

# Annual Report 2021



THE  
**DOOR**  
LA **POURTE**

YOUTH CENTRE JEUNESSE

Prepared for the  
2022 Annual General Meeting

May 24, 2022

## Reflecting on 2021

### A Message from our President

2021 was a **Game Changer Year** for The Door. Early in the year, the City of Ottawa launched the long awaited and much improved Community Funding Framework. It came with a new mission: *to improve community well-being by investing financial and capacity building resources in the non-profit social services sector to address the root causes of poverty and increase equitable access to services for residents facing the greatest needs and barriers in our community.* The City committed to invest in organizations that could demonstrate sustainability and align with their strategic priorities.

The City's new vision and approach spurred on The Door Board and staff. We got excited, got down to work, and seized upon this opportunity to build a truly sustainable future for The Door.

It became essential for us to **rethink** and question who we are, who are we serving, and how well are we doing this work. Are we capturing the right data to measure outcomes and what is our impact on the youth we serve and the community in which we work? How do we ensure that our staff, leadership, and governance better reflect the gender, race, equity, and community profiles of our youth?

We discussed the need to **regenerate** The Door in a post-COVID environment and we knew also it was time to **reshape** how we do our work.

With this in mind, we submitted a proposal to the City's Community Funding Framework, costing out the changes we wanted to see going forward. We boldly asked for an 87% increase in our sustainable funding submission. We worried as the scheduled June announcement was delayed until September. How delighted we were to hear our submission got funded and that we received the full amount we asked for!

We are most grateful for the City's support in believing in us and investing in our future. This was and continues to be a pivotal moment in The Door's history. Since the announcement we have been working on our strategic priorities and focusing on how best to involve our staff, volunteers, community partners, and our youth members on this journey of change. Here are some initiatives we started in 2021:

**Build a Sustainable Future:** With the City extending the funding model from 3 to 5 years, we are able to move beyond immediate concerns and engage in long term planning for program delivery and services that is more responsive to the needs of youth. We were finally able to open the Centre 5 days a week in 2022 - a long time dream!

**Investing in Youth:** In 2021 we increased our spending on programming and services by 243% from \$9,686 in 2020 (we are very frugal!) to \$33,211 in 2021. We invested in survey tools to establish robust data gathering, improve data collection, and responsiveness to youth needs.

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## Reflecting on 2021

### A Message from our President

**Investing in Staff:** Additional funding would finally go some way in providing adequate staffing and appropriate remuneration and extending benefits to help us retain staff. In 2021, salaries and benefits were increased by an overall 12%, providing staff with a living wage, guaranteed sick leave, and extending health-related benefits. These initiatives helped address the deep inequalities that the pandemic had brought into focus. We continued the work to diversify staff workloads and ensure knowledge transfer, building capacity amongst staff. In mid-2021, we established a Human Resources (HR) Workgroup to work on our policies and procedures, as well as draft Employment Agreements. We invested in relevant training, coaching, and professional development for staff and volunteers to help support the well-being of our youth and themselves.

**Strategic Planning:** The Door will develop a 5-Year Strategic Plan with the goals to expand community outreach and services to youth, engage with more community partners, and improve our long-term financial stability.

**Communications:** We'll focus on communications to broaden our reach and profile in the community. This year, we applied for and received funding from the Ontario Trillium Foundation, a one-year term position for a Communication and Outreach Worker, as well as two summer students to kick start this priority. Last year, we upped our game and presence on social media and produced analytics reports, thanks to Susan, our new Program Coordinator. We broadened our reach, engaging with new community partners, like The Dalhousie Food Cupboard with joint online events in 2021. We continued to mobilize across sectors to share knowledge, resources, and data to sustain a strong social infrastructure of community services and strengthen our collective social capital in our community.

