



*Shine On*

# **Rooted in Purpose, Growing with Impact**

## **2024 Annual Report**

# Welcome to Your Y!

The YMCA of the National Capital Region is a charity that ignites the spark in people to help them reach their potential. We empower individuals of all backgrounds, ages and abilities to grow, lead, and shine in their communities.



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## Our Mission

The YMCA of the National Capital Region contributes to a vibrant and inclusive community by providing individuals with equitable access to the services, supports and opportunities they need to thrive.





## Our Vision

The YMCA of the National Capital Region is a leader, partner and catalyst that empowers individuals, dismantles barriers and transforms communities.



## Our Values

Our five core values – **excellence, compassion, dignity, accountability and inclusion** – influence our actions and decisions and form the foundation of all Y programs.





# Message to the Community

As we reflect on 2024, we are proud to share how the YMCA of the National Capital Region has continued to serve, support, and uplift our community during a time of ongoing change and challenge. We are rooted in purpose and growing with impact.

This year, the Y directly served over 51,800 people across our region—a 23 per cent increase from last year and a powerful testament to the continued relevance of our programs and services. From housing to child care, from employment to newcomer services, every program and initiative is guided by our mission: to contribute to a vibrant and inclusive community by providing individuals with equitable access to the services, supports and opportunities they need to thrive.

## **We are especially proud of the impact we've made in the following areas.**

- Newcomer Services reached nearly 19,400 individuals, helping them find their footing in a new country through language, employment, and settlement support.
- Our Employment Services supported more than 12,800 people with continued innovation in trades training. Notably, 97% of graduates from our trades programs came from underrepresented communities.
- Camp participation more than doubled to 10,600 campers from 2023 to 2024. This was accomplished with additional Neighbourhood Day Camp locations, school programming, and specialty days in partnership with Employment and Newcomer Services. 277 children attended thanks to financial support from our generous donors.
- In our child care programs, we cared for 477 children from 320 families across licensed and after-school settings, providing families with safe, nurturing environments.
- Our Housing Services supported 494 individuals, including youth and newcomers, through emergency and transition-from-shelter housing.
- Financial assistance totalling more than \$189,000 ensured that cost was not a barrier for those most in need of our camp and health and fitness services. This was made possible by our generous donors.

We also recognize the need to adapt continuously. This year, our Family Shelter program concluded in the summer, and our Transitional Housing support for newcomers and women expanded. These changes reflect our community's evolving needs and our commitment to delivering services where they're most urgently required.

Looking ahead, we are focused on deepening and expanding our impact, fostering inclusion, and ensuring that everyone—regardless of age, background, or circumstance—has access to the tools and opportunities they need to thrive.

Thank you for standing with us. Together, we are building stronger, more resilient communities.

With gratitude,



**Anne Butler**  
Chair, Board of Directors

A handwritten signature in black ink that reads "Anne Butler".



**Trevor McAlmont, MEd, MBA**  
President and CEO

A handwritten signature in black ink that reads "Trevor McAlmont".



# 2024 Data

**51,837**

people came to the Y for a sense of community, encouragement, and the inspiration to **shine brighter**.

**\$189,302**

in **financial assistance** was provided to local families in need.

**499**

mission-driven **employees and volunteers** brought our impact to life.

**507**

**generous donors** made Y experiences possible for people across our communities.





**12,850** people worked towards building a more secure future with help from **Y Employment Access Centres**.



**19,399** newcomers to Canada were welcomed into our community and provided with the support they need to thrive through **Y Newcomer Services** programs.



**10,649** children and youth discovered new abilities, made lifelong friends, and built leadership skills at **Y Camps**.



**477** young children were able to learn, create, and grow with guidance from caregivers in **Y Licensed Child Care** programs.



**494** people found safety, a caring community, and a place to call home while rebuilding their lives in **Y Housing Services**.



