MESSAGE FROM THE CHAIR AND THE CEO

2013 was another busy year for YWCA Metro Vancouver and these are just some of the highlights.

It is no surprise that social media has played a significant role in changing the way young people communicate today. Empowered youth effectively use social media to garner support for issues that interest them and an increasing number of schools are also using technology-based platforms as educational aids. However, given the anonymity of online communication and the increased accessibility that smart phone technology offers, young people are also vulnerable to online luring and sexual exploitation.

This is a matter of great concern to the YWCA and this past year, the YWCA Anti-Sexualization Task Force and Youth Education Team organized a number of events and campaigns aimed at raising awareness of internet safety among youth and developing tools for parents and educators to address these concerns with young people.

The Generation Squeeze campaign highlights the challenges faced by younger generations such as lower incomes and higher living costs associated with child care and housing. For single mothers, these challenges are even more acute. Within the current context, the younger generation is squeezed for time and money and is postponing life decisions like starting a family so they can work and save money.

We continue our work with UBC’s Human Early Learning Partnership (HELP) and our partners the United Way, the Vancouver Foundation and YMCA of Greater Vancouver, to raise awareness on the Generation Squeeze campaign and promote smart family policies that support families with young children.

We remain committed to advocating for a universal early learning and child care system and flexible working environments that give families the best start in life.

Our capital campaign for YWCA Cause We Care House is well underway with 80% of the $10,086 million campaign raised. This new housing community is being developed in partnership with the City of Vancouver and the Vancouver Public Library. It will serve low-income single mothers and their children in Strathcona-Downtown Eastside. Construction is expected to commence in Fall 2014. We continue to explore new ways to address the housing needs of single mothers and their children throughout Metro Vancouver.

Serving the diverse needs of youth, adult and immigrant job seekers through our five WorkBC Employment Services Centres across Vancouver and on the North Shore, remains a priority. Our range of employment programs also provide employment support and training opportunities to specialized groups, including women and older workers entering or re-entering the workforce.

With the support of our donors, partners, staff and volunteers, the YWCA touched the lives of thousands of people throughout Metro Vancouver in 2013. From single mothers to jobseekers to youth, we continue to provide holistic services that open many doors in the community and help them to build better lives for themselves and their families.

Finally, we want to end by extending our sincere gratitude to all of our partners, donors, volunteers, staff and supporters for your commitment to YWCA Metro Vancouver. Without you, we could not have provided such valuable service to women and their families.

Sincerely,
Sherry Tryssenaar Janet Austin
Chair CEO

2013 ANNUAL REPORT
## 2013 FINANCIAL HIGHLIGHTS

YWCA Metro Vancouver’s ongoing impact in the community is made possible by our proven financial stability. The YWCA also continues to grow its reserves while diversifying its funding to build a strong financial base.

### Balance Sheet as of December 31, 2013

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>$</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>3,611,240</td>
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<tr>
<td>Short-term Investments</td>
<td>483,329</td>
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<tr>
<td>Accounts Receivable</td>
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<tr>
<td>Inventory and Prepaids</td>
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<tr>
<td>Total Current Assets</td>
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<tr>
<td>Restricted Cash and Investments</td>
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<tr>
<td>Long-term Investments</td>
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<tr>
<td>Property and Equipment</td>
<td>25,542,065</td>
<td></td>
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<tr>
<td>Total Assets</td>
<td>33,722,630</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LIABILITIES AND FUND BALANCES</th>
<th>$</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable and Accrued Liabilities</td>
<td>1,577,181</td>
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<tr>
<td>Deferred Revenue</td>
<td>540,364</td>
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<tr>
<td>Current Portion of Capital Lease Payable</td>
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<tr>
<td>Current Portion of Mortgage Payable</td>
<td>156,765</td>
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<tr>
<td>Total Current Liabilities</td>
<td>2,275,329</td>
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<tr>
<td>Capital Lease Payable</td>
<td>52,992</td>
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<tr>
<td>Mortgage Payable</td>
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<tr>
<td>Deferred Revenue</td>
<td>30,090</td>
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<tr>
<td>Total Liabilities</td>
<td>7,075,044</td>
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<tr>
<td>Fund Balances</td>
<td>26,647,586</td>
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<tr>
<td>Total Liabilities and Budget Balance</td>
<td>32,722,630</td>
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</tr>
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</table>

