



# NROCRC

Community Resource Centre

Nepean • Rideau • Osgoode • 25 years

## 2014-2015 ANNUAL REPORT

25th Anniversary  
1990-2015



COALITION OF COMMUNITY HEALTH  
AND RESOURCE CENTRES OF OTTAWA  
*Together we make a difference.*

COALITION DES CENTRES DE RESSOURCES  
ET DE SANTÉ COMMUNAUTAIRES D'OTTAWA  
*Ensemble, nous faisons la différence.*

# President's Message

Darryl Bilodeau

I'm pleased to report that NROCRC, now celebrating our twenty-fifth year, continues to deliver on our mission to serve the needs of our diverse community by working in partnership with community members and stakeholders. It is amazing to think about how far NROCRC has come since 1990. We can all be proud of the accomplishments of our dedicated staff, and the continued quality of our programs and services. Some of our accomplishments in 2014/2015 include:

**Governance:** In February, the Board participated in a meeting facilitated by Valerie Stam, a PhD Student in the Department of Sociology and Anthropology at Carleton University. During this meeting the Board discussed the successes and challenges of the past five years, and strategies for continuing to meet NROCRC's mission.

**Strategic Plan:** In late January, Board members and staff participated in a strategic retreat facilitated by Martin Evison, to review NROCRC's Strategic Plan, which was first adopted in 2011. The Board recognizes its responsibility to ensure that NROCRC has strategic goals which are realistic and provide the organization with the necessary guidance to fulfill its objectives. I am pleased to report that we achieved our objective to develop an updated strategic plan for guiding us through the next three years.

**Human Resources:** I would like to thank Martin Evison, chair of the Human Resources Committee. This past year, NROCRC adopted a Harm Reduction Policy as well as a Concussion Policy both of which will help to guide NROCRC staff in their work.

**Communications and Fundraising:** In March, NROCRC adopted a new bilingual logo to help improve signage visibility and recognition of the organization within the community. In April, we held our fourth annual "Shine a Light on our Youth" fundraising event. This year's event had a net profit increase of 12%, and our corporate sponsorships grew by 37% compared with last year's event. Our Board continues to look forward to promoting NROCRC's programs and services, and raising the funds necessary to meet the needs of the community.

**Finance:** Thanks to Vela Tadic, Vice President-Finance and the chair of the Finance Committee for helping ensure that NROCRC continues to maintain the highest standards of financial transparency and accountability.

**Board Membership:** This past year the Board was sad to receive the resignations of two directors. I would personally like to thank Jennifer Ellis and Sean McDade for their contributions to NROCRC during their tenure as Directors. Our Nominations Committee continues to actively recruit community members to ensure that our Board composition reflects the needs of our diverse community.

In summary, we have accomplished a lot during our first twenty-five years, and have empowered countless members of our community to overcome adversity. Our accomplishments in 2014/2015 continue to build on this legacy, and are due to the efforts of our dedicated staff under the leadership of our Executive Director, Sandy Wooley. Under Sandy's leadership, NROCRC is better positioned than ever to continue to meet the needs of our diverse community. On behalf of the Board, I would like to thank you for the privilege and the honour of continuing to serve NROCRC as its President. On behalf of the Board of Directors, I would like to congratulate each and every member of the staff for their contributions towards NROCRC's accomplishments.



Darryl Bilodeau with Parkwood Hills After School Kids Club Zumba Performers

## Board of Directors

**President:**

Darryl Bilodeau

**Vice President-Finance:**

Vela Tadic

**Vice President-Governance:**

Gudrun Klingelstein

**Directors:**

Linda Reasbeck

Janet Morris

Martin Evison

Jared Kitcher

Anthony Lawrence

# Executive Director's Message

Sandy Wooley

More than 25 years ago, a group of caring individuals recognized the need for community support services in Nepean, and fulfilled their vision by opening a resource centre called Nepean Community Resource Centre. NROCRC is now celebrating 25 years of service, 25 years of investing in our community, and 25 years of helping individuals and families to lead better lives! There have been many changes over the years, including our name, logo, and location. Still throughout this time the core values of so many incredible people have endured, enabling our great organization to grow and transform, while continuing to meet the original goals of supporting our community.

This past year has seen a wide variety of changes, activities, and successes as NROCRC continues to invest in our neighbourhoods. Our vision "that all residents of Nepean, Rideau and Osgoode live in a safe, just, and healthy community" continues to be a priority for the dedicated board members, staff, and volunteers, without whom our accomplishments would not be achievable. Thank you to each and every one of you!

