

ANNUAL REPORT 2019-2020

Building healthy communities





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Sandra Warkentin,
General Manager –
Child Care

Betty Duhaime, General
Manager – Health, Fitness
& Aquatics *(December - present)*

Dallas DeMan, General
Manager – Health, Fitness
& Aquatics *(August - December)*

Mission

The YMCA of Medicine Hat, a charity supported by volunteers, is devoted to enriching our community by providing services to people of all ages within a safe, healthy environment that enhances personal wellness.

Our Vision

THE FUTURE WE WILL CREATE

The YMCA of Medicine Hat is recognized as a community charity that is primarily responsible for the provision of health, wellness, youth leadership, and community services.

Our Impact

HOW WE WILL ACHIEVE OUR MISSION

The YMCA is committed to strengthening the foundations of community by:



*Helping children
and families thrive;*



*Promoting a
healthy community;*



*Fostering belonging
and connection.*

Our Core Values

OUR GUIDE TO DECISION-MAKING AND BEHAVIOUR



Caring



Honesty



Respect



Responsibility



Inclusivity

CEO & Board Chair Message



What a year 2019-2020 has been! The Covid-19 pandemic resulted in mandated closures of our child care programs and health/recreation facilities that lasted approximately 4 months. During this time, the YMCA pivoted to offer virtual fitness options to members. Through the challenges our community has faced during this difficult time, the YMCA of Medicine Hat has been there. We will continue to be there for you and your family.

The pandemic provided the YMCA with some unique opportunities. While closed, we made a \$160,000 capital investment to update our facilities. These updates kicked off our new “Claim Your Name” capital campaign designed to raise funds to complete the remaining capital projects at our Downtown facility. We also transitioned to a new membership management software. YMCA members can now use an online portal to book workouts/swim lanes/squash courts and register for programs and classes.

As a charity, we continue to proudly offer various programs and services to meet the needs of the community. Our Employment Centres in Brooks and Medicine Hat are crucial right now as Albertans look to get back into the rapidly changing workforce. The pandemic also reinforced the importance of childcare as an essential service. Without access to childcare, families do not have the ability to work. With 13 licensed child care programs in Medicine Hat, the YMCA is proud to ensure these services are available to the families in our community. YMCA childcare programs provide a safe environment that meets or exceeds all public health regulations. When we help children grow, we are building the future and supporting our economy.

The Y is always changing, and while change can be difficult, rest assured that your YMCA is focused on increasing its impact in the community. We anticipate the need for YMCA financial assistance for memberships and day camp will be greater than in past years and we are committed to doing everything we can to meet that need. The role physical health and wellness plays in our overall mental health is clear, and we are committed to ensuring that all people have access to the YMCA regardless of their financial circumstances.

Finally, thank you to the Senior Leadership and Management teams for their strength and leadership during this exceptionally challenging year. And our biggest thanks of all goes out to our members, volunteers, and donors. It is because of you that our charity is able to promote a healthy community, foster belonging and connection and help children and families thrive.

Chris Baba
Board Chair

Sharon Hayward
CEO

Covid 19 Timeline



May 28

- GOA announces summer day camps can operate
- Specialty Day Camps ran June 29 – August 21 in the Downtown and South Ridge branches
- Licensed Day Camps ran July 6 – August 21 in Dr. Ken Sauer, Connaught and George Davison Schools



June 12

- GOA announces Alberta's Stage 2 Relaunch, including increased capacity in childcare, ability to re-open recreation centres and swimming pools



June 29

- South Ridge morning hours extended



March 16

- GOA mandated closure of all child care programs



March 25–April 9

- Temporary layoff of 6% of workforce
- Cancellation of 2020 River Run



March 17

- GOA mandated closure of all recreation facilities
- Temporary layoff of 82% of workforce



May 14

- GOA announces child care can re-open with reduced capacity
- Recalled 5% of workforce



June 1

- John Millar and Crescent Heights Child Development Centres re-opened with reduced capacity
- Recalled 16% of workforce



June 22

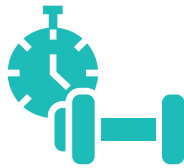
- South Ridge re-opened with reduced hours





July 13

- Downtown re-opened with reduced hours/programming - no pool



August 4

- Downtown and South Ridge evening hours extended
- recalled 5% of workforce



September 8

- Pool re-opened, Session 1 programming begins



October 2

- Hot tubs and steam rooms re-opened

July 1

- John Millar and Crescent Heights Child Development Centres back to full capacity
- Recalled 6% of workforce



July 20

- Avocado membership system goes live



September 4

- Downtown and South Ridge return to regular operating hours, Avocado member portal goes live, online registration for Session 1
- Recalled 12% of workforce



September 10

- GOA announces hot tubs and steam rooms can re-open, with restrictions



November 16

- Session 2 – back to new normal, remaining 2% staff recalled



What Did We Do While Closed?