### Statement of Revenue and Expenses

<table>
<thead>
<tr>
<th>REVENUE</th>
<th>$</th>
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</thead>
<tbody>
<tr>
<td>Government Contracted Programs</td>
<td>12,602,383</td>
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<tr>
<td>Fund Development</td>
<td>3,003,075</td>
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<tr>
<td>Hotel/Residence</td>
<td>3,164,897</td>
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<tr>
<td>Health + Fitness</td>
<td>2,644,115</td>
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</tr>
<tr>
<td>Early Learning and Care Centres</td>
<td>1,673,310</td>
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<tr>
<td>Other Revenue</td>
<td>811,368</td>
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</tr>
<tr>
<td>Investment Revenue</td>
<td>591,138</td>
<td></td>
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<tr>
<td>Events</td>
<td>611,050</td>
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</tr>
<tr>
<td>Total</td>
<td>25,167,338</td>
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</tbody>
</table>

### EXPENSES BY PROGRAM AREA

| Government Contracted Programs | 12,320,982 | |
| Early Learning & Care Centres | 1,673,310 | |
| Health + Fitness | 2,644,115 | |
| Other Community Services | 1,673,310 | |
| Total | 27,301,617 | |

### EXPENSES BY CATEGORY

<table>
<thead>
<tr>
<th>Category</th>
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</thead>
<tbody>
<tr>
<td>Government Contracted Programs</td>
<td>51.9%</td>
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</tr>
<tr>
<td>Fund Development</td>
<td>12.3%</td>
<td></td>
</tr>
<tr>
<td>Health + Fitness</td>
<td>10.5%</td>
<td></td>
</tr>
<tr>
<td>Early Learning &amp; Care Centres</td>
<td>6.6%</td>
<td></td>
</tr>
<tr>
<td>Other Community Services</td>
<td>5.6%</td>
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<tr>
<td>Salaries</td>
<td>57.7%</td>
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<tr>
<td>Depreciation</td>
<td>3.8%</td>
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<tr>
<td>Marketing &amp; Communications</td>
<td>0.8%</td>
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</tr>
<tr>
<td>Building Occupancy &amp; Equipment</td>
<td>11.2%</td>
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</tr>
<tr>
<td>Other Revenues</td>
<td>3.2%</td>
<td></td>
</tr>
<tr>
<td>Events</td>
<td>2.4%</td>
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</tbody>
</table>

### VOLUNTEER

785 Individuals and 32 corporate groups volunteered just over 24,000 hours during 2013.

Volunteering is a very important activity to participate in, especially for youth. I’m thrilled and very happy that I joined the YWCA: it’s a fantastic and fun place to volunteer!

- Marquita, High School Mentor

### YWCA PARTICIPANTS BUILD THEIR FUTURES.

Our supporters ignite the spark that helps YWCA participants build their futures.

#### JOIN THE YWCA HEALTH + FITNESS CENTRE

16,887 Visits helped women and men find their balance at the YWCA Health + Fitness Centre, the co-ed fitness facility and pool in downtown Vancouver. Membership fees help fund YWCA programs and services.

I have come to truly understand the substantial influence and benefit the YWCA provides – not just in health and wellness but in so many other areas in the community.

- Nancy, YWCA Health + Fitness Member

#### CELEBRATE WOMEN OF DISTINCTION

1,000 Individuals honoured 78 exceptional women and two supportive workplaces at the 30th annual YWCA Women of Distinction Awards, YWCA Metro Vancouver’s premier fundraising event.

STAY AT THE YWCA HOTEL

17,864 clients were provided comfortable, affordable accommodation at the YWCA Hotel. Proceeds from their visits help to fund our programs.

The front desk staff were so friendly and helpful. And the best part? Your money goes back into the community.

- Portia, Umar and Mathew, YWCA Hotel Guests

### 2013 ANNUAL REPORT

A copy of the 2013 audited financial statements will be available upon request.
The YWCA has been a catalyst for change ever since we opened our doors 116 years ago to provide housing and services to the women coming to the city in search of education or employment. From the beginning we took an integrated approach to meeting community needs. Today the YWCA continues to expand its spectrum of programs and services – and open doors for women, children, men and youth across Metro Vancouver.

**SUPPORT FOR FAMILIES IN NEED**

689 Women, men and children benefited from the continuum of services at YWCA Crabtree Corner Community Resource Centre, which includes support groups that address parenting issues, violence prevention, fetal alcohol spectrum disorder and infant development and literacy.

