

# Annual Report 2020



THE  
**DOOR**  
LA POORTE

YOUTH CENTRE JEUNESSE

Prepared for the 2021 Annual  
General Meeting

May 20, 2021

[thedooryouthcentre.com](http://thedooryouthcentre.com)

## Reflecting on 2020

### A Message from our President and Executive Director

Youth are social beings. Social inclusion is at the heart of what we do at The Door, providing youth a safe and inclusive, peer-centred environment. We serve youth aged 12-18, many at-risk, socially isolated, and from low-income families. Many are newcomers and racialized, some are struggling with sexual and gender identity issues. This past year, more than ever, youth felt isolated, lonely and disconnected.

**Impact of COVID-19:** The Door's ability to carry out its work was severely diminished by our 5-month pandemic closure and limited reopening in mid-August. Youth members were deprived of a safe place to connect with friends, to benefit from volunteer and mentor support, homework help, and a nutritious, healthy meal. During lockdown, we lost direct contact with several of our regular members. All were from racialized and/or low-income communities, those disproportionately impacted by COVID-19. By year-end, we had experienced a 60% drop in youth members.

On March 16, 2020, we officially closed our doors and pivoted programming/activities online, using social media and Zoom. Unfortunately, this left out many of our low-income youth, who had limited access to Internet. Traditional outreach and promotion methods, like visiting schools, hosting open houses, and inviting the educational community could no longer be done. Concurrently, we had to shut down our vibrant volunteer program for much of 2020. This significantly impacted staffing resources. Fundraising events were also seriously affected. Normally, we would host public events, but in 2020 we were limited to online events, raising less money (down 39%) through donations and fundraising, with more effort.

Despite these challenges, The Door's history of resiliency allowed us to quickly adapt to the COVID-19 environment. The Board focused on maintaining financial sustainability, while at the same time ensuring staff were supported to carry out their increasingly challenging roles.

**Financial Sustainability:** Thanks go out in particular to our federal and municipal governments for stepping up to support employers and workers. The Canada Emergency Wage Subsidy (CEWS) was our lifeline. Through this funding we kept all staff gainfully employed and paid during lockdown and reduced capacity. CEWS contributed 29% of our 2020 revenues. City Community Funding Grants for COVID-19 of almost \$20,000 were received during 2020. This allowed us to purchase and install a dishwasher and laundry facilities, as well as providing funds for much needed Personal Protective Equipment (PPE) in 2020 and 2021. Our amazing Fundraising Committee organized online events like trivia night, karaoke, art lessons, and home delivery for our International Dinner. We are grateful to our individual donors who were most generous to us in 2020.

**Investing in Staff:** Staff were called upon to step up in unprecedented ways. They pivoted to online programming, kept youth connected and supported during this most difficult time. They effectively implemented COVID-19 protocols to ensure a safe and welcoming space for youth when we reopened. Supporting staff means investing in staff by not only ensuring they have training and professional development, but also adequate and appropriate remuneration...*continued on next page*

## Reflecting on 2020

### A Message from our President and Executive Director (continued)

Compelled by the reality of our low wages and the additional demands and risk imposed by COVID-19, the Board responded by increasing salaries, establishing base hourly rates by job category, reclassifying positions, and bringing in paid sick leave for all full and part time staff. In addition, we prioritized training and personal skills development to support staff in the new environment. Staff participated in 14 training and development events ranging from engaging youth and volunteers during pandemic lockdowns to understanding Black and Indigenous racism and providing tools for self-care.

**Connecting with Youth:** Staff learned new and innovative ways to connect with youth members. Zoom Drop-In Sessions created time and space for youth to get homework help, take part in activities like trivia games and contests, cooking lessons, yoga classes, arts and crafts, or to simply hang out, connecting with friends and mentors.

**Connecting with Community:** Staff reached out to other youth serving groups to brainstorm, share ideas and resources and to coordinate services and programs and build a strong social infrastructure of community services for youth. An outcome of this collaboration was Instagram Live Sessions, hosted by our inimitable, Program Coordinator, Vicki Madziak. These were conversations with community partners on topics like mental health wellness, youth engagement in community, COVID-19, and sexual health.