I would be remiss if I didn't extend our gratitude to our generous community partner and landlord, Somerset West Community Health Centre (SWCHC). One such example of generosity occurred in July when a fire broke out in our newly renovated kitchen. SWCHC staff, Duncan, Kevin, and Hahn were immediately on the premises troubleshooting, ensuring the safety of those on-site, and assisting the Fire Department. After the initial crisis was averted, Miriam Gartland, Manager of Corporate Services, took all in hand and expedited the remaking of our kitchen. SWCHC worked its magic and in two and half weeks, we were back in operation. Impressive indeed!

Thanks to the hard work of the Board, especially this past year, truly collaborative work was accomplished. And to our valued volunteers, your dedication and humanity shines through in all the good work you do at The Door. As I step down from the Board, I have every confidence that The Door is in a better position to continue to change and adapt and meet the needs of our youth, especially under the leadership of the amazing Malik, Executive Director. To know him is to love him! I feel so blessed to have been an active part of this wonderful organization.

Kindly,

Debbie Barton, President

## Who We Are

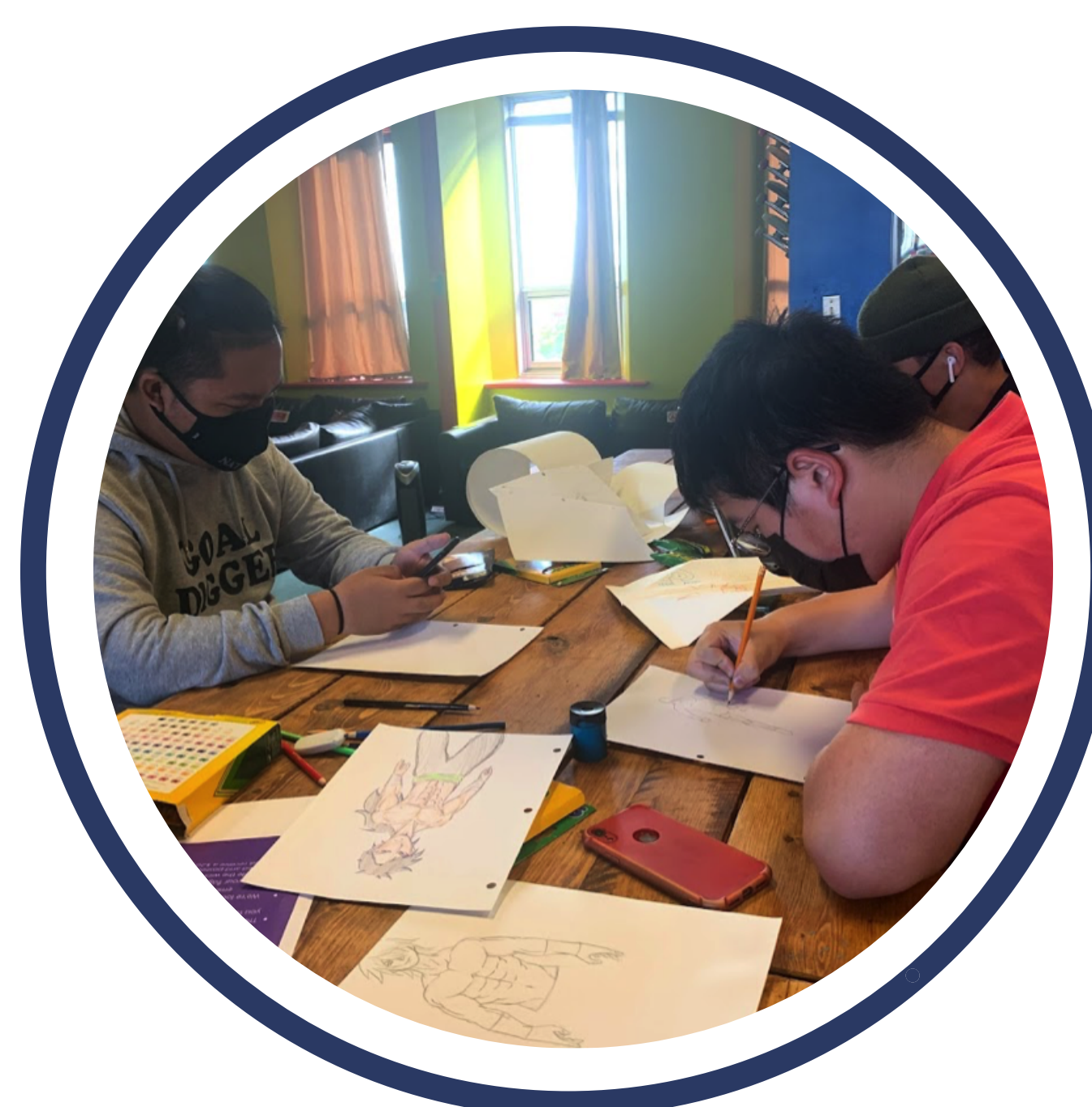
### Our Mission and Values

**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 **28 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.



## Our Team

### Saying goodbye and welcoming new faces at The Door...

#### In 2021, our small team said goodbye to our Program Coordinator, Vicki Madziak.

Vicki joined The Door Team in early 2018 as a volunteer. When opportunity knocked, she accepted a position as a Youth Worker, and later, she became the Program Coordinator. In 2021, Vicki chose to return to school to pursue graduate studies in Halifax, Nova Scotia. During her time with The Door, Vicki was always a source of positive energy. She brought tremendous engagement, initiative, and passion to her role.

