2020 ANNUAL REPORT
A YEAR OF RESILIENCE
YWCA VISION
To achieve women's* equality.
*This includes the full realization of equality for women, girls, Two-Spirit and gender diverse people.

YWCA MISSION
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.

2020 / 2021 BOARD OF DIRECTORS

CHAIR
Lisa Coltart
Valerie Mann
Marilyn Mauritz
Morna C. Sileika

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Barbara Bahry
Paulina Cameron
Elayna Diemert
Lawrie Ferguson

SECRETARY
Cathy Imrie
Dianne Sparrow
Diane Sullivan
Vickie Whitehead

TREASURER
MESSAGE FROM THE BOARD CHAIR AND CEO

By now, we have well accepted that 2020 was a year like no other. The COVID-19 pandemic defined our lives, locally and globally. It impacted everything, including YWCA Metro Vancouver’s service delivery, fundraising and advocacy focus.

We began the year in a strong financial position. Our prudent planning had landed us on stable, even fertile, ground. Thankfully, that gave us the confidence and capacity to weather the last 14 months.

As we quickly adjusted our programs to keep the community and our staff safe, we were also affected by calls for racial justice that reverberated around the globe. Like many organizations, we took this opportunity to look inward. We learned a lot about the work we do, and what we need to do. Through it all, we did not waver on upholding our key strategies: advocating for women’s equality, seeking opportunities to build more housing, working as allies alongside Indigenous women and girls in their pursuit of substantive equality and exploring its significance for the YWCA.

In terms of leadership, we are fortunate to have strong and committed people at all levels of the organization. From our board of directors, who brought unreserved effort to their role, to our staff, who demonstrated resilience and adaptability every day, leadership at the YWCA was put to the test. Staying focused on our mission allowed us to deliver our services without interruption, reaching many who were in need.

Thanks to this resiliency, we had remarkable successes in 2020. We completed the expansion of the YWCA Hotel, positioning it as an important source of revenue for the YWCA. May Brown Place, a new YWCA housing community in North Vancouver, neared completion to welcome 14 families led by single mothers. In spite of the disruptions this year, we have been able to rely on robust government and community support and the success of our performance-based programs, to end in a position of relative strength. We are proud of this and could not have done it without you – our community of friends and supporters.

Looking ahead, we have seen the troubling impact the pandemic has had on women and people who are marginalized. It has exposed gaps in our society that nonprofits like the YWCA are relied upon to address. There are fewer resources but more demand. Housing, child care and a gender-based model for economic recovery is even more important today, as we collectively begin to rebuild.

It has also become clear that in order to deliver our services with integrity, we must walk the talk on equity and inclusion. We have set up and support three staff committees – gender inclusion, truth and reconciliation and racial equity - and we continue a program of board education to ensure that equity and inclusion are built in to our strategies. We are committed to examining our practices and taking meaningful action.

It has been a tough year but we are proud and uplifted every day by the organization’s strength and dedication. We are more committed than ever to our vision of women’s equality. We are actively working with local and national partners, and governments across all levels, to raise our voice. We are engaging our community and decision makers to imagine and design a just recovery and to ensure women don’t lose the ground they have gained. We are celebrating our wins and next year we will mark 125 years of creating change to make our world better.

And for this, we have much to be hopeful about.

Lisa Coltart, Board Chair
Deb Bryant, CEO
The COVID-19 pandemic defined 2020, and impacted YWCA’s service delivery and social enterprises, as well as staff and program participants. It also showed how connected and resilient we collectively are.

In 2020, donors like you helped support 72 programs in 66 locations in Metro Vancouver.

**IMPACTS OF THE PANDEMIC**

We rely on our social enterprises as a stable source of revenue. They were drastically disrupted in 2020.

The YWCA Hotel revenue declined by 83.82% and the YWCA Health + Fitness Centre by 48.26%. The YWCA Thrift Store closed its doors for good.

However, donations and grants increased by 27.8%, and the Government Wage Subsidy was crucial to keeping our services and programs operating. We finished the year in a relatively strong financial position.