We have recently reviewed and updated our strategic plan, which is available in this Annual Report. The report also contains updates on the important work that we do every day at NROCRC. You'll learn more about our programs and services including Counselling, Housing Loss Prevention, Youth Programming, Children's Programming, Elder Abuse Response and Referral, as well the financial health of our organization.

Partnerships continue to be one of our priorities including those with that we have with the Coalition of Community Health and Resource Centres (CHRC), the South Nepean Community Health Centre (SNCHC), Nepean Housing Corporation (NHC), Algonquin College, St. Paul University, iSisters Technology Mentoring, and Ottawa Public Health (OPH).

I'd like to recognize the support that we receive from the City of Ottawa. The mayor, council, and staff recognize the importance of the services that we provide and our capacity to deliver. The financial contributions and support are key reasons for our continued growth and ability to do great work in our neighbourhoods.

Thank you to all of NROCRC's partners and supporters who see the value of our work and help us to continue to invest in our communities and improve peoples' lives!



Sandy Wooley  
Executive Director



Nancy Dudman  
and  
Becky Wolfe



Lindsay Rowlands  
and  
Brad Spooner



Rose Marie Garces, Katherine Occhiuto, Morag Foster, Alison Timmons, Lindsay Rowlands

## NROCRC's Champion

Each year we are honoured to select an individual and/or group who show an extraordinary commitment to NROCRC's Mission, Vision, and Values.

Sandi Grant, Manager of Staples Merivale Road has shown incredible support of our Tools 4 School Program. For the past three years Sandi has worked with Staples to raise the needed funds to assist NROCRC to purchase back pack and school supplies for more than 400 young people from Kindergarten age right through to grade12.

Congratulations and thank you to Staples Merivale Road and Sandi Grant!



## Volunteer of the Year 2015

Volunteers are an essential part of NROCRC. The assistance, support and enthusiasm of volunteers enable the agency to offer a more comprehensive and diverse range of community activities. By working alongside each other, staff and volunteers are able to reach out to a larger number of community residents.

NROCRC would like to recognize this year's volunteer of the year Zarak Ali.

Zarak assisted with NROCRC's Friday evening Youth Drop-In program at Sir Winston Churchill Public School.

He helped staff in the set up sporting equipment, organizing drills, and ensuring the children were playing fairly. Zarak was reliable, engaged and always took initiative during programming. He was truly a role model for participants, other volunteers, and staff.

Thank you for all your hard work Zarak!



NROCRC's Champion,  
Sandi Grant of Staples,  
Merivale Road

STAPLES



NROCRC's 2015 Volunteer of  
the Year, Zarak Ali



Starbucks, United Way with  
NROCRC at Nepean  
Community Garden 2010

# Shine a Light on our Youth

NROCRC values the importance of keeping children and youth active and involved in their communities.

Funds raised through Shine a Light are dedicated toward youth counselling and youth programming.

- 2012 raised \$8,000
- 2013 raised \$11,000
- 2014 raised \$18,000
- 2015 raised \$21,000
- 2016 goal \$26,000

NROCRC provides 200 youth counselling sessions per year to youth between the ages of 12 and 17 years.

53 children enjoy NROCRC's After School Kids Club at Manordale Public School and Parkwood Hills.

Over 500 local children and youth access NROCRC's programs in Parkwood Hills, Manordale-Craig Henry, Bells Corners, Manotick and Barrhaven.

Thank you to all of our guests, sponsors and to those who donated auctions items, without whose support our event would not be the great success that it has become!

# Tools 4 School

Tools 4 School is supported solely by individual and business donations. With the help of Staples-Merivale Road, Dylan Black-Boom 99.7, Nepean Kiwanis Club, Ottawa Senators-Cody Ceci, Boston Bruins-Ryan Spooner, and many businesses' raffle prize donations, Tools 4 School was able to provide 400 backpacks filled with school supplies to students from Junior Kindergarten to Grade 12.



Tools 4 School BBQ with Boston Bruins-Ryan Spooner and Ottawa Senators-Cody Ceci



Rogers daytime Ottawa host/producer Derick Fage emcee at Shine a Light on our Youth



Parkwood Hills After School Kids Club Zumba performers-Shine a Light on our Youth 2015

# Community Development

Over the past year our community development team has continued its efforts in priority neighbourhoods and expanded its youth programming in multiple communities. Through our continued partnership with the South Nepean Community Health Centre's (SNCHC) health promotion team, we work collaboratively with local residents and stakeholders to address the social determinants of health including poverty, unemployment, accessibility, food security, isolationism, safety, and early life opportunities.