**7,005** people were part of an encouraging community to make their health and wellness a priority in **Y Health, Fitness, and Aquatics** programs.



**850** people gained valuable skills and put their education to work through **Y Trades** programs.





# Strategic Foundations and Impact





The YMCA of the National Capital Region launched a comprehensive community, staff, and stakeholder engagement process throughout 2024. This was the beginning of a new strategic path forward.



Our process included organizational analysis, community needs assessment, client and staff surveys, focus groups and stakeholder consultations. We embarked on an ambitious journey to develop a new strategic plan and vision.



The Vision, Mission and Values of our YMCA were reviewed, reflected on and modernized. They now better reflect the realities of the communities within the National Capital Region. These are accompanied by new strategies focused on equity, staff engagement, and client experience.



The new 2025-2030 Strategic Plan was finalized and approved in December 2024.



**"I cried tears of joy because all I needed was one chance, and that's exactly what the YMCA gave me — a chance to begin again."**



# Rooted in Purpose, Growing with Impact:

## Gabrielle's Story

Gabrielle was a devoted human rights activist in Haiti, meeting her community's needs on the frontlines. She advocated for survivors of sexual assault, provided literacy education to women and girls, and distributed hospital materials — just to scratch the surface.

Well-known for her community leadership, Gabrielle was invited to speak as a guest lecturer at the University of Toronto. Meanwhile, political tensions were rising in Haiti, and she was facing increased threats for supporting victims of violence. She decided that staying in Canada was the safest option for herself, her 10-year-old daughter, and her 4-year-old son.

In July 2024, Gabrielle requested refugee status, starting a sudden new chapter in her family's story. "I wasn't ready. I left everything behind because it wasn't my plan to stay. I didn't know how I would do it."

Immigration, Refugees and Citizenship Canada provided a temporary room at a hotel in Ottawa. Here, she was introduced to Fatme from the Y, who explained the support available to her. "When you move, the first person you meet decides what your next step will be. I am eternally grateful to Fatme for being such a kind human being."

The Y Employment and Newcomer Services team helped Gabrielle structure her resume and shared valuable information about living in Canada, such as how to get a bus pass and dress for the winter. She wanted to give back to the Y, so after getting her work permit, she decided to begin volunteering with the team.

A few weeks later, a Customer Service Specialist position opened at the Y Employment Access Centre. Gabrielle took the chance to apply and officially began her first job in Canada. "I cried tears of joy because all I needed was one chance, and that's exactly what the YMCA gave me — a chance to begin again."

Finding housing wasn't easy, but Gabrielle was diligent and finally had an application accepted in March 2025. With most of her resources going to

rent and caring for her children, she wasn't able to furnish her apartment on her own. But her team had her back, donating what they didn't need. "My place is well-furnished because of my colleagues. Everyone brought something."

Gabrielle has many goals for the future. She aims to become a Permanent Resident, along with her children. She is working to build community spaces for Haitians in Ottawa. She envisions someday returning to school for social work or law, with social justice always driving her forward.

"Starting over in a new country is never easy, especially as a single mother of two, but I am fortunate to have the right people by my side. I feel truly blessed for everything I've been given, and I'm excited for the future ahead."

### 2024 Data:



**5,698** clients served at Newcomer Information Centres



**28** different languages spoken by Y staff



**240** Employment Services workshops delivered



**789** Newcomer Services workshops delivered



**"I'm grateful to the YMCA team for the remarkable work they do to help us progress in our lives."**



# Rooted in Purpose, Growing with Impact

## Ken's Story

Ken was born and raised in Burundi, where he dedicated much of his time to studying political science and international relations. In 2023, at the age of 23, he made the life-changing decision to move to Canada — a step he knew was necessary for his safety, though it came with many challenges.

After arriving in Canada, Ken spent his first few months living in shelters, where he gradually adjusted to a new culture, food, and cold weather. One day, a fellow resident told him about the YMCA's Second Stage Housing Program for Youth. Intrigued by the program's supportive approach, Ken saw an opportunity to build a better future and submitted an application.