In closing, our staff says it best: *The Door will always find new ways to adapt, and we look forward to continue evolving and growing in 2021.*

We send out heartfelt thanks to our staff, volunteers and donors for your tremendous support and dedication! The small miracles we accomplish would not be possible without you.

Sincerely,

**Debbie Barton**, President and **Malik Ayass**, Executive Director



*Our staff Najwa, Vicki, Dorian, Daijah, Evan, and Malik*

## Who We Are

### Our Mission and Values

**The Door is a place where youth realize their full potential.**

At The Door, youth aged 12 to 18:

- Develop healthy behaviours and lifestyles,
- Practice empathy, tolerance, and inclusion, and
- Exercise civic responsibility.

Our door is **open to all youth** and our programs are **free of charge**. The Door is the **only** youth centre in the Centretown West area, fulfilling a need that would otherwise go unmet in the community.



### Our History

Art Stinson, the former head of the School of Social Work at Carleton University felt that there was a need to offer a place for youth to make new friends and to access services. It was this vision that led to opening of The Door in May 1994.

For **27 years**, The Door has been place for youth in downtown Ottawa to **access educational and employment support, health promotion and recreational programs** and to **establish links** to other youth-oriented programs and services throughout the community.



## Who We Are

### Our Youth

**The Door is a safe and inclusive environment for young people to build self-confidence and pursue avenues of self-discovery and expression.**

Across The Door's 27-year history, youth in Ottawa have benefitted from the variety of programs and supports offered. Even after youth have grown into adulthood, the positive memories and lessons learned during their time at The Door have stayed with them.

### Tell us about your time at The Door...

*I was 12 years old when I started going to The Door in 2005. At The Door, I had access to computers, homework help, great snacks, and loads of fun activities, like air hockey, card games, foosball, pool, and Ping-Pong! There was also a room full of free clothes for the youth to rummage through. Growing up, I didn't have much money so this helped me out a lot. I loved going there so much because when I was there, I could just relax and be a kid.*

*Currently, I live in Halifax, Nova Scotia after joining the Navy. Even now, the time I spent at The Door still comes up in my stories from "when I was younger"!*

*-Bree Colwell*



*"The Door was my second home. I went there after school and never missed a day. When I was there, I felt safe, happy, and loved. Words can't express how grateful I am to The Door. The staff at The Door always helped me with my homework and made sure that I had food to eat when I needed it. They made every kid feel so special and amazing. I was blessed to have found a place like The Door. To all new youth members, enjoy every moment you have in this wonderful place because it will fly by!"*

*-Julie Ismali*

## Programs and Community Partners

**A creative mix of in-person and virtual activities allowed us to not only continue operating, but also foster community and continuity for our youth in light of unprecedented circumstances.**

Despite limited in-person services, The Door was able to serve many youth at the centre. In 2020, **77 youth visited us 1,115 times.**

### Digital Programs

In 2020, The Door went digital and shifted its services and supports online when in-person services were not possible. Social media and virtual meeting platforms were rapidly leveraged to understand and meet the changing needs of our youth from behind a screen in 2020.

We reached out on an almost **daily basis** to our youth through social media and hosted **20 virtual sessions**. Online programming included:

- Hosting online games, movie nights, cooking lessons, yoga classes, trivia games, arts and crafts, coding lessons, and homework and employment help.
- Posting fitness lessons, cooking tutorials, riddle contests, resources and services.
- Live interviews and features with community partners on topics like youth involvement in their communities, mental health, employment, and COVID-19 and sexual health.



*One of the many virtual programs we hosted in 2020*

**Whether in-person or virtual, we could not have provided many of our programs this year without the collaboration of all of our community partners:**

Cap City Cyphers  
 Hit the Streets  
 Indigo Girls Ottawa  
 Linnéa McPhail  
 Josephine Basudde  
 Massine's Your Independent Grocer  
 McPhail Memorial Baptist Church  
 RBC Dominion Securities  
 Sexual Health Outreach Team (SHOUT)  
 Somerset West Community Health Centre  
 Wabano Centre  
 Youth Services Bureau

