YWCA
SASKATOON

A Year of Resilience



2019/2020 Annual Report

Message from the

President & CEO



Resilience is defined as the capacity to recover quickly, the ability to cope in spite of setbacks, barriers or limited resources. The past year has certainly taught us about the power of resilience and the power of people coming together when faced with unprecedented challenge. Like many non-profits we've felt the impacts of COVID-19. We spent a considerable amount of time developing strategies and tactics to ensure we were able to provide continuous service and support to our clients throughout the pandemic. We remained innovative and flexible, and were happy to see how successful our movement to virtual programming was.

Despite the many challenges we faced in 2019-2020 we also made significant progress in moving our mission forward.

We were pleased to work with CRG Strategies to develop a strategic plan that we're confident positions us for success. The plan focuses on developing solutions for meeting the increasing demand for programming and services to support women and children facing barriers. In the next year, our team will be working on developing additional programming to meet women and girls where they are at with what they need to live their best lives. We'll also spend time moving work forward to answer the Calls to Action and the Calls for Justice in support of Reconciliation with Indigenous peoples.

As we move forward, we'll continue to demonstrate leadership in the areas of stewardship and advocacy. Organizational resilience will be our focus as we develop a COVID-19 recovery plan and launch an extensive risk management renewal process. We'll also spend time advocating for women and helping them foster resilience by researching, supporting and promoting solutions which address gender disparity.

This year has been unlike any ever experienced, we'd like to take this opportunity to express our sincerest gratitude to the people who answered the call to serve during such a tumultuous time. To our donors we thank-you for your continued support and generosity. You have made a difference in the lives of many. To our employees we say thank-you for your courage, creativity, and dedication. You are the reason we were able to adapt and continue to serve. To the remarkable, and strong women who serve on our Board of Directors we thank-you for your leadership and support. The YWCA Saskatoon's greatest strength is our people. All of you have gone the extra mile and are true demonstrations of the power of resilience.

With much respect and gratitude,

Tammy Richmond
Board President

Cara Bahr
CEO

2019/2020

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2019-2020

Crisis Shelter & Residence

Shelter Resilience During the Pandemic

When I think about the crisis shelter and residence, the word resilience quickly comes to mind to describe the women, children and youth who utilize our services. The shelter houses women who are leaving violent homes or unsafe situations, those who are homeless, and those who are struggling with addictions and/or their mental health and wellness. Our residents access the shelter because they have nowhere else to go.

It takes courage to ask for help. It takes resilience to be able to recover from a situation that has left one homeless.

The women in Turning Points are nothing if not resilient. They have encountered traumatic experiences and chosen to pull themselves up and move forward. They put themselves back on the journey of gaining confidence and control, develop their competence, find ways to cope, build character, discover connection with their community and seek out ways to contribute.

The youth in Margaret's Place often have developed their resilience from a young age. They are learning to use it as a positive quality, nurture it and navigate through the hardships and triumphs with it.

The 2019-20 year has been a difficult year for the YWCA Saskatoon. We have transitioned through difficult times with numerous staff changes, financial constraints and most recently working at and finding our new normal through a pandemic. We are RESILIENT. We don't have all the answers, we aren't where we want to be yet but we aren't giving up. We choose to look for evidence of the positive outcomes. The relationships and partnerships that have developed with those in the community from patrons, local businesses, community members, charities and other non-profit organizations has been remarkable. The support we've been given to continue to serve those most in need is inspiring. We stand strong as the YWCA and continue to be present. We "withstand the hardship" with support from each other; we "recover from the difficulties" with strength from our community.

Respite Bed

Respite Beds offer temporary, short-term shelter for women within the YWCA shelter and are primarily reserved for clients leaving Mental Health acute care. They are designed for a planned stay of two weeks or less with a goal to transition to longer term housing following the crisis stay, or to return to previous living arrangements after brief respite. Respite Beds are a single room with a shared kitchen, dining room, common room and bathroom areas and are funded by MHAS for respite. Staff are available 24 hours a day, 7 days a week. For the duration of their stay, women have access to a variety of programs to support their physical and emotional healing and recovery. These programs include skill development, positive social interaction, and more.



First day of school for two of our Margaret's Place ladies.

This past year...

3145

Referrals for at risk women and children could not be fufilled... We need your help.

Women and children seek out the YWCA Saskatoon when they are in desperate need of shelter or support. Unfortunately, in the past year, 3145 referrals for at risk women, children, and youth could not be fulfilled.

With your contributions to the YWCA Saskatoon, through donations, memberships, or participation in YWCA events, you can help us to provide services and resources to those in need.

Visit our website to see how you can make an impact in your community.

www.ywcasaskatoon.com



Housed in 2019/2020



58

Families



302

Adult women



120

Children



6

Girls & young women



Grace's Story

Grace's story is not only a true story, but also a tale of resilience.