"I was anxious about coming to the Y, but I was also excited."

In February 2024, he moved into the Shenkman Residence at the Taggart Family Y. Here, he connected with other youth who have similar experiences to him, including some from Burundi. With support from Y staff, he created a personalized goal plan and was connected to the resources he needed. Having one-on-one support made a difference beyond reaching his goals — it lightened the load of daily life.

"Sometimes it kind of feels like therapy, just having someone to talk to."

Ken has already achieved major milestones since moving to the Y. He completed a culinary training certificate at Chef Ric's along with two weeks of mentorship. He's been working with the team ever since, enjoying the chance to meet people from diverse backgrounds. He's also earned his G1 driver's license and taken part in the Second Stage Housing Program's life skills workshops, finding the sessions on financial literacy and housing especially valuable.

Having access to health and fitness facilities has been another important part of his journey, benefitting not only his physical health, but also his mental health. "If I'm having problems or not feeling well, going to the gym is a relief."

Ken is proud of how far he's come and has many goals for the future. He's working toward permanent residency, plans to secure independent housing, and dreams of going back to school to expand his knowledge and career opportunities. With the right environment, support, and determination, Ken is taking big steps to build a future full of promise.

"I'm grateful to the YMCA team for the remarkable work they do to help us progress in our lives."

### 2024 Data:



**27** Second Stage Housing Program for Youth residents



**261** people who sleep at the Y on any given night



**Over 100** newcomers to Canada welcomed to our transitional housing programs



**95** adults provided with secure supportive housing

# Board of Directors

**Anne Butler, Chair**

Chief Legal Officer  
Peoples Group

**Trevor Bhup Singh**

Assistant Deputy Minister  
Emergency Management and  
Programs Branch, Public Safety Canada

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Executive Director  
Economic Justice and System Change  
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Development Canada

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Communications Security Establishment

# Senior Executive Team

**Trevor McAlmont, MEd, MBA**

President and CEO

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People and Culture, Health, Fitness and  
Aquatics, Child Care, and Corporate Services

**Katie Sexton, B.A.Com, BEd**

Vice President  
Employment, Newcomer Services, and Camp

**Andrew Smith, CPA, CA, MBA**

Vice President  
Finance and Housing

# Executive Team

**Jared Ginter**

Associate Vice President  
Health, Fitness, Aquatics and Camp

**Liz Sutherland**

Associate Vice President  
Housing Services



# Summarized Financial Results

## Statement of operations (in \$000s) for the year ended December 31

Revenue	2024	2023
Membership and Programs	2,828	2,625
Employment	10,719	10,778
Housing	5,351	5,292
Child Care	4,279	3,365
Camping	2,568	2,136
Covid Subsidies	0	3
Other	1,241	1,512
	<b>26,986</b>	<b>25,711</b>

Expenses	2024	2023
Salaries and Benefits	17,204	15,121
Purchased Services and Supplies	5,016	5,073
Building and Maintenance	3,195	3,165
Interest	543	542
Other	422	329
	<b>26,380</b>	<b>24,230</b>

Net Contribution before Amortization & Special Charges	606	1,481
Amortization	(1,262)	(74)
Net Contribution Before Special Charges	(656)	1,407
Net Gain or Loss on Sale of Capital Assets	0	0
Debt Restructuring	1,388	(146)
Net Surplus (Deficiency)	732	1,261

# Funders, Sponsors, & Partners

Funders, sponsors, and partners work collaboratively with the Y to deliver vital programs and services to our community.