521 Single moms and children took part in nine single mothers’ support groups, including Baby & Me, a group for pregnant single moms-to-be and single moms with newborns. A further 458 women received information and referral services.

381 Women accessed legal education, supports and workshops through the YWCA Legal Educator program. 75 Women and men took part in the steering committee, focus groups, and pilot training as part of the YWCA’s new seniors’ initiative: Community Action on Elder Abuse.

**SAFE, AFFORDABLE HOUSING**

422 Low-income single women and children made their home in seven YWCA housing communities: Selmín Gardens, Fraser Gardens, Munroe House, Crabtree Corner Housing, Como Lake Gardens, Alder Gardens and Arbour House.

50% of room nights at the YWCA Hotel were subsidized for those needing emergency or temporary shelter.

**ADVOCACY**

521 Supporters signed our online petition in support against hypersexualization of young girls during our Week Without Violence campaign. 60 Boys and girls participated in Me and the MEdia, YWCA’s second annual youth conference on media literacy.

More than 44,000 times in 2013, program participants and clients took advantage of the 50 programs and services offered in 62 locations throughout Metro Vancouver.

**HEALTHY CHOICES FOR YOUTH**

266 Girls and 200 Boys in Grade 7 participated in Welcome to My Life “”, Boys 4 Real™ and That’s Just Me after-school programs in Vancouver and Surrey. They were mentored by 121 volunteer high-school and university student facilitators and adult Wisdom Champions. 153 girls and boys participated in youth education workshops.

94 Female high-school students and volunteer professional women built lasting friendships through the YWCA High School Mentorship and YWCA Aboriginal Sisters in Spirit Mentorship programs. 49 female high-school students took part in the Green Choice Career Forum.

4,631 Women, men and youth accessed employment services

**NEW OPPORTUNITIES FOR EMPLOYMENT**

4,212 Women and men accessed job search assistance through the YWCA’s WorkBC Employment Services Centres in Vancouver and the North Shore.

230 Adult jobseekers participated in YWCA Job Options employment programs in Vancouver, the North Shore and Squamish.

189 Women participated in YWCA Connect to Success mentorship program.

The goals of Boys 4 Real are very closely aligned with my own personal beliefs, so getting involved seemed like the obvious choice.

– Ian, YWCA Boys 4 Real Wisdom Champion

**A HEALTHY START FOR CHILDREN**

4 Licensed early learning and child care centres – Crabtree Corner, Emma’s, Citygate and Leslie Diamond – provided quality care to children whose families have diverse backgrounds and needs. These families include single mothers living in the Downtown Eastside, low income teenage moms finishing high school and families balancing the challenges of working and parenthood.

Lionel is happy at Crabtree. He makes new friends and learns new things every day. I know it’s hard, but if YWCA Crabtree was not here, my journey will be even harder.

– Wendolynn, YWCA Crabtree client with son Lionel

**31,072 MEALS SERVED at Crabtree Corner in the Downtown Eastside**

The YWCA gave me the support, guidance and advocacy I needed when my family was at its lowest.

– Jennifer, member of YWCA Single Mothers’ Support Groups

I attended the Nobody’s Perfect Parenting Program and was able to connect with other women interested in gaining new skills to help parent our children in a healthy manner.

– Shannon, former YWCA Crabtree Corner Client

I wanted to provide opportunities or inspiration that others may not otherwise have found. I enjoy seeing others grow – and it helps me continue to grow.

– Michelle, volunteer piano teacher at Arbour House
Our mission is to touch lives and build better futures for women and their families through advocacy and integrated services that foster economic independence, wellness and equal opportunities.

YWCA Metro Vancouver is a volunteer- and membership-based organization that is part of the global YWCA network.

2013 / 2014 BOARD OF DIRECTORS

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VICE CHAIR: Anne Bogie
SECRETARY: Karen Gilmore
TREASURER: Dr. Kim van der Woerd

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Diana Chan
Wanda Costuros
Karen Gilmore
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Genevieve Pinto
Nancy A. Self
Dr. Kim van der Woerd

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CASE Conference
Cause We Care Foundation
Crafter House School
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DemonWare
Diane Forsey-Abeth
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Pure Magnolia Fashion Show
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Twist Fashions
Tri-Cities Foundation of Canada
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Weyerhaeuser Diaper Donation

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MercyLuca
Piper and North

We have done our best to include everyone who made a contribution of $100 or more between January 1 and December 31, 2013. We apologize for any errors or omissions.