After temporarily closing our four child care centres at the onset of the pandemic, we reopened Emma’s Early Learning and Child Care Centre to provide care for the children of essential workers.

New food programs were organized out of Crabtree Corner Community Resource Centre to provide hampers to families in need.

Staff transitioned to work from home where possible, and programs quickly adapted to keep everyone safe. The organization banded together to support each other and the community.
**BALANCE SHEET**
As of December 31, 2020

**ASSETS**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>9,756,130</td>
</tr>
<tr>
<td>Short-term Investments</td>
<td>656,430</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>2,727,004</td>
</tr>
<tr>
<td>Inventory and Prepaids</td>
<td>567,898</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td><strong>13,707,462</strong></td>
</tr>
<tr>
<td>Restricted Investments</td>
<td>3,146,338</td>
</tr>
<tr>
<td>Long-term Investments</td>
<td>5,721,802</td>
</tr>
<tr>
<td>Property and Equipment</td>
<td>53,925,126</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>76,500,728</strong></td>
</tr>
</tbody>
</table>

**LIABILITIES AND FUND BALANCES**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable and Accrued Liabilities</td>
<td>3,173,422</td>
</tr>
<tr>
<td>Deferred Revenue</td>
<td>3,276,398</td>
</tr>
<tr>
<td>Current Portion of Capital Lease Payable</td>
<td>10,276</td>
</tr>
<tr>
<td>Current Portion of Mortgage Payable</td>
<td>616,914</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td><strong>7,077,010</strong></td>
</tr>
<tr>
<td>Capital Lease Payable</td>
<td>14,338</td>
</tr>
<tr>
<td>Mortgages Payable</td>
<td>3,903,285</td>
</tr>
<tr>
<td>Deferred Revenue</td>
<td>1,205,005</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td><strong>12,199,638</strong></td>
</tr>
</tbody>
</table>

Fund Balances allocated to:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted</td>
<td>524,073</td>
</tr>
<tr>
<td>BC Housing Replacement Reserve</td>
<td>1,272,343</td>
</tr>
<tr>
<td>Board Designated Endowment Fund</td>
<td>2,205,686</td>
</tr>
<tr>
<td>Board Designated Capital Repair and Replacement Fund</td>
<td>4,603,573</td>
</tr>
<tr>
<td>Board Designated Legacy Fund</td>
<td>568,801</td>
</tr>
<tr>
<td>Board Designated Sustainability Fund</td>
<td>479,328</td>
</tr>
<tr>
<td>Board Designated Employment Program Fund</td>
<td>4,730,174</td>
</tr>
<tr>
<td>Board Designated COVID-19 Fund</td>
<td>3,450,000</td>
</tr>
<tr>
<td>Capital Fund</td>
<td>44,343,119</td>
</tr>
<tr>
<td>Donor Designated Endowment Fund</td>
<td>2,205,686</td>
</tr>
<tr>
<td><strong>Total Fund Balances</strong></td>
<td><strong>64,301,090</strong></td>
</tr>
</tbody>
</table>

**STATEMENT OF REVENUES AND EXPENSES**
For the year ended December 31, 2020

**REVENUES (Operating and Capital)**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Contracted Programs</td>
<td>27,820,629</td>
</tr>
<tr>
<td>Fund Development</td>
<td>7,220,405</td>
</tr>
<tr>
<td>Government Wage Subsidy</td>
<td>2,810,646</td>
</tr>
<tr>
<td>Hotel/Residence</td>
<td>734,477</td>
</tr>
<tr>
<td>Health + Fitness</td>
<td>1,609,684</td>
</tr>
<tr>
<td>Early Learning and Child Care Centres</td>
<td>1,879,580</td>
</tr>
<tr>
<td>Investment Revenues</td>
<td>1,166,615</td>
</tr>
<tr>
<td>Other Revenues</td>
<td>1,322,793</td>
</tr>
<tr>
<td>Women of Distinction Awards Event</td>
<td>415,407</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>44,980,236</strong></td>
</tr>
</tbody>
</table>

