michael Cherwonogrodzky • Colton Foster • Paul Kostelny • John Possler • Christopher Zantingh • Cindy Clarke • Robin Frost • Jessica Krasovec • Carol Pot • Meredith Crouch • Sean P. Gallaway • Jennifer, Dan, Ålexandria & Meaghan Lancione • Bheng Punzalan • Lawrence Amu •

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Financial Highlights Year Ended August 31, 2021 The proof include: Selected from the latest and the selected from the selected from the latest and the selected from the selected fr

The report includes selected financial information extracted from statements audited by KPMG. Complete financial statements are available upon request.

Statement of Financial Position		
	2021	2020
Assets	(000's) \$	(000's) \$
Current Assets	5,363	2,359
Cash Internally Restricted Fund (note 1)	1,000	1,000
Investments	1,812	1,621
Capital Assets	22,948	26,208
Total	31,123	31,188
Liabilities		
Current liabilities	5,188	5,040
Current portion of demand loan	385	347
Remaining balance of demand loan	618	782
Deferred capital contributions	14,254	15,720
Total	20,445	21,889
Fund Balances		
Endowment fund	3,462	3,236
Internally Restricted Fund (note 1)	1,000	1,000
General fund and other	6,216	5,063
Total	10,678	9,299
	31,123	31,188

Statement of Operations

Revenue	2021 (000's) \$	2020 (000's) \$	
Programs & service	3,800	12,418	
Grant revenue	17,966	11,223	
Donations - Strong Kids	166	260	
Other	1,248	381	
FInancial Assistance	(19)	(638)	
Total	23,161	23,644	
Expenses			
Wages and benefits	14,643	16,182	
Occupancy and facility maintenance	2,927	4,621	
Program and support costs	2,002	2,506	
Participant wage subsidies and training support	s 944	1,004	
Total	20,516	24,313	
Excess of revenue over expenses before net amortization			
Amortization	2,645	(669)	
Amortization of deferred capital contributions	1,486	1,416	
Amortization of capital assets	(2,977)	(3,040)	
Excess (deficit) of expenses over revenue	1,154	(2,293)	

²⁾ The amounts for the discontinued operations for Niagara Falls, Walker (St. Catharines), and Fort Erie (prior year only) are included in the amounts above.

¹⁾ The Child Care Fund was established by the Board of Directors for the purpose of reserving cash to enhance child care stability and quality assurance initiatives over the next two fiscal years. The current year's balance is \$1,000,000.



Thank You

We close this year with a clear understanding that we truly are **#STRONGERTOGETHER**