The Door Team would like to thank Vicki for her contributions and commitment over the last three years. Her vibrant presence and positive attitude will be missed! We wish her the best of luck in all of her future personal and professional endeavours.



#### Saying goodbye was bittersweet because The Door Team also welcomed our new Program Coordinator, Susan Agobia, in 2021.

Shortly after joining The Door Team, Susan demonstrated exceptional work ethic and passion for diversity and youth matters.

Susan is a skilled communicator with an extensive background in non-profit work. She brings to The Door her skills in social media management, outreach, and awareness-raising. Susan is continually impressing us with her creativity and initiative. She truly exemplifies the qualities of a great Program Coordinator and leader.

We are grateful to have Susan on The Door Team!



## Volunteer Spotlight: Joe Carrigan

### Appreciating our amazing volunteer!

Malik Ayass, our Executive Director, recalls when a staff member approached him in 2015 to discuss the possibility of bringing on a new volunteer who might be perfect to help out with The Door's IT needs.

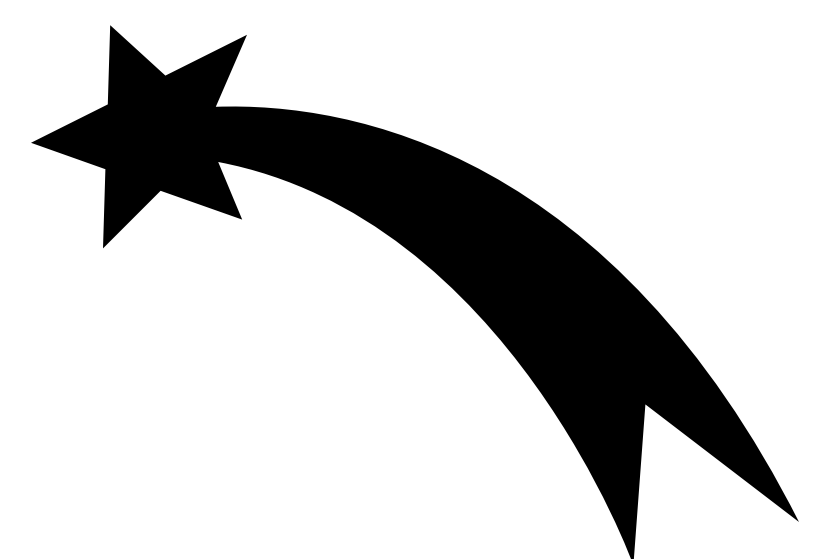
Seven years later, Joe Carrigan has become an integral part of the Centre and a cherished member of The Door family. In 2018, he received The Door's Annual Volunteer Appreciation Award for his incredible contributions to the Centre. Joe has not only solved many of The Door's IT problems, but has also been an extraordinary volunteer in supporting so many other aspects of our community. Over the years, he has assisted staff members with youth supervision, contributed his IT expertise to the Board for Annual General Meetings, participated in and supported fundraising events, and provided advice when The Door needed to purchase IT equipment.