## Funders

Canadian Tire Jump Start  
City of Ottawa  
Employment and Social Development Canada  
Government of Canada  
Government of Ontario  
Immigration, Refugees and Citizenship Canada  
Ministry of Children, Community and Social Services  
Ministry of Labour, Immigration, Training and Skills Development  
Ontario Trillium Foundation  
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Ottawa Community Foundation  
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WCG  
YMCA Canada  
YMCA of British Columbia  
YMCA Quebec

## Sponsors

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Nicol & Lazier Law  
Nordion  
Norton Rose Fulbright  
Odgers Berndtson

Ottawa Detention Centre  
Holiday Drive (Correctional Officers Group)  
Pyjama Patrol  
Parkdale Food  
Paterson Group  
PBC Group  
Proveras Commercial Realty  
Quilters Guild of Ottawa  
Rasmussen Starr Ruddy, LLP  
Red Apron  
Rogers  
Roxborough Bus Lines  
Scotia Wealth Management  
Scotiabank  
Sherrard Kuzz  
SHK Law Corporation  
The Shoebox Project  
Singleton Urquhart LLP  
Smith & Reid Insurance  
Smith, Petrie, Carr & Scott Insurance Brokers Ltd.  
St John's (the Shop)  
Swiss Chalet - Carling Avenue  
Tamarack Homes  
TD Commercial Banking  
Temple Insurance Company  
The Matt Foundation  
The Metcalfe Hotel  
True Loaf  
Victor Canada  
Waterford Property Group  
Welch LLP  
Woodvale Pentacostal Church  
Y Service Club International

## Partners

ACCES Employment  
Adult High School  
AEIP Pre-Arrival Services  
African Caribbean Black Wellness Resource Centre  
Agilec Employment Services  
AIDS Committee of Ottawa  
AKKODIS  
Algonquin College

Alliance to End Homelessness  
Amethyst Women's Addiction Centre  
Apprenticeship Search  
Arcades Design  
Atwill-Morin  
Bairn Croft Residential Services  
Belong Ottawa  
Boys and Girls Club  
Bruce House  
Camp Banting  
Canada Green Building Council  
Canadian Apprenticeship Forum  
Canadian Federation of University Women  
Diplomatic Hospitality Group  
Canadian Mental Health Association  
Canadian Museum of Nature  
Capital Rainbow Refuge  
Caribou Restorations  
Carlington Community Health Centre  
Carty House  
Catholic Centre for Immigrants  
Causeway Work Centre  
Centre 454  
Centre 507  
Centre des services communautaires Vanier  
services d'emploi  
Centretown Community Health Centre  
Chartered Professional Accountants of Ontario  
Children's Aid Society  
Children's Hospital of Eastern Ontario  
Children's Inclusion Support Services  
Cultural Interpretation Services for our Community  
City of Clarence-Rockland