Fund Development revenue includes the following:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donations</td>
<td>6,571,683</td>
</tr>
<tr>
<td>Government Grants</td>
<td>596,722</td>
</tr>
<tr>
<td>Gaming</td>
<td>52,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,220,405</strong></td>
</tr>
</tbody>
</table>

**EXPENSES BY PROGRAM AREA**

*Expenses by program area include allocations from head office of common administrative and support costs.*

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government Contracted Programs</td>
<td>20,679,367</td>
</tr>
<tr>
<td>Hotel/Residence</td>
<td>2,624,534</td>
</tr>
<tr>
<td>Health + Fitness</td>
<td>2,509,024</td>
</tr>
<tr>
<td>Other Community Services</td>
<td>3,188,775</td>
</tr>
<tr>
<td>Early Learning and Child Care Centres</td>
<td>2,255,789</td>
</tr>
<tr>
<td>Fund Development</td>
<td>1,669,011</td>
</tr>
<tr>
<td>Depreciation</td>
<td>1,419,826</td>
</tr>
<tr>
<td>Women of Distinction Awards Event</td>
<td>228,542</td>
</tr>
<tr>
<td>Head Office</td>
<td>375,366</td>
</tr>
<tr>
<td>National and World Allocation</td>
<td>131,192</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>35,081,426</strong></td>
</tr>
</tbody>
</table>

The excess of revenues over expenses is a result of a multi-year provincial contract and funds designated for capital projects.
YWCA Metro Vancouver has long advocated for universal child care for families.

We operate four early learning and child care centres, including free short-term care for families in the Downtown Eastside and care for the children of teen mothers working to complete high school.

YWCA Emma’s Early Learning and Child Care Centre continues to operate as a prototype site to trial a $10 a day system.

194 children received quality care at YWCA’s child care centres, including 11 children of teen moms so they could finish high school.
In response to COVID-19, YWCA after-school programs moved online and served mixed-gender groups. In 2020, online delivery allowed us to reach students beyond the Vancouver and Surrey school districts.

425 Grade 7 students participated in YWCA after-school youth education programs.

235 Grade 8-10 students took part in YWCA Dating Safe. They gained knowledge and skills to develop healthy relationships free from violence and abuse.

123 Grade 11 and 12 girls were matched with 123 professional women to gain leadership skills and explore career options through the YWCA High School Mentorship program.
796 job seekers received specialized employment support through 13 YWCA employment programs.

2,821 people accessed job search assistance through the YWCA’s WorkBC Employment Services Centres.

**New program: YWCA TechLink**

YWCA TechLink’s impact is twofold. It is an employment program for job seekers in Metro Vancouver who are looking to start their careers in IT and tech, and it is also a free helpdesk resource for those who need extra support now that so much has moved online due to COVID-19.

YWCA TechLink gave me the foundation I needed to break into the growing tech industry. It also gave me the platform to be truly creative in my work, help build my self-confidence and shine. I was able to find a job in a customer support role in one of the fastest and most innovative tech companies in Canada, just before completing the program.”

- Hannah, TechLink program alumna
The COVID-19 pandemic has contributed to a 20-30% rise in domestic violence in some locations across Canada.

Women experiencing intimate partner violence face a distressing situation during the pandemic, with fewer options to leave and stay away.

The YWCA Legal Education Program aims to address the complex legal, financial and emotional challenges facing women and their children leaving violence.

150 clients accessed our Staff Lawyer’s services, including workshops, legal information and full legal representation in family law.
Making affordable housing a reality

739 single mothers and children made their home in one of 12 YWCA housing communities.

New program: YWCA Housing Circle

As part of and funded through Canada’s Homelessness Strategy, the YWCA Housing Circle Program provides support and financial aid to single and parenting women, with priority given to Indigenous women. The Housing Circle has provided grants to 33 women, to help cover rent and other costs.
The YWCA Rooftop Garden remained in operation during the pandemic and **1,600 pounds** of produce were harvested for Crabtree Corner and other YWCA programs.