Thanks for the support of our funders who make NROCRC's programming possible: City of Ottawa, Trillium Foundation of Ontario, Community Development Framework, Accenture, City of Ottawa-Rural Affairs, RBC Foundation, Community Foundation of Ottawa, Green Shield Foundation, TD Canada Trust, City Councillor Keith Egli and United Way Ottawa.

Programs and Initiatives in NROCRC's communities include:

- Good Food Market Initiative at Inverness Park
- Parkwood Hills Fun Day
- Women's Crafting Group
- Parkwood Hills 'Movies in the Park'
- Art Workshops
- Girls Crafting Nook
- Manotick Youth Drop-In
- Food Handler Training
- Babysitting Course
- iSisters Technology Mentoring-Computer Program for Women
- Social Enterprise Pilot Project
- Manordale Youth Group
- 'I Love to' Programs
- Parkwood Hills Playgroup
- 'Young at Hearts' (Program for residents 55 and over)
- Manordale-Woodvale Kids Cool Group
- Annual Youth Basketball Tournament
- Parkwood Hills Youth Leadership Group
- Barrhaven Teen Advisory Group
- Bells Corners Teen Advisory Group
- Parkwood Hills Sports and Recreation Programs-engaged 184 youth and children, 75 adults and 15 volunteers.



Top: Trillium Foundation Launch

Middle: Parkwood Hills Fun Day

Bottom: Parkwood Hills Youth Basketball Tournament



iSisters Technology Mentoring-Computer Program



Tanglewood 'Young at Hearts' Group

## Counselling

NROCRC Master's level counsellors provide confidential, free services to individuals, couples and families. Our counsellors support clients by addressing their day to day problems through short-term counselling support or by 'bridging the gap' until longer-term specialized support becomes available.

Our counselling work is based primarily on an in-depth holistic approach that identifies the needs, strengths and goals of the client in order to encourage healthy change. It is client-centered and generally nondirective in nature. Our counsellors have worked with individuals, couples and family members who are facing major life issues including: depression and anxiety, stress, relationship difficulties, unemployment, financial instability, abuse, addictions, trauma, terminal illness, death and bereavement, and parent-child relationship concerns.

NROCRC provides counselling to youth, ages 12-17, at a capacity of 2 days a week. Support is provided for an array of topics including: anxiety/panic, depression, stress, peer relational difficulties (including bullying), behavioral problems, substance abuse, sexual orientation, learning challenges, separation/divorce/blended family difficulties, bereavement, abuse and trauma, and employment entry difficulties. Mandated counselling was available to youth enrolled in the Ottawa Community Youth Diversion Program.

NROCRC's Counsellors continued to host/supervise counselling interns (M.A.) from Saint Paul University. As a valued part of the Counselling team, they covered our Intake desk and provided assessment, crisis-intervention, short-term counselling and information and referral services.

## Housing Loss Prevention

For the past decade the Federal and Provincial governments have funded the Housing Loss Prevention Program at NROCRC. The program has been very successful; however as is often the case, change is needed to address a growing trend. Homelessness (Housing) in Ottawa has been a major issue that has been discussed at all government levels. The decision was made that the current Housing Loss Prevention model, providing education, awareness and crisis support for those at risk of housing loss, would be aligned with a Housing First model. The Housing First model targets the chronically homeless who require immediate housing and support from multiple agencies. The entire Housing Program in Ottawa was reviewed in 2014/2015 resulting in the elimination of the Housing Loss Prevention Network and the valuable service provided by a collection of agencies. Unfortunately, NROCRC was no longer funded to provide the Housing Loss Prevention Program for residents in Nepean, Rideau and Osgoode beyond March 31, 2015.

NROCRC has developed a partnership with Housing Help and will continue to provide housing support 2 days per week from our centre effective April 1, 2015. It is extremely important to continue to offer housing support to the communities we serve.

NROCRC would like to thank all the staff, volunteers and partners who were committed to supporting individuals and families in housing need. Your dedication to our clients has made a difference to many lives.