City of Clarence-Rockland Public Library	Innovative Community Support Services	Ottawa Innercity Ministries	Exchange
City of Ottawa	Interior Finishing Systems	Ottawa Local Immigration Partnership	The Family Table Catering
City of Ottawa - Community Capacity Building	Training Centre	Ottawa Mission	The Ottawa Mission
Cleroux Karate Dojo	Jericho Road Ministries	Ottawa Police Service	The Shoebox Project
Collège Boréal	Jewish Family Services	Ottawa Public Health	The Snowsuit Fund of Ottawa
Colleges and Institutes Canada	Kids Up Front	Ottawa Public Library	The Well
Community Employment Resource Centre (John Howard Society)	KIND	Ottawa Supportive Housing Network	Tim Davis Design Inc
Community Services Ottawa	Kustom Precast Concrete	P&L Contracting	Toy Mountain
Conseil des écoles catholiques du centre-est	La Cité	Parkwood Hills Stakeholders Committee	Tungasuvvingat Inuit
Conseil des écoles publiques de l'est de l'Ontario	Le Carrefour	Paul Davis	Twice Upon a Time
Conseil Économique & Social d'Ottawa-Carleton	Lebanese and Arab Social Services Agency	People Words & Change	United Nations Association in Canada
Cornerstone Housing for Women	Legal Aid Ontario	Pinecrest Queensway Community Health Centre	United Way
Canada Revenue Agency	Lemay Carpentry	Pinecrest Queensway Community Health Centre Employment Services	Urban Ocean
CVE Inc	Lightenco	Planned Parenthood	Valoris
Dave Smith Youth Treatment Centre	Lionhearts Inc.	Preston Hardware	Vanier Employment Services
Devon Roy Contracting	Live Work Play	Psychiatric Survivors of Ottawa	Vesta Recovery Program for Women
Donalco	Local Agencies Serving Immigrants Ottawa	R&D Construction	Voicefound
Dorcas House	Local Planning Board	RBC	Volunteer Ottawa
Dress for Success	Mary Homes	Regroupement Autisme	Wabano
Ekobuilt	Matthew House	Prescott-Russell	World Skills Employment Centre
Elizabeth Fry Society of Ottawa	Milwaukee Tool Company	Renosmart	Yasir Naqvi
EmployAbility - Ottawa - Carleton Association for Persons with Disabilities	Mold Busters	Respect Pharmacy	YMCA Canada
Employment Networking Group	Mongrain Building Protection Inc	Restoring Hope Ministries	YMCA Management Resource Centre
Employment Ontario	MSR Construction	Roberge Windows and Doors	YMCA Niagara
Ottawa Network	NAIMA Canada	Royal Ottawa Hospital	YMCA of British Colombia
Entraide budgétaire Ottawa	Nisa Homes	Rural Ottawa Youth	YMCA of Greater Toronto
EnviroCentre	OC Transpo	Salvation Army	YMCA of Northeastern Ontario
Greater Ottawa Home Builders Association	Odawa Native Friendship Centre	Serenity House	YMCA of Quebec
Habitat for Humanity	Ontario Council of Agencies Serving Immigrants	Serenity Renewal	YMCA of Simcoe-Muskoka
Healthy Babies Healthy Children	Ontario Disability Support Program	Service Canada	YMCA of Southwestern Ontario
Heritage Grade/Asbex	Ontario Landlord and Tenant Board	Sexual Assault Support Centre	YMCA of Three Rivers
Herzing College	Ontario Works	Shepherds of Good Hope	YMCA Ontario Employment & Immigrant Services
Hire Immigrants Ottawa (United Way)	Operation Come Home	Skilled Trades Ontario	Managers Working Group
Homestead Landholding	Options Bytown	Skills Ontario	YMCA Ontario Employment Ontario Managers Working Group
House of Hope	Ottawa-Carleton District School Board	Sobriety House	Youth Coordinated Access Group
Housing Help	Ottawa Catholic School Board	Social Planning Council of Ottawa	Youth Services Bureau
IDP Group	Ottawa Children's Treatment Centre	Somali Centre for Family Services	Youthnet
Immigrant Women Services Ottawa	Ottawa Climate Action Fund	Somerset West Community Health Centre	
Incubator13	Ottawa Community Housing	St. Joe's Women's Centre	
Infection Prevention and Control Program	Ottawa Community Immigrant Service Organization	St. Lawrence College Employment Services	
	Ottawa Community Loan Fund	St. Mary's Home	
	Ottawa Construction Association	Stepstone House	
	Ottawa Food Bank	St. Nicholas Adult High School	
	Ottawa Inner City Health	Tae E. Lee Taekwondo	
		Talk Tools Training	
		The Caring and Sharing	

Second Stage Housing Program for Youth partially funded by:



# Y Donors

As a Y donor, your support allows us to eliminate the financial barriers families face so that more children, youth and adults can have the opportunity to reach their potential.