As a child, Grace was abused. This led to addictions and mental health challenges. She became angry, depressed and easy prey for men to take advantage of.

When she came to the YWCA shelter, she was trying to leave an abusive relationship and escape the thoughts that the world would be a better place without her.

Staying in the shelter led Grace to the YWCA Turning Points program, which opened her eyes and helped lead her to a better life. The program taught her about healing, forgiveness and mental strength.

Today, Grace is living on her own with her baby and thankful the YWCA came into her life when she had nowhere else to go.

We interviewed Grace and asked her to reflect on her experience during her stay at the YWCA crisis shelter. Here is her experience in her own words.

If she could say one thing to herself prior to coming to the YWCA, what would it be?

Don't ever give up, where there is a will, there is a way. Where you are right now, is to teach us not who you are. Seek help and don't lose hope.

If you could say one thing to the YWCA staff, what would you say?

I'm so glad you are here for the women, when they are ready to start healing and to help us move forward. Thank you for your kindness and your support. I thought there was no one who cared but there is... this is a safe, wonderful place for women, children and youth. Accepting of who you are when you get here and to help you on your journey.

Grace now has a beautiful baby girl... she named her Hope.



A room in Turning Points.



Employment & Learning

Through 2019-2020 fiscal year, Employment and Learning Centre has been effective delivering employment services through programs that empowered individuals to take steps towards their employment and career goals. Along the path to employment, individuals were able to access a whole range of individualized employment services, training and supports to make connections to jobs, careers and brighter futures. During the COVID-19 pandemic our belief in the importance of maintaining momentum in the job search remained strong. Since the end of March, our creative, innovative and resilient team has connected and encouraged individuals through a blend of remote, online and in-person services.

*The names in these stories have been changed due to confidentiality

Trade Journey Success Story #1

Tara's Story

As a mother of two small children, Tara was kept up at night worrying on how to help provide for her family. After hearing about and attending an info session for the Trade Journey program, she immediately knew that a career in Trades was the direction she wanted to take. Although she was nervous, she moved past that fear and took the first step to apply. After the application process was complete, she was thrilled to discover that she was accepted into the Top 15 of Cohort 10.

During the program, Tara created strong bonds with her fellow classmates, and it did not take long for her positive leadership qualities to shine through. Her confidence grew during the in-class studies and time in the shop exploring other Trades. After the group was visited by local business co-owner, she was truly inspired. She set an intention and made it her goal to become an employee of this particular company. When she found out that she was able to do her work-placement there, she was absolutely thrilled... for she knew it was her shot to prove herself. She was hired on full-time immediately after her work placement. A few months have passed, and Tara is now already the supervisor of her crew and will soon be indentured as a first year Carpenter. Tara's future is bright, and she is not afraid to grasp the opportunities coming her way.

Trade Journey Success Story #2

Rebecca's Story

Struggling with self-confidence her entire life, Rebecca found comfort in working with her hands and outdoors. After a family friend had mentioned the Trade Journey program, a spark in her ignited. She immediately researched and began the application process. After being accepted into the top 15 of Cohort 10, her anxiety levels started to rise. She was especially nervous about the math component and was fearful that she would not complete the program, for she had never done well in math throughout her life.

Throughout the program Rebecca began to discover all the skills that lay within her and excelled at everything she put her mind to... even math! (She completed the program with a 96% average). Her passion was found during the trade sampler for electrical. While attending the Trade Journey Employer Café, she had the opportunity to practice her interviewing skills with the owner of local electrical company. She made it her mission to be placed with that company for her 3-week work placement. Rebecca was hired immediately after her work-placement and is already indentured as a first-year apprentice electrician. She is absolutely thrilled with the direction her life is going and is determined to be a Red Seal Journey Person Electrician.

375
Clients served through the Job Search Program

68
Clients served through the Career Moves Program

52
Clients served through the Trade Journey Program

on 25th Fitness YWCA









The 2019/2020 year was not surprisingly a tale of two seasons; Pre-COVID and COVID. Prior to the start of the COVID Pandemic YWCA Fitness on 25th enjoyed a strong year with growth in a number of programs. Our facility rentals grew to new levels. The key driver of our rental program has always been strong partnerships with recreational service groups such as Sask Play, the Optimist Twirling Connection (button and dance practices), Flying Tiger Hapkido, Budo Karate Keikokai and Historical Swordsmanship Society of Saskatoon. For the 2019/2020 fiscal year our long-standing tradition of helping the youth of Saskatoon learn to swim continued with 270 kids taking part in our Red Cross program.

We held our third annual Shine a Light Run in September of 2019 with over 130 friends of the Y walking, jogging, running and smiling through our fun run. We hosted about 175 people for the post event social with live music and great food.