- Deep cleaning and disinfecting of all buildings and equipment
- Installation of plexiglass in customer services areas
- Updated all OHS policies and procedures to ensure compliance with new Covid-19 public health regulations

Downtown

- Exterior power wash and parking lot clean up
- New carpet in lobby, GM office, main hallway and stairwell landing
- Misc plumbing and electrical repairs
- Boiler repairs
- Room A and MP2 hardwood floors refinished
- Tile repairs in all change rooms
- MHP steam room and hot tub refinished, flooring replaced in wet areas
- Interior paint throughout building
- Replacement of light bulbs
- Reorganized equipment layout to allow for social distancing
- Development of capital campaign to raise funds to finish refurbishing the building

South Ridge

- High dusting of all trusses and ducts
- Refinished wood floors and repainted lines (gym, Room A/B/C)
- Tile repairs throughout building
- Paint touch-ups throughout building
- Misc plumbing repairs
- Reorganized equipment layout to allow for social distancing

Child care

- Interior painting
- Re-organized room layouts to ensure all public health recommendations could be followed
- Moved B&A admin office into Downtown branch



YMCA's Investment:
\$160,839

52 volunteers put in 293 hours
(@ \$20/hr) = **\$5860**

YMCA Child Care

Before & After School Child Care Program

(11 locations)

Served **549** children / **428** families

Licensed Seasonal Day Camps (Christmas & February Break)

143 camp experiences provided to **121** children / **100** families

Early Years Child Care Program

John Millar Child Development Centre

Served **60** children / **53** families

Crescent Heights Child Development Centre

Served **70** children / **60** families



“ My son attended the YMCA Crescent Heights Child Development Centre from age 2 – kindergarten so when I became pregnant with my daughter there was no question where she would go. My kids absolutely love(d) being there. My daughter gets mad on weekends because she has to stay home with us as she'd rather be there playing with her friends! We always feel welcomed when we arrive, and I enjoy being able to see pictures of her day on the new Weemarkables app. The staff are all so wonderful and I always know she's in excellent hands. ”

– Tasha

Licensed Summer Day Camps

170 camp experiences provided to 78 children / 60 families



NEW! The United Way of South Eastern

Alberta provided funding to ensure camp was affordable for all families

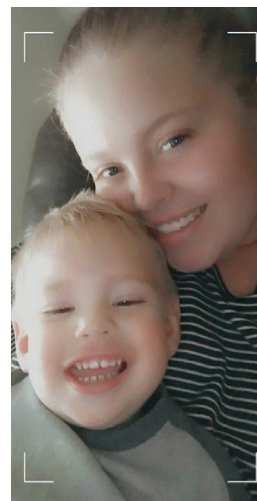
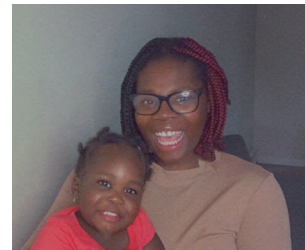
- Each family received \$48 (per child) off their registration fee
- 35 camp experiences were provided free-of-charge

Early Intervention Program for Young Mothers

The **NEW** Family Resource Network (FRN) service delivery model was rolled out by the Ministry of Children Services on April 1, 2020. The YMCA is pleased to provide the Young Moms program within the FRN network.

9 participants

1 participant graduated high school



“ Being in the Young Moms Program has changed my life in so many positive ways. It has shown me how to be an amazing Mom to my son. It is helping me get closer and closer to my goal of graduating. I am so thankful for everyone at the program for showing me ways to be the best me I could possibly be for myself and my son. ”

– B.C.