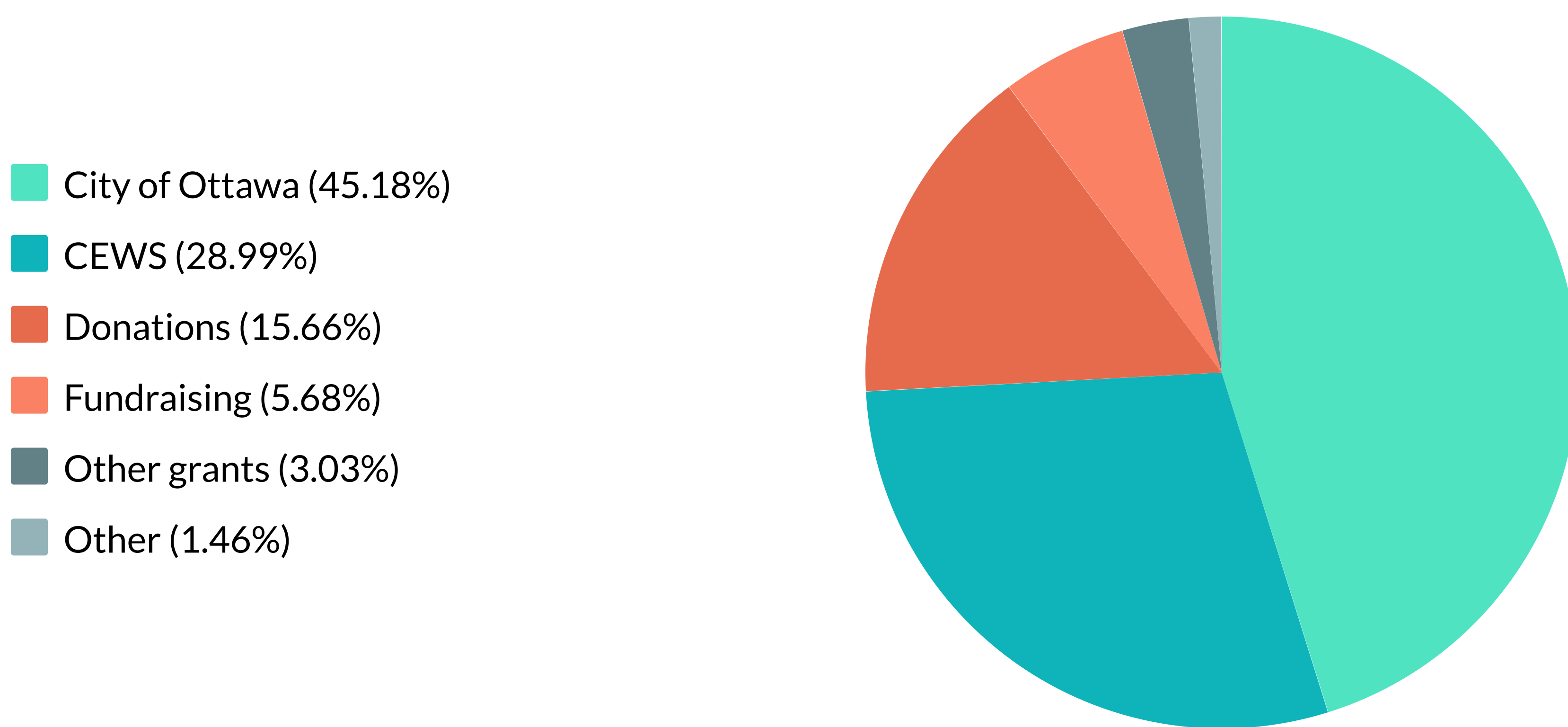
# Financial Highlights

## Revenues

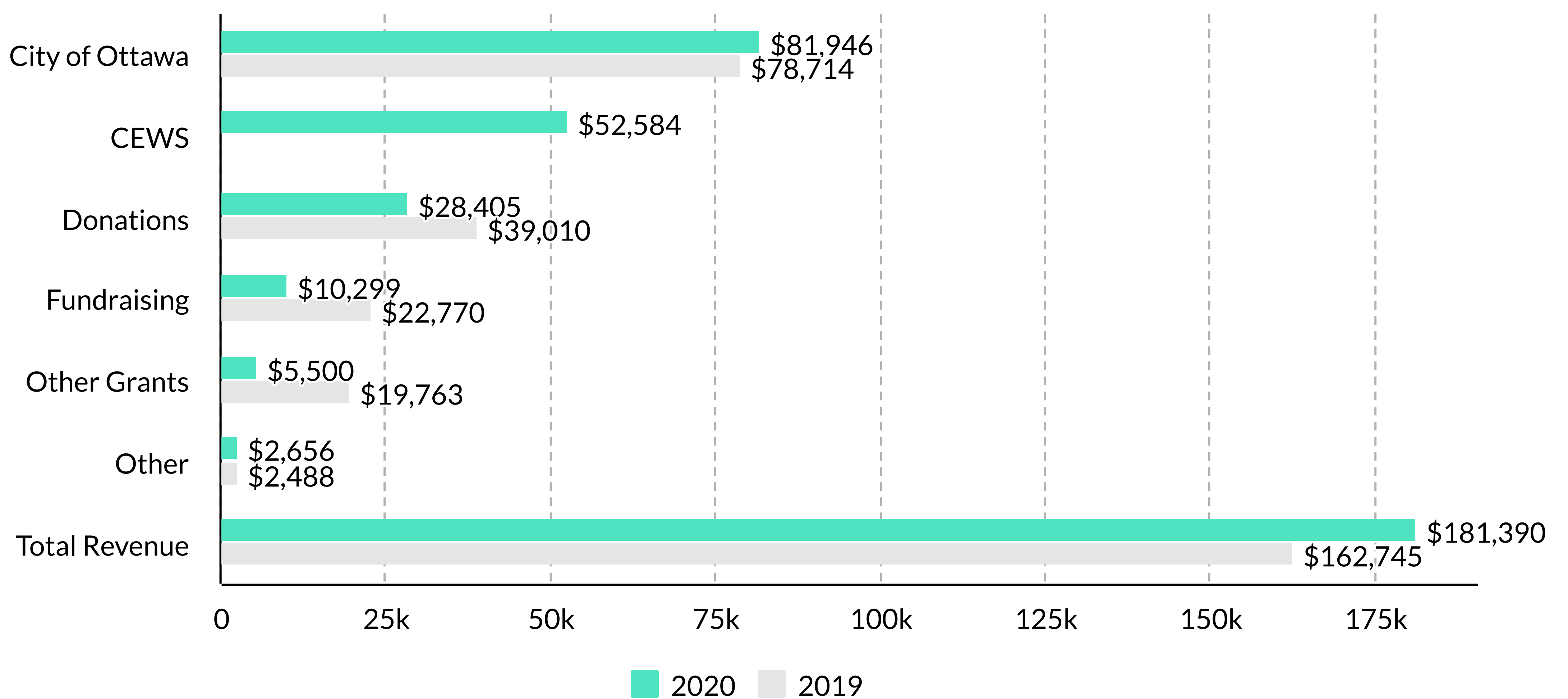
 **\$181,390**

Despite challenges in fundraising and donations due to COVID-19, The Door finished 2020 with revenues of **\$181,390**, an 11% increase over revenues of \$162,745 in 2019. This increase in revenues was directly attributable to the receipt of \$52,584 in Canada Emergency Wage Subsidy (CEWS). If the CEWS were excluded, revenues would have decreased by 21%.