Joe is liked by the youth, staff, and other volunteers. He always gives his genuine support to all our needs at the Centre!



*"Joe is indeed one of a kind. He truly cares about the Centre and the youth. He always has a huge smile on his face when he volunteers twice a week. He is social and always has something to talk about! It is never a dull moment when Joe is around."*

**-Malik Ayass, Executive Director**



### Tech wiz and youth mentor

In 2021, Joe was the lead in an exciting project the youth took on thanks to special funding from **Economic Development Fund**.

The Door was given a wonderful opportunity to update our IT system, which allowed us to purchase, and teach the youth how to put together, new and upgraded computers. Not only was Joe able to support this important project, but he was a mentor to many of our youth members who learned how to build computers.



## Program Highlights

### 3D Printing and Vinyl Cutting and Printing

**The Door secured project grants from Telus Foundation and Ottawa Community Foundation to purchase two new 3D printers and a vinyl cutting machine.**

We envisioned a project that would teach our youth how to use both machines, expand their artistic and technical skills, and contribute to seniors in their local community.



*Malik Ayass, Executive Director, presenting our youths' vinyl creations to Yet Keen Seniors' Day Centre.*

Using the vinyl cutting machine and 3D printer, youth created a sign and 45 ear savers for masks to donate to Yet Keen Seniors' Day Centre, a local Chinese-speaking seniors' group offered through Somerset West Community Health Centre (SWCHC).

All the youth who took part were acknowledged for their work and received an honorarium for their 2-weeks of hard work.

The project was a huge success, providing youth with the opportunity to gain job experience and new skills, all while giving back to their community.

The Door thanks the Telus Foundation and Ottawa Community Foundation for contributing the funds to make this project possible.



*From left to right: Vinyl cutting with Evan, Youth Worker; The huge vinyl sign with The Door's logo that is now on display in the Centre; and 3-D printing with Dorian, Youth Worker.*

## Program Highlights

### Resuming Field Trips

**Very special funding from the Ottawa Community Foundation enabled The Door to take our youth members on field trips to local destinations.**

Over the last two years of the ongoing pandemic, field trips were limited. In 2021, The Door was excited to once again to take our youth on fun adventures around town!

### Spooky fun at Saunders Farm

Every Halloween, The Door gets into the spooky spirit by decorating the Centre, dressing up in costumes, and handing out goodie bags to our youth members.

To make Halloween 2021 one to remember, we took a trip Saunders Farm to experience FrightFest, a haunted walk with plenty of spooky surprises. Nothing says "youth having fun" more than hearing their screams as they were shocked and horrified by the ghoulish residents of Saunders Farm!

After the trip, youth enjoyed a special dinner and returned home in very high spirits.



*Ghoulish residents of Saunders Farm*

### Magic of Lights

To spread some holiday cheer, The Door took youth to Wesley Clover Parks to experience the **Magic of Lights**, a drive-through holiday lights display. The dazzling lights were enjoyed by all and the bus was filled with the sound of Christmas carolling. To complete the experience, youth were treated to dinner at McDonald's.