## Chair's Round Table

*The Chair's Round Table is a recognition program that acknowledges the caring community members and organizations that support the Y at the \$1,000+ donation level. The Chair's Round Table celebrates the vision, leadership and philanthropy that shapes our Association.*

### Leaders \$10,000+

Assurances Smith & Reid  
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Clyde & Co  
Crabtree Foundation  
Gowling WLG  
Green Shield Canada  
Ottawa Community  
Foundation

### Patrons \$1,000+

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Social Action Committee

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Friday Luncheon  
Discussion Club

Forbes Chochla Leon LLP  
Frans & Marie-Agnes Koch  
Friday Luncheon  
Discussion Group  
Gibbs & Associates  
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Gowling WLG (Canada) LLP  
Green Shield Canada  
Greg MacMillan  
HDI Global Specialty SE  
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Nautical Lands Group  
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Trevor Bhupsingh  
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Wayne Young  
WCG Services  
Welch LLP  
Caroline Xavier  
XL Catlin



## Heritage Club Members

*The Heritage Club is comprised of individuals, families and businesses who support our mission and have included the Y in their planned giving. Through their care and commitment, they are helping ensure our Y has a secure future and that Y programs continue to address the most urgent needs in our community.*

Anne M. Bouey\*  
John Campbell  
Kim Canary  
Christine Gibbard  
Fiona Gilfillan  
Clare Gillespie  
D. Mary Hackett\*  
Al Hatton  
Charles K. Hurst\*  
Lois M. Hurst\*  
Nancy B. Johnson  
Jim T. Kenward  
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F. William Marsh\*  
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Claire Martin  
Catherine E. Mason  
Richard J. Moore  
Don Noble  
Wilda Phillips\*  
Robert Slipp  
William Whillans\*  
James S. Wightman\*

\*Deceased

## Endowment Funds

*Some donors have chosen to make a planned gift to the Y by way of creating an Endowment Fund where the capital remains intact. Only the net allocable income earned is used, thus perpetuating their gift to provide help and hope to people in need for generations.*

**Ann Pearson Fund**  
International Leadership

**Anne Bouey Fund**  
Youth Leadership

**Annie Robina Gray Keith Fund**  
Sponsorship for Girls and Women

**Bill and Karen Whillans Fund**  
Community Leadership Development

**Bill Marsh Fund**  
Y Volunteer Camp Leadership Opportunity

**Canoe Club Fund**  
Campership

**Don Noble Legacy Leadership Fund**  
Leadership Skills Bursaries

**Donnie Fraser Campership Memorial Fund**  
Campership for Girls

**George Jackson Youth Leadership Fund**  
International Leadership

**Gerry Marsh Fund**  
Y Female Volunteer Camp Leadership Opportunity

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General Y Needs

**John Eagleson Estate Fund**  
Campership for Boys and Y Capital Needs

**John Patterson Fund**  
General Y Needs

**June Craig Memorial Fund**  
Campership and Housing

**Kemis & Gladys Allen Estate Fund**  
General Y Needs

**Louis Bonnenfant Fund**  
Campership

**Mary Hackett Fund**  
Camp Davern

**Mildred Millicent Groh Fund**  
General Y Needs

**Rolla Law Crain Fund**  
Youth Leadership  
Carlingwood Y

**Rowell K. & Evelyn E. Laishley Fund**  
Campership

**Sean Egan Ascent for Y Kids Fund**  
Y Kids Fit Program

**The Claire and John Martin Endowment Fund**  
Campership

**T. Seaton Ewart Fund**  
Campership for Boys

**Wilda Phillips Leadership Bursary Fund**  
Post Secondary Bursaries for Y Kids

*A sincere effort has been made to accurately acknowledge each donor, family member and friend in this publication. If names have been inadvertently omitted or incorrectly listed, please contact us so we may correct our records.*



## YMCA of the National Capital Region

Corporate Offices  
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Ottawa, ON K2P 1B7  
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[corporate.services@ymcaottawa.ca](mailto:corporate.services@ymcaottawa.ca)

**[ymcaottawa.ca](http://ymcaottawa.ca)**

Charitable Registration Number: 11907 2072 RR0001

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