In response to the pandemic, a new food program provided families with hampers of fresh produce and other staples, as well as gift cards and bus passes. Frozen, ready-made meals were donated, so families could make complete dinners. With both financial and in-kind support from the community, we delivered **40** hampers a week to families.

**23,752** meals were served at YWCA Crabtree Corner in the Downtown Eastside.
YWCA Single Mothers’ Support Services bring mothers together to connect at weekly group meetings. They build bonds, share resources and become role models and support for each other to work towards their shared goal of reaching economic independence. Since spring 2020, groups have moved online and continue to provide an essential connection.

212 single mothers took part in 16 YWCA Single Mothers’ Support Groups, including two specialized support groups for single mothers of children with special needs.

"Not only has my life been greatly impacted since finding the YWCA, it has impacted my children’s lives as well. They see the power of kindness, of moms helping and empowering other moms. My son met his best friend (really his only friend) at the single moms’ support group. My daughter has seen women helping women and has decided to pursue a career in social work."

- Cathy, participant in Single Moms of Children on the Autism Spectrum Support Group
In anticipation of this milestone, we launched The Next 125 - a campaign driven by a group of passionate people who are transforming our communities through donations of $25,000 or more. Our goal is to raise $12.5 million to meet the growing needs of our region and continue our work to support women and children. We are honoured to highlight In anticipation of this milestone, we launched The Next 125 - a campaign driven by a group of passionate people who are transforming our communities through donations of $25,000 or more. Our goal is to raise $12.5 million to meet the growing needs of our region and continue our work to support women and children. We are honoured to highlight
YWCA Legacy Circle

PLANNED GIFTS
Judith Adamson
Puspa Aflанд
Sheila Allen
Janet Ames
Deborah Armour
The Honourable Janet Austin
Denise Baker
Diane Baker
Sheila Begg
Alise Benner
Suzanne Bolton and Jeffrey Mooney
Susan and Steve Borthwick
Anne Boyle
Sally Bryant-Ballingall
Judy B. (Elizabeth) Burrell and Richard Campbell
Aletha Buschman
Celia Campos
Barb Cassack and Jack Stevens
Pamela Chambers
Diana and Bruce Chan
Ann Coombs
Lynda Cooper
Lynn Corrigan
Shelley Crawford
Elaine Decker
Anne Dobbie and Dennis Ewausk
Louise Donovan
Fiona Douglas-Crampton
Heather Duffy and Al Tewboth
Barbara-Anne Eddy
Jim Evans
JoAnne and Terry Fahr
Isobel Farrell
Lacile and Charles Flavelle
Dr. Joan Ford
Margarette Ford
The Fota Family
Joan Fowler
Katarina Gabrilov
Joy Gaze
Helen Gabel
Karen Gilmore
MarykeGilmore
Carol Givton
Rob and Dana Golden
M.J. Golden
Colleen Grace
Nichola Malim Hall
Maureen Hannah
Steven Hill
Dayna Holland
Los Hollstedt
Kimberley Horrocks
Tamar and Eric Hung
Jane Hunter
Brenda Jebson
Mary Jordan
Sheila and Douglas King
Jeri Krogesth
Shawn Laari
Valerie Mann
Joan and Michel Maurer
Joyce McCauley
Mary and Dan McDougal
Pauline McNees
Christo McLeod
Laure Marie McLeod
Caroline McMahon
Jill Munro-Metheral and Shawn Metheral
Rita Morin
Wanda and Tony Morris
Sheila Moynihan
Renaye Mueller
June Murdoch
Carolyn Neilson and Christopher Frigon
Hermey Neydown
Jan Noppe
Julia Nyberg and Alexander Moss
Pamela Oram
Alison Orr
Tracey Osborne
Helen Oster
Janett Pattinson
Linday Perceval
Alison Peto
Linda Prenter
Kathleen Pomeroy
Beti Port
Quan Family Fund, held at Vancouver Foundation
Moura Quayle
Pearl Roberts
Ms. Lenore Rosen and Joan Robillard
Judy Rogers
Debbie Rowe
Gail Rudy
Jesse Rupp
Jill Schroder and Michael Rayneoids
Christine E. Smith
Philipa Smith
Alana Source
Sandra Stevenson
Anne Stewart
Eileen Stewart
Geraldine Stringer
Arden Sutherland
Sherry Tryssenaar
Woon Ai and Victor Tsang
Lynne Tyler
Brenda Ulmer
Dr. Kim van der Woerd and Dr. Ron ReDosch
Marion Wielinger
Lisa Vogt
Jennifer Wade
Mary Wallace Poule
Margaret Waterton
Bruce and Liz Welsh
Anita Welke
Margaret Williams
Susan Witter
Janet Wood
Paul Wu
Lisa Yoo
34 Anonymous Donors