Top: Sheila Norquay, Counsellor  
Middle: Rhonda Fields, Counsellor  
Bottom: Sheila Norquay and Howard Kravitz-Pride Parade 2009



Nancy Currie and Phil Elwell, Housing Loss Prevention Workers 2011

# EARRS

The **Elder Abuse Response and Referral Service (EARRS)**, a city-wide program, provides assessments, emotional support, home visits, education and awareness presentations, information, consultation and referrals to older adults who are victims of abuse. We work mainly with older adults, concerned family members of older adults and service providers.

**Number of clients : 122**

### Types of Abuse:

**Emotional : 29%**

**Verbal: 22%**

**Physical: 10%**

**Financial: 54%**

**Abuse of POA: 15%**

**Neglect: 17%**

**Many clients experience multiple forms of abuse**

The EARRS team also provides elder abuse awareness and prevention education and training to seniors and service providers.

Our Crisis Bed Program provides up to 7 days emergency accommodation in participating retirement homes for older adults who are escaping abuse. The program is also available to older adults who are at risk of abuse due to caregiver burnout. We entered into a partnership with Visavie who locate appropriate accommodations for the program.

EARRS continues to chair the Ottawa Elder Abuse Response Committee (OEARC). And are also members of the Francophone working group whose mandate is to ensure that elder abuse services are accessible to the French population. EARRS recently joined the Home Takeover Committee. This City of Ottawa committee focuses on issues and resolutions related to home takeovers.

# Income Tax Clinics

NROCRC's annual Income Tax Program is offered in March and April to residents of Nepean, Rideau and Osgoode with low income. This year's volunteers successfully completed more than 600 returns!