When COVID arrived and the fitness centre closed on March 15th, 2020, we had 850 members who had visited the gym over 45,000 times during the 2019/2020 fiscal year. Then there was COVID...the fitness centre closed on March 15th. From March 15th until reopening on June 8th, the fitness centre kept in contact with our members by offering both video on demand fitness instruction as well as live streamed classes in functional fitness, mobility and Yoga. One of the net results of these efforts was we retained about 50% of our membership through the closure period. The support from our membership during this time was certainly a very positive result of this challenging time. It was a challenging but resilient year, one with many highlights and great experiences.

270

Kids took part in our Red Cross Swim Program

130

People participated in the Shine a Light Run

850

Gym members who visited the gym over 45,000 times during the 2019/2020 year.

Sydney's Story



There are seemingly countless fitness facilities in Saskatoon, but Sydney chose Fitness on 25th for one simple reason:

"You walk through the door and you feel the sense of community; everyone is so friendly."

As a 21-year-old female, Sydney did a deep search of the marketplace before signing-up at the YWCA. Nothing could match what she found at Fitness on 25th – plus it was an added bonus that supporting her new gym also supports women in the shelter.

Three years later, Sydney is still a regular in our building, often working out seven days a week. Fitness has become a passion, helping her become physically and mentally stronger.

The Opportunity Shop

The YWCA Opportunity Shop is a volunteer-run thrift shop that has been caring for the YWCA Saskatoon and women within the community for decades.

In 1957, members of the YWCA Saskatoon had the grand idea of opening a thrift shop to raise funds to furnish the newly expanded facility. Despite many hardships and multiple trial periods, they achieved great success due to the support of the community. The YWCA Opportunity Shop was able to establish a permanent business in November of 1959.

Over the years, the store has supplied countless women with affordable clothing and household-items, relieved many women of financial stress with their "Fine Option" program, and has donated over a million dollars to the YWCA Saskatoon in support of their programs and services.



Much like other businesses in the area, COVID-19 has had its impact on the shop. The changes that came as a response to the pandemic was reflected within the store. The Opportunity Shop has had to reduce the number of volunteers on site in order to adhere to social distancing guidelines. There was also a temporary suspension of "Fine Option" program and shortened business hours. However, the staff and volunteers have shown the same resiliency as those who worked tirelessly towards its success in the 1950s. Their passion to serve Saskatoon continues as they strive to provide for the community that has helped them throughout the last 53 years.

Child Development Centre



The past year at the childcare centre has been vastly different than previous years. At the start of the year, we continued with regular programming such as our wonderful music program that the children and staff both really enjoy. The centre was upkept by replacing old and less than pristine flooring in high-traffic areas, and the year was off to a great start. Once the COVID-19 pandemic hit, things swiftly began changing around the centre. Some of our parents were left having to work from home, others were laid off, and some could not afford to keep up childcare fees. Many parents appealed to us and we listened.

Eventually, the childcare centre closed due to the pandemic, but we kept all children enrolled to reengage at a later time.

In June, we began the process of slowly re-opening the centre and offered families different options to return over a multi month period. We wanted to accommodate as many families as possible and considered the array of circumstances these families were experiencing. As more children returned to the centre, more staff returned in tow, and we began the process of carefully following the protocols laid out by the government and incorporating some of our own as well. The health and safety of our clients and staff remain our utmost priority as we continue to work towards a full, safe, healthy centre and happy parents and children.

We asked a group of our daycare child participants to talk about their experience during the COVID-19 pandemic. Their answers are a true insight into what resilience looks like through the eyes of a child.

What do you think COVID-19 is?

- A virus
- Germs!
- Umm, a virus?
- Mmmm I don't know
- COVID is the virus!

What have you learnt through this pandemic?

- Mmm we have to wear masks
- Not get COVID
- It spreads really good
- It's about if you get lost, you have to swim away

Do you have a face mask? What colour is it?

- A fish mask, two actually. Two fish masks and a lot of Hawaiian ones
- Blue
- Black
- Umm, I like the zebra kind and lollipops and my favourite is purple and pink
- Umm it's green
- It's grey. Actually, it's black. We have it at my home. Even we have paper airplanes. They're white
- Pink and purple
- Umm, it's rainbow!



What kind of things do you do to stay safe and healthy at daycare?

Stay social distancing, wash your hands, wear a mask

Social distance

We have to stay far away from people

Ummm hide, and I wash my hands!

Ummmmmm, eat food!

What fun games do you play at daycare?

Lego, dino.

Shrugs shoulders

Tag

I know, I know, I know. Thinks for a long time. Sometimes we play school.

I play toys, and puzzles and marbles. Sometimes I take a lot of toys.