ESTATES
Alma VanDusen Fund
Estate of Harry Archibald
P. M. Mackay Fund
Estate of Carla Poppen
The Agnes Mackay Groundwater Publicover Fund
The Mark and Phae Collins Fund
Estate of Irene Waine
Estate of Florence H. Walker

Tributes
In celebration of Joelle Bradley
Eleanor Miller
In honour of Theodore Adams
Alisha Adams
In honour of Joslyn Alderson
Stephanie Dave
In honour of Rosemary Arthur, Ta Bayeh Bazzargani, Daniel Deon, Elaine Grant, Nicholas Grant, Sadegh Khoshnood, Sam Khoshnood, Priscilla Messier and Thi Vo
Neda Grant
In honour of the Honourable Janet Austin
Lorraine Cunningham
Anonymous
In honour of B+H Architects and CHIL Design
Anisa Marynowski
In honour of Barb Bahy
Susan Fugman
In honour of Our friends in Basel
Acero Capital
In honour of Shub Bawa
Jennifer Caplan
In honour of Maya Bicheng
Tami Amit
In honour of Black Lives Matter
Joelle Bradley
In honour of Jill Bodkin
Nancy and Tom Gouegary
In honour of Sue Bolton
Shannon Mooney
Tracy Wong and Brendan Rush
In honour of Leanne Bradley, Kathleen Fournier, Dianne Lapiere, Sheila H. & M. Mcleod and Edith Taylor
Yvonne Alexander
In honour of Liz Brant and A. Cuming
Robin Smiile
In honour of Friends of Villa Caritil
Shelley Smile
In honour of B. Caufield
Patricia Patrick
In honour of Shuet Y. Chan
Tammy Yam
In honour of Patricia Chu and Jon Wong
Kim Allard
In honour of M. Collyer, J. Neil and K. Neil
Mary Collyer
In honour of Jaydene Cormier, Cohen Rumoh, Gabrielle Rumohi, Liam Rumoh
Gordon Rumoh
In honour of Kenneth Crawford
Glen Chalcraft
In honour of Zoe Dao-Kroeker and Lara Kroeker
Loc Dao
In honour of Jean Donaldson
Nicola Donaldson
In honour of Kiona Duffin, Serena Duffin, Tom Duffin
Lisa Wan
In honour of Carolyn Eaton, Kory Fawcett, Carolyn Kelly-Smith, Linda Kelly-Smith, Derek Smith
Julia Smith
In honour of Emma & Jill
D. Wendy Lee
In honour of Bill Ede
Barb Harwood
In honour of Electronic Arts (Canada) Inc.
Hinterland Studio Inc.
In honour of Amber Farrow, Kayla Farrow and Kevin Farrow
Janet Kidd
In honour of Ashley Ferguson, Kaylee Ferguson and Lindsey Doug & D. Sweet
Kaellyn Fetterly
In honour of The Diane Forth-Abbott Crabtree Luncheon
Carol Mayer
Anonymous
In honour of Sue Gagnon
Daniella Atken
In honour of Nichelli Gambule and Nichelli Kujgwa
Tasala Gambule
In honour of Joy Gaze
Kerry McPhedran
In honour of Tara Gillifian
Adrienne Ross
In honour of the Priebe Family and Girlfriends near and far
Lena Hirid
In honour of The Good Doctor C. Dept
Tara Hinckes-Jaques
In honour of My grandmother
Martha Carter
In honour of Kendra Green
Aileen Green
In honour of Monique Harlock
Mary Ann Clarke Scott
In honour of Susan Hill
Jane Hurton
In honour of Barbara Hinton
Joyce Hinton
In honour of Tessa Houle and Madison Jacob
Warren Hoole
In honour of Jane Hope, Jessie Johnston and Kelly Wolly
Christie Mahorovich-Little
In honour of Blyth Hughes and Niki Hughes
Megan Hughes
In honour of The Jennings Family
John Jennings
In honour of Audrey M. Johnson
Caroline Johnson
In honour of Shan Johnson
Glenna Urshad
In honour of Tessa Houle and Madison Jacob
Trevor Johnstone
In honour of Claire Jones
Jane Jones
In honour of Jean-Pierre Kamel
Jelisa Kamel
In honour of A.K. & K.W.
Anonymous
In honour of Patricia Korsiliss
John Kasis
In honour of Jeri Krogseth
Nancy Matheson
In honour of Brian and Jocelyn Kroschinsky
Glenna Urshad
In honour of Dan and Samantha Kroschinsky
Glenna Urshad
In honour of Kasper Kukura
Alex Duncan
In honour of Sammi Lammarino
Candace Lammarino
In honour of Tammy Lawrence
Francine Leblanc
In honour of Shelley Lee
Kaitlin Lee
In honour of Lenihan and S. Families
Nicole Lemhan
In honour of The Liyholm Family and The Davison Family
Kathy Liyholm and Mike Davison
In honour of Peggy L. Macisaac
Teresa Ferguson
In honour of Valerie Mann and John Condon
Jane Delamere
In honour of Dan Mason
Melanie Docherish
In honour of Molly Massot
Stephanie Massot
In honour of Mike Bike Clients
Mike Bike
In honour of Eleanor Miller
Joelle Bradley
In honour of Monarch Interiors
Monica Mcleish
In honour of Nancy Morrison
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David Murphy
In honour of Lindsay Nielsen
Anonymous
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Eagles Nest Preschool
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Erik Gryzwkowski
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Michelle Porter
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Strathcona Health Society
Sharon Street
Sunjie Stronge
Roberta Stuart
TELUS
The Shoebox Project
Sharon and Warren Towler
Tru Earth Environmental Products Inc.
Twist Fashions Inc.
Two Wheel Gear
Lynne Tyler
Uber
United Way Lower Mainland - Period Promise
Vancouver Fire & Rescue Services
Vancouver Food Runners
Vancouver Fruit Tree
Vancouver Opera Association
Vancouver Police