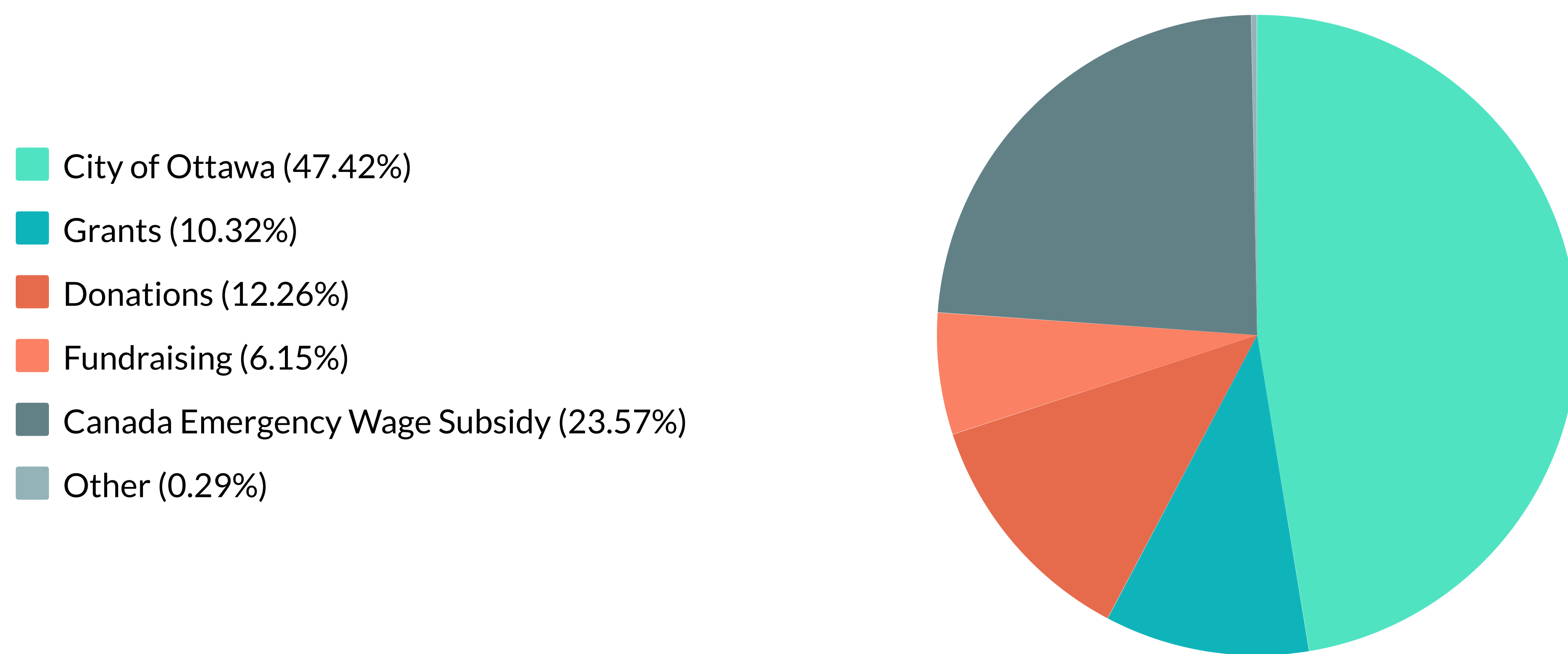
# Financial Highlights: Revenue

## Revenues

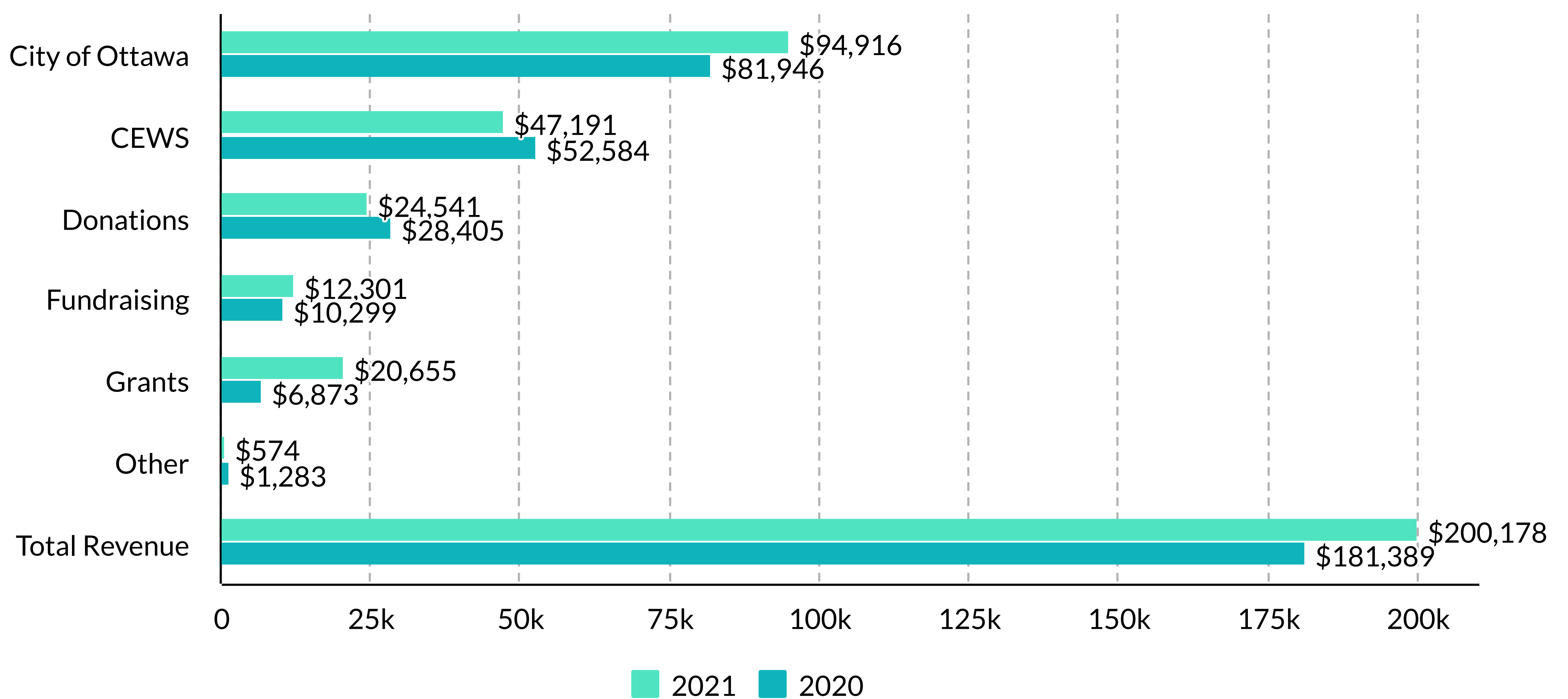
 **\$200,178**

Despite continued challenges in fundraising and donations due to COVID-19, The Door finished 2021 with revenues of **\$200,178**, which represents a **10% increase** over revenues of \$181,389 in 2020. The biggest area for growth in revenues is grant revenue. The 2021 grant revenue of \$20,655 was **more than 3 times** the 2020 grant revenue of \$6,873.