LOTS of fun games. We play UNO and we play dinosaurs and we have snacks and we also play kitchen!

Umm tag, I mean superheroes

What is your favourite thing about daycare?

There's lots of friends to play with!!!

Umm my favuorite is yoyo

Being swimming. Yeah, but now we don't because of the virus, because of the germs.

Playing

Tag

Princesses and playing with princesses

Going outside!



A Year in Photos

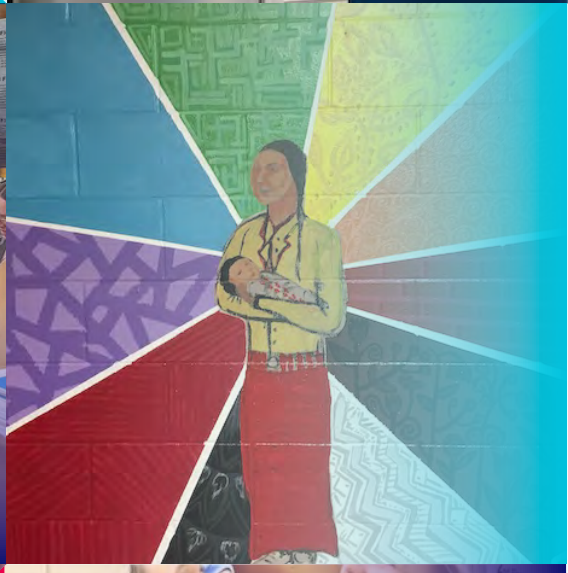


















Summarized

Financial Results

YWCA Saskatoon is committed to offering its clients the greatest possibly variety and quality of programs and services. This is achieved through efficient operations, conservative administration costs and effective use of core funding and donor support.

Revenue		
Government Contracted Programs	55%	$2,602,715
Fee for Service & Facility Renals	25%	$1,205,281
Fund Development & Grants	19%	$879,478
Other Income	1%	$61,948
TOTAL	**100%**	**$4,749,422**

Expenditures		
Crisis Shelter & Residence	38%	$1,801,738
Employment & Learning	28%	$1,339,486
Child Development	18%	$831,468
Fitness on 25th	16%	$772,558
TOTAL	**100%**	**$4,745,250**

Summarized results are for the YWCA Saskatoon Operating Fund

Administration Costs **11%** of total expenses

Development Costs **4%** of total expenses

Thank you to

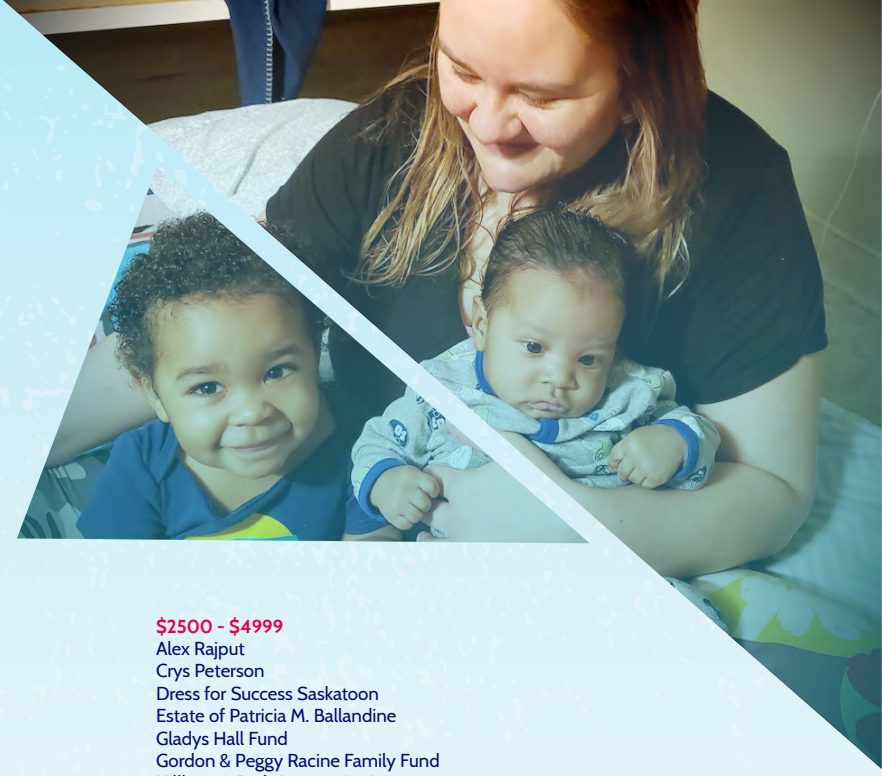
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We are grateful to every one of our donors for supporting and believing in our programs. We regret any errors or omissions. Thank you to our donors, sponsors, and to those who wish to remain anonymous.

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