Department
Vancouver Rape Relief & Women’s Shelter
Vancouver Soup Company
Vega
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Samantha Whiffin
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Tiffany Wilson
Youth Leadership Society of BC

2020 Women of Distinction Awards

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Patron Sponsors
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Uber Eats

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SUPPORT OUR WORK

DONATE
Your gift ensures that families across Metro Vancouver get the resources they need to build community, gain financial stability and move toward their goals. ywcavan.org/donate

JOIN
YWCA Health + Fitness offers two modern, co-ed fitness facilities in downtown Vancouver. Revenues support programs for local women and families. ywcavan.org/fitness

VOLUNTEER
Give back by mentoring, lending your skills and more. Our website features opportunities for individuals and groups. ywcavan.org/volunteer

STAY
The YWCA Hotel provides affordable accommodations for local and international travelers, while generating funds that support local families. ywcavan.org/hotel

JOIN
YWCA Health + Fitness offers two modern, co-ed fitness facilities in downtown Vancouver. Revenues support programs for local women and families. ywcavan.org/fitness

VOLUNTEER
Give back by mentoring, lending your skills and more. Our website features opportunities for individuals and groups. ywcavan.org/volunteer

STAY
The YWCA Hotel provides affordable accommodations for local and international travelers, while generating funds that support local families. ywcavan.org/hotel

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