Revenues 2020



Revenues 2020 vs. 2019



# Financial Highlights

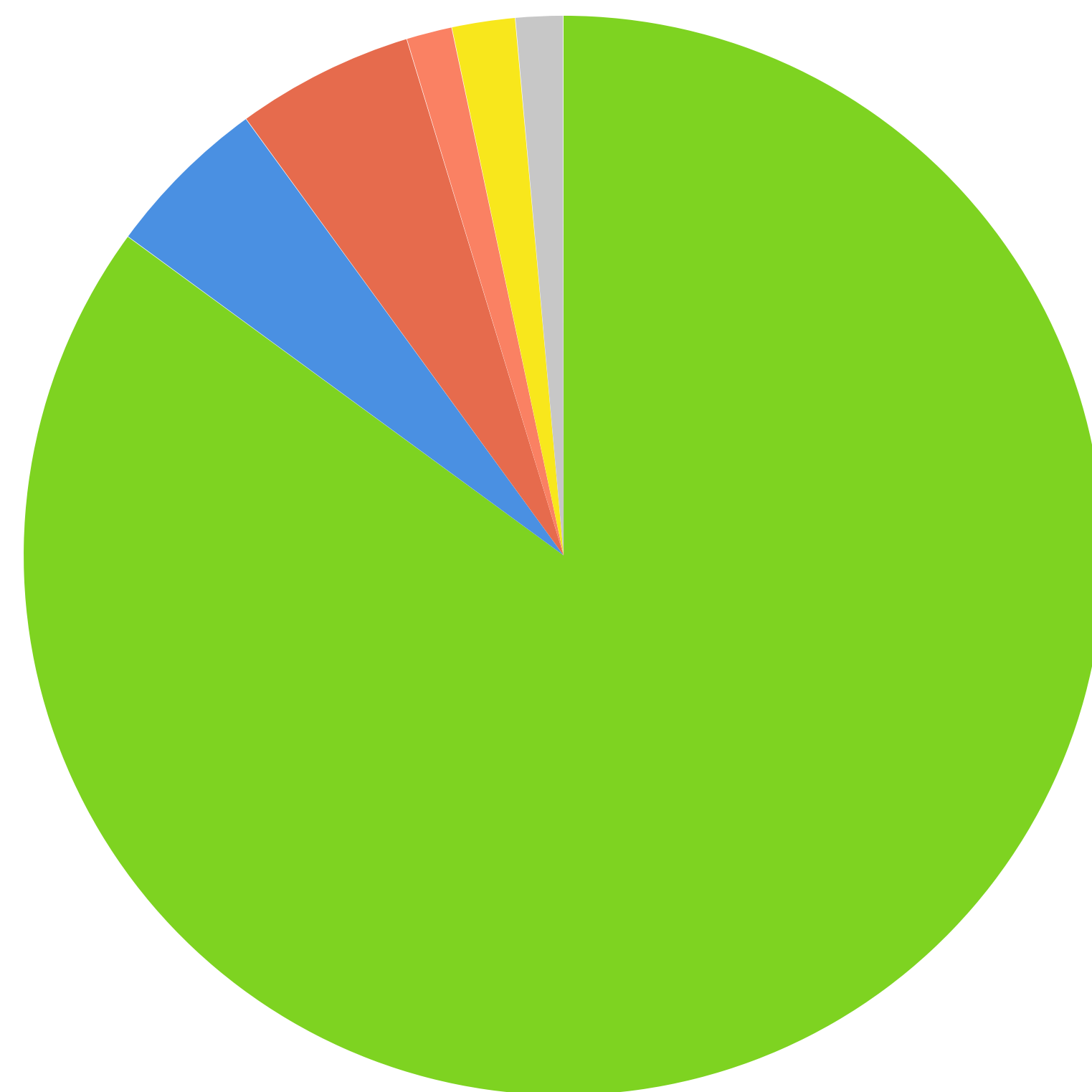
## Expenses

 **\$155,915**

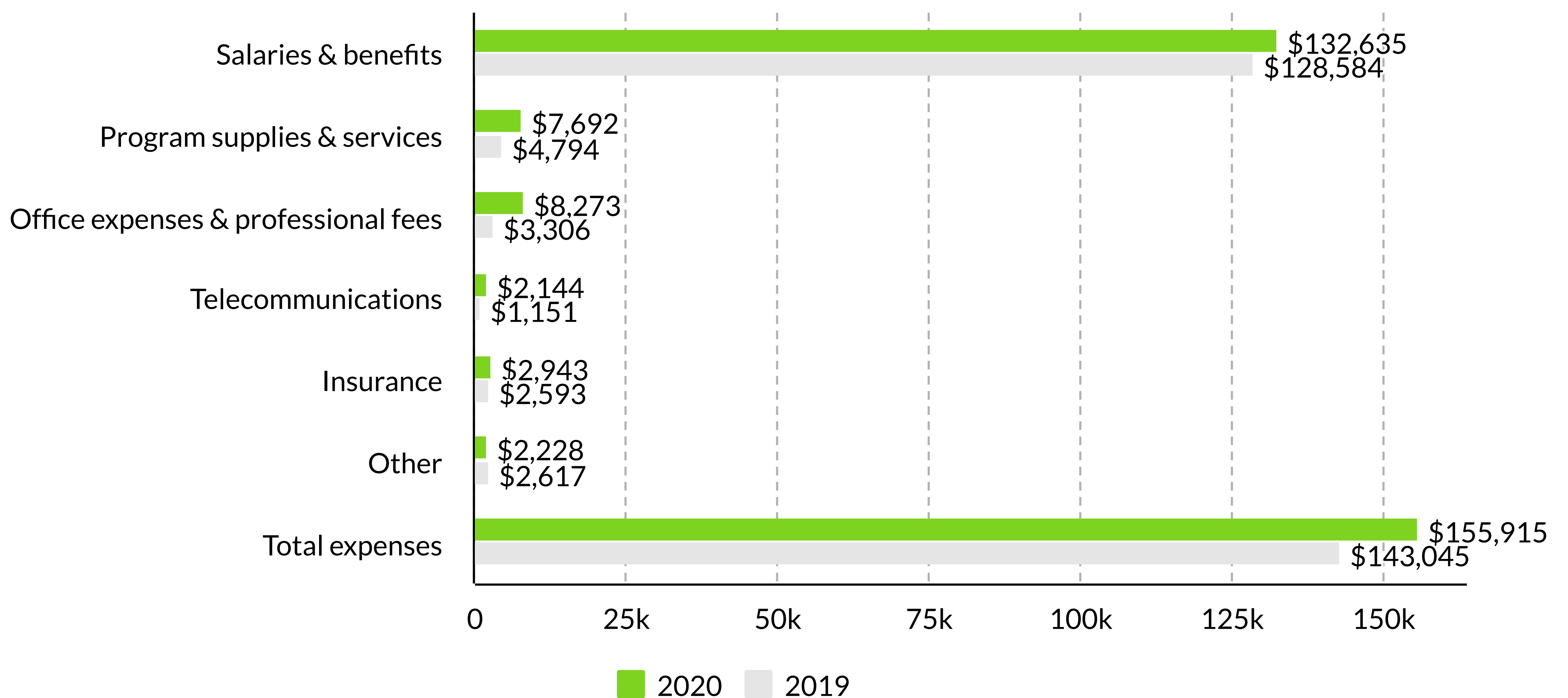
Expenses for 2020 were **\$155,915**, compared to \$143,045 in 2019, a 9% annual increase. This increase is related to incremental costs of COVID-19 such as personal protective equipment, cleaning supplies and technology costs associated with delivering virtual programming. As a result of these changes in revenues and expenses, The Door finished the year with an operating profit of **\$25,475**, as compared to \$19,700 in 2019.

### Expenses 2020

- Salaries & benefits (85.07%)
- Program supplies & services (4.93%)
- Office expenses & professional fees (5.31%)
- Telecommunications (1.38%)
- Insurance (1.89%)
- Other (1.43%)



### Expenses 2020 vs. 2019





## How you Help

### Our Volunteers and Donors

**The Door relies on the support of our generous volunteers and donors to help us support local youth to reach their full potential.**

While this past year was unlike any other, the efforts of our generous volunteers continued to be at the heart of the work we do in our community.

In 2020, generous people like you volunteered over **2,600 hours** of their time performing essential roles, such as hosting exciting virtual fundraising events and campaigns. Thanks to the efforts of the volunteers on the newly created Fundraising Committee, The Door saw an increase in donations from individual donors this year despite challenges with donations from organizations and fundraising.

**The Door is also grateful to have received funding from the following organizations:**

Aqueduct Foundation  
 Benevity Causes  
 Business Improvement Area (BIA) Chinatown  
 Charities Aid Foundations of Canada  
 City of Ottawa  
 Crime Prevention Ottawa  
 Massine's Your Independent Grocer  
 McPhail Memorial Baptist Church  
 Realtor Care Foundation  
 Telus Foundation  
 Tracey Arnett Realty Ltd.