Alison Timmons  
EARRS Coordinator



Monique Blais  
EARRS Intake Worker



Strength of Seniors  
Conference 2011

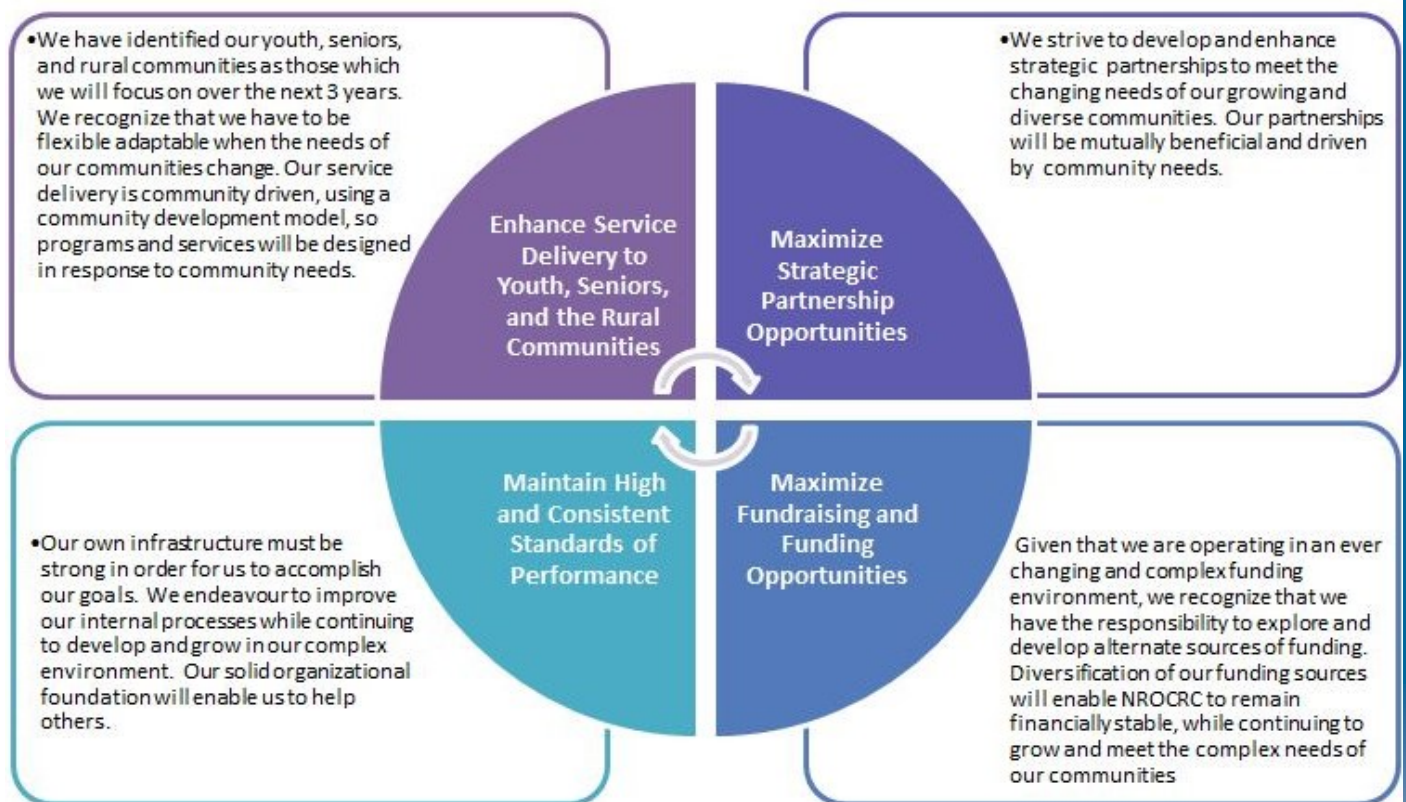


# Strategic Plan

2015 to 2018

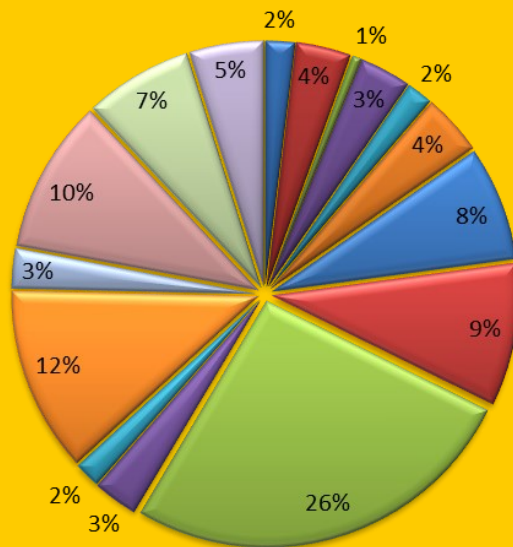
In January 2015, Board members and staff participated in a strategic retreat facilitated by Martin Evison, to review NROCRC's Strategic Plan, which was first adopted in 2011. The following graphic summarizes the four current goals that have been identified and will be NROCRC's priorities for 2015 to 2018.

## NROCRC Strategic Plan 2015-2018



**Mission Statement – To work in partnership with community members and stakeholders to improve the social determinants of health and meet the needs of the diverse communities within Nepean, Rideau and Osgoode**

## 2014-2015 Services



- Women - Violence 2%
- Baby Cupboard 1%
- Diabetes 2%
- Youth Leadership 8%
- Children/Youth Social & Rec 26%
- Tools 4 School 2%
- Income Tax 3%
- Playgroups 7%
- Elder Abuse/Seniors 4%
- Legal Aid 3%
- Housing 4%
- After School Kids Clubs 9%
- Adult Social & Rec 3%
- Counselling/Intake/Youth 12%
- Community Development 10%
- Food Security 5%

\*This does not include the over 20,000 Information and Referral requests provided by NROCRC yearly.

### NROCRC Seconded Agencies:

Western Ottawa Community Resource Centre—Violence Against Women  
 Centretown Community Health Centre—Diabetes Education  
 Pinecrest-Queensway Community Health Centre—Families First Program  
 Housing Help—Supporting Housing Needs  
 Credit Canada—Financial Counselling  
 Doyle Salewski—Financial Counselling/Bankruptcy/Insolvency

# Financial Statements 2014/2015

## Assets

Current	\$	309,923
Long term		435,492

**Total Assets** **745,415**

## Liabilities and Net Assets

Current 176,498

Deferred contributions related to tangible capital assets 43,556  
Leasehold Inducements 90,229

### Net Assets

Invested in capital assets 148,130  
Internally restricted 99,556  
Unrestricted 187,446

**Total Liabilities and Net Assets** **745,415**

## Revenue

Government 1,108,281  
Non-Government 153,861  
Amortization of deferred contributions related to tangible assets 5,124  
Amortization of leasehold inducements 10,882

**Total Revenue** **1,278,148**

## Expenses

**Salaries and benefits** **886,224**  
Office rental 162,602  
Other operating costs 203,054

**Total Expenses** **1,251,880**

**Excess of revenues over expenses for the year** **\$ 26,268**

Copies of audited financial statements are available at NPROCR.



Nepean, Rideau & Osgoode Community Resource Centre gratefully acknowledges the financial support of the City of Ottawa/Nepean, Rideau & Osgoode Community Resource Centre remercie sincèrement la Ville d'Ottawa de son soutien financier.



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