Member Spotlight

Alicia Buziak



“ In February my family and I started looking for a gym. After calling around to different places, I found the YMCA to be the gym that is the most family friendly. Stacey was more than helpful on the phone and in-person during the sign-up process. Our family started working out immediately and found the YMCA team to be super friendly. They even recognized us and greeted us by name! We all felt immediately that the YMCA was the place for us. Then Covid happened and the YMCA had to close. Our whole family felt the impact. It was more than just missing our workouts ... we missed the interaction with staff and other Y members. The Facebook page kept us aware of what was happening and provided us with some exercises we could do at home, but it wasn't the same. When the YMCA re-opened, we returned and were very impressed with the actions taken by staff to make us feel safe during the pandemic. We are so happy to be back. Anytime we enter the YMCA building we are treated like family. Some of the staff even notice when we aren't there! It is such a nice feeling to know that people care enough to remember you and go out of their way to make sure everything is ok. I am so glad I chose the YMCA to be the gym for my family. I look forward to many years of attendance, conversations with staff and most of all the laughs that we have together.”

Programming



Roving Gyms
1236 experiences



Aquatics
1882 experiences



Child Minding
accessed an average of
1364 times per month



**Specialty Summer Day
Camps (non-licensed)**
269 camp experiences
serving / 124 children



**Youth & Preschool
Classes**
57 classes offered
1353 experiences

Employment



Career and Employment Information Services

MEDICINE HAT

- 357 unemployed or underemployed Albertans served
- 330 resumes developed
- 57 individuals received Job placement Services

BROOKS

- 134 unemployed or underemployed Albertans served
- 134 resumes developed
- 29 individuals received Job Placement Services

98% of job placements lead to ongoing employment



Transition to Employment Services

MEDICINE HAT

- 125 individuals were accepted into the program
- 107 successfully obtained full-time employment (86%)

BROOKS

- 50 individuals were accepted into the program
- 6 successfully obtained full-time employment (92%)



Connect Program

NEW! This program provides career and employment information services to vulnerable Albertans who have multiple barriers to finding and maintaining employment.

140 individuals served

Skills Link

Funded by Service Canada's Youth Employment Strategy, this program helps youth ages 15-30 to overcome barriers to employment.

43 individuals served

“Over the years I had been working various jobs such as a campground host, purchasing clerk and bartender, sometimes working multiple part-time jobs to make ends meet. When I was laid off from my job as a machinist, I reached out to staff at the YMCA Employment Centre for help and support. I was accepted into the Connect Program at the YMCA where the staff assisted me with retraining, and we made a professional resume and cover letter. I am happy to report that I accepted a position at the Cooperators as an Insurance Agent in June of this year. It has been over 3 months since I started, and I am enjoying my new position.”

- Traci S.



Philanthropy



Total donations received

\$114,527

General donations **\$4,378**

Strong Kids **\$110,149**

The YMCA Gives Back

We provided **\$190,795**

worth of support to our community

Strong Kids Financial Assistance
to offset membership and/or camp fees:

\$184,489

YMCA Gift Certificates
provided to local charities to assist
in their fundraising efforts:

\$6,306

2019-2020 Gold Donor

ATB

YOUNG MEN'S STRONG KIDS CAMPAIGN

\$10,000.00

YMCA of Medicine Hat, CEO, Sharon Hayward (left)
ATB Relationship Manager, Chadwick Shuck (centre left)
ATB Branch Manager, ATB Carry Drive, Jerri Gainer (centre right)
YMCA of Medicine Hat, Philanthropy Director, Helene Nicholson (right)

YMCA Volunteers

Registered Volunteers = **66**

Total Registered Volunteer Hours = **2680**

2019-2020 Gold Donor

PEMBINA

\$10,000.00

YOUNG MEN'S STRONG KIDS CAMPAIGN

Pembina Pipeline Corporation representative
Curtis Marshall
& YMCA Staff

Event Volunteers = **12** *(lower due to cancellation of River Run)*

Total Event Volunteer Hours = **40**

Value of all volunteer hours
(based on \$15/hr) =

\$40,802

Volunteer Spotlight

Kim Weiss

Group Fitness Instructor

River Run Planning Committee Member

1) What Impact has the YMCA had on you?

The most profound impact the YMCA has had on me is the welcoming sense of belonging and the feeling of being included. The Y is a meeting place that brings everyone together, regardless of age or background. It builds a strong community where people can experience well being physically and mentally

2) Why do you choose to support the YMCA both through volunteerism and donations?

Supporting the YMCA through volunteering is an exhilarating way to give back to my community. I love sharing my knowledge and skills with members of the Y. Instructing Group Fitness classes is a great way to provide everyone the opportunity to feel healthier and happier.