### Revenues 2021



### Revenues 2021 vs. 2020



# Financial Highlights: Expenses

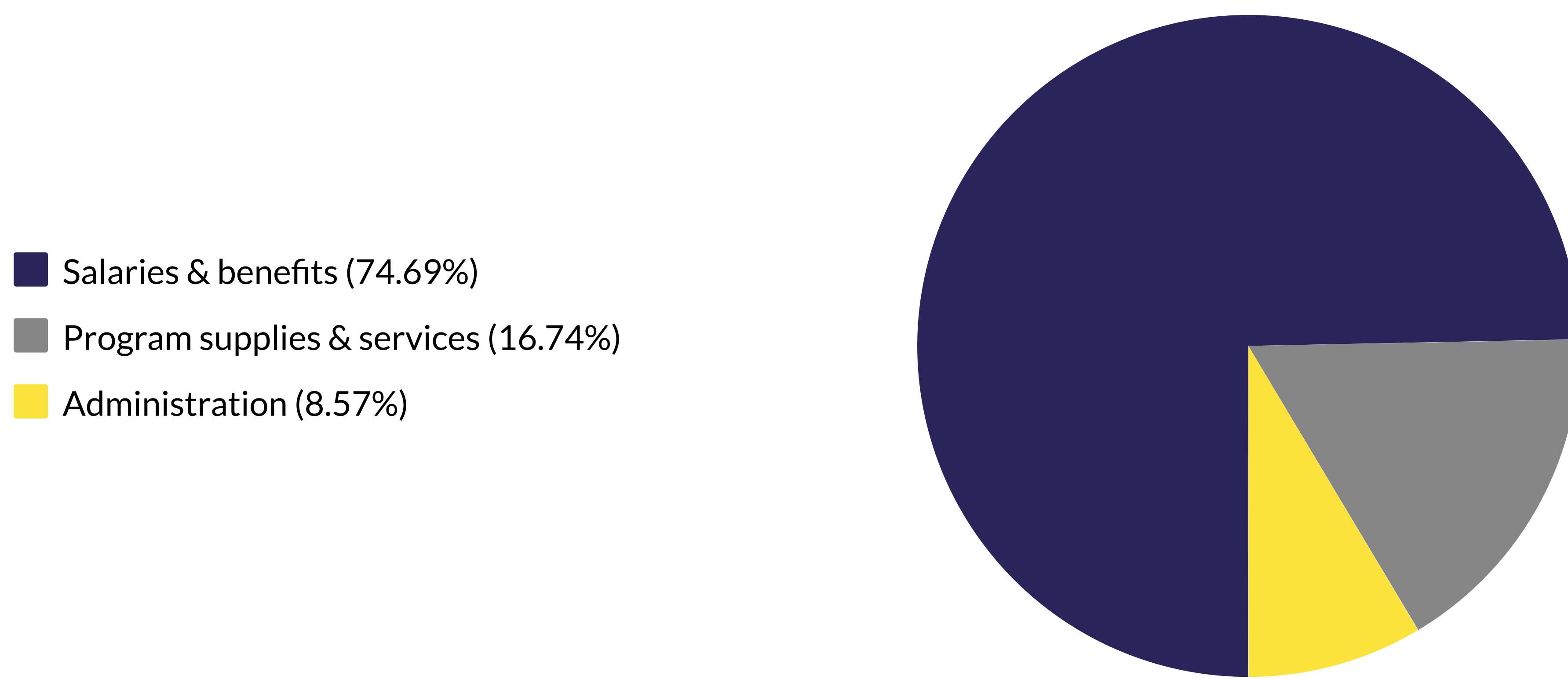
## Expenses



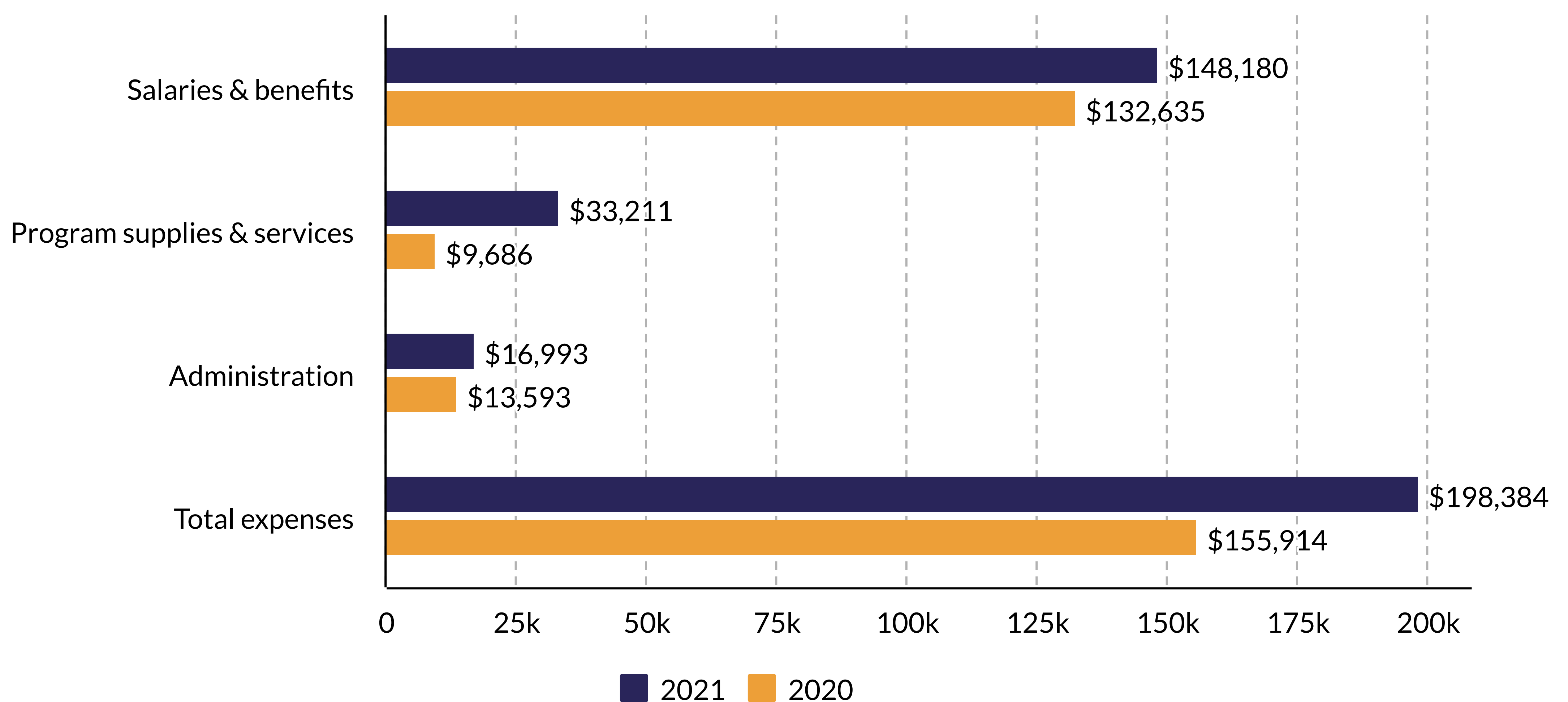
**\$198,384**

Expenses for 2021 were **\$198,384**, compared to \$155,914 in 2020, representing a **27% increase**. This increase is primarily related to the expenditures matched to the increased grant revenue realized during the year. Project made possible through these grants were: 3D printing and vinyl cutting, Chromebooks, and COVID-19 related-expenditures. The Door finished 2021 with an **excess of revenues over expenses** of \$1,794, as compared to \$25,475 in 2020.

### Expenses 2021



### Expenses 2021 vs. 2020



## How you Help

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

### **Our Volunteers and Donors**

In the midst of lock-downs, restrictions, and mandates, our amazing Fundraising Committee of volunteers, under the leadership of Board Member Ashley McMullan, successfully organized and hosted several virtual events. We are also thankful our generous community and local businesses for always showing their support.

#### **The Door would like to give special thanks to:**

BIA Chinatown  
 Chrome Divas  
 City of Ottawa  
 Clarington Investments  
 Domino's Pizza  
 Dynamic Investments  
 Enbridge  
 Fidelity Investments  
 Harry P. Ward Foundation  
 Kelly Funeral Home Somerset  
 Manphong Supermarket  
 Massine Your Independent Grocer  
 McPhail Baptist Church  
 New Beginnings for Youth  
 O-Frango Food Truck  
 Ottawa Chapter of the Guardians of the Children  
 Ottawa Community Foundation  
 Ottawa Food Bank  
 RBC Wealth Management Dominion Securities  
 Shiraz Food Market  
 Stolen Goods  
 Tracy Arnett Realty  
 ...and our many private donors

### **Our Community Partners**

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.

#### **The Door would like to give special thanks to:**

Counselling Connect  
 Panorama Wealth Management  
 Parkdale Food Centre, Growing Futures  
 SHOUT  
 StreetSmart