Donating to the Y allows the organization to offer programs available to everyone that help people feel good about themselves and improve their overall well-being.

3) What Impact do you hope to have on others?

It is important to create a positive impact every day. If I can offer more joy and meaning in someone's life through fitness classes, or through a smile, or a simple "Hey how are you doing today?" I believe they will feel healthier, more confident and over the long term will experience a higher quality of life. Witnessing people grow in mind and body is wonderful!

Shelley Acheson

Group Fitness Instructor

River Run Planning Committee Member

1) What Impact has the YMCA had on you?

It feels really great to be part of the community at the YMCA. Human interaction combined with the importance of fitness is so crucial to our mental health and I gain that from teaching and attending classes at the Y. The YMCA has given me the awesome opportunity to teach group fitness classes which not only helps my well-being both mentally and physically, but I've also made some great friends along the way.

2) Why do you choose to support the YMCA both through volunteerism and donations?

I support the YMCA because they are inclusive and not just there for the elite. Striving to keep our community thriving is so important and the YMCA does that with all people, beginning with our very young to our Golden members of society.

3) What Impact do you hope to have on others?

I hope that I instill the mindset of inclusiveness. I hope I encourage people of all ages and body types to strive for their best selves, while maintaining the community environment that is so important, especially this year.



Shelley Acheson & Kim Weiss

2019-2020 Donors

Gifts Chair Round Table \$1,000.00 and higher

▼ ATB Financial ▼ Calgary Shaw Charity Classic Foundation (BFC) ▼ Canadian Red Cross ▼ Cancarb -Tokai Carbon Group ▼ Chris Baba ▼ Community Foundation of Southeastern Alberta (ECSF) ▼ Gary Soucey ▼ IG Wealth Management ▼ John & Linda Roflik ▼ Murray & Marg Sihvon ▼ Nehemiah Construction Ministries ▼ Pembina Pipeline Corporation ▼ Robert Dyck ▼ Scotia Wealth Management

Gold \$500.00 - \$999.00

▼ Ask the Experts ▼ Callow & Associates Management Consultants Inc. ▼ Corina Cayer ▼ Dallas DeMan ▼ Glen Giduk ▼ Ian & Phyllis McLaughlin ▼ Marilyn Tokamp ▼ Sharon Hayward ▼ Shelley Acheson

Silver \$100.00 - \$499.00

▼ Brent Secondiak ▼ Corina Tripp ▼ Costco Wholesale-Medicine Hat #593 ▼ Darla Holmstrom ▼ Dola Land and Cattle Inc. ▼ Douwe Smid ▼ Ed Dick ▼ Elkwater Yoga Retreat ▼ Gord Eisenbarth ▼ Helene Nicholson ▼ Jason Thunberg ▼ Jolene Schinkel ▼ Karen Wiley ▼ Kyle Bitschy ▼ Mark Flynn ▼ Medicine Hat Volleyball League ▼ Paige Schlenker ▼ Petra Mauerhoff ▼ REDI Enterprise Bottle Depot ▼ Richard Duhaime ▼ Ryan O'Reilly ▼ Sandra Warkentin ▼ Sheldon Bierback ▼ Shivak Enterprises Inc. ▼ Tom Toms ▼ Tony Caixeiro ▼ YMCA Strong Kids Angel Tree (32) ▼ Zucchini Blossom Market & Cafe Ltd.

Bronze- \$1.00 - \$99.00

▼ Andra Gustafson ▼ Anonymous (45) ▼ Caitlin Penney ▼ Cathy Roczkowsky ▼ Chloe Pengelly ▼ Danielle Sonnie ▼ Denise Wirachowsky ▼ Dennis Krahn ▼ DRC Concrete Inc. ▼ Edgardo Palattao ▼ Elizabeth Duhaime ▼ Esmeralda Ritchot ▼ Ethel Hanna ▼ Gary Brown ▼ Gerard Dirk ▼ Harley Simons ▼ Joalee Zanidean ▼ July McClung ▼ Kaylyn Sissons (In memory of Tom) ▼ Kelly Warkentin ▼ Kevin Walcer ▼ Kirstyn Myren ▼ Laurie Milne ▼ Linda Roth ▼ Lorelyn Funk ▼ Lorraine Belanger ▼ Mason Mair ▼ Megan Cowling ▼ Miranda Kleemola ▼ Nicole Anhel ▼ Nicole Lehr ▼ Orrie Whitford ▼ Paityn Labash ▼ Patricia Dray ▼ Rachel Brouwer ▼ Rose Bellavance ▼ Samantha Devlin ▼ Sarah McOuat ▼ Stephen Leech ▼ Susan Douglas ▼ Tammy Brown ▼ Tarandeep Saini ▼ Theresa Koch ▼ Travis Beck

Medicine Hat Police Association 2019 Policeman's Ball Supporters

A Day in the Life Photography ▼ Boston Pizza ▼ Calaway Park ▼ Canalta Centre ▼ Carriage House (Calgary) ▼ Chatters Hair Salon ▼ Copper Point Golf Club ▼ CP Police ▼ Dallas DeMan ▼ Desert Blume Golf Club ▼ Elkwater Lodge and Resort ▼ Esplanade Arts and Heritage Centre ▼ Gas City Tattoo ▼ Grit City Distillery ▼ Heritage Park ▼ Jim Pattison Broadcast Group ▼ Lipsense (Lips by Kristie) ▼ McBrides Bakery ▼ Medicine Hat Brewing Company ▼ Medicine Hat Lodge ▼ Medicine Hat Nissan ▼ Medicine Hat Tigers ▼ Memory Lane Computers ▼ MNP ▼ Mobil I Auto Service & Lube Express ▼ National Music Centre/Studio Bell ▼ Original Joes ▼ Pamper My Senses ▼ Paradise Valley Golf Course ▼ Pritchard & Co. Law Firm, LLP ▼ Rangeland Helicopters Inc. ▼ Resorts of the Rockies/Nakiska ▼ Roset by Reid ▼ Social Geek Marketing ▼ Super T Aviation ▼ The Chopped Leaf ▼ The Hat's Olive Tap ▼ The Heartwood Cafe ▼ The Mexican Hat ▼ The Royal Tyrell Museum ▼ Travois Ale Works ▼ Via Rail Canada ▼ Visions Electronics ▼ White Rabbit Tattoo ▼ Whitefish Mountain Resort ▼ YMCA of Medicine Hat

Heritage Club Members

Alex and Jean McDougald ▼ Bill and Vi Roberts ▼ Colette Eirich (Friedt) ▼ Dr. Donald and Judy Davis ▼ Garth and Gaye Russell ▼ Gerald and Elaine Freedman ▼ Glen and Wendy Giduk ▼ Ian and Phyllis McLaughlin ▼ Jamie and Janet White ▼ Jim and Dorothy-Lee Smith ▼ Larry Serr ▼ Marilyn Tokamp ▼ Mick Nodwell ▼ Murray and Marg Sihvon ▼ Roger and Cheryl Moses ▼ Scott Richter ▼ Terry Chapman ▼ Tim Martin ▼ Todd and Darlene O'Reilly ▼ Tom and Maureen Coulter

Partners, Collaborators and/or Other Funders

Alberta Camping Association ▼ Alberta Health Services ▼ Calgary Shaw Charity Classic Foundation ▼ Canadian Forces CF One Program ▼ Canadian Red Cross ▼ Canadian Tire Jumpstart Charities ▼ City of Medicine Hat ▼ CMHA - Alberta Southeast ▼ Community Foundation of Southeastern Alberta ▼ Cypress Hills Destination Area ▼ Flag 5 Inc. ▼ Government of Alberta ▼ Government of Canada ▼ Jim Pattison Broadcast Group ▼ Lifesaving Society of Alberta ▼ Medicine Hat and District Chamber of Commerce ▼ Medicine Hat and District Child Care Association ▼ Medicine Hat Catholic Board of Education ▼ Medicine Hat College ▼ Medicine Hat College - Brooks Campus ▼ Medicine Hat Early Childhood Coalition ▼ Medicine Hat Food Bank ▼ Medicine Hat Police Association ▼ Medicine Hat Public School Division ▼ Squash Alberta ▼ Town of Elkwater ▼ Travel Alberta ▼ United Way of Southeast Alberta ▼ YMCA Calgary ▼ YMCA Canada ▼ YMCA of Lethbridge ▼ YMCA of Northern Alberta ▼ YMCA-ACJ Bogota

THANK YOU to all of our supporters, our programs wouldn't run without you!



YMCA of Medicine Hat

150 Ash Ave SE, Medicine Hat, ABP
403-527-4426
medicinehatymca.ca

Charitable Registration
BN889630448RR0001

