



CHEO Healthy Kids Award: Youth Active Media Project

2013—2014 ANNUAL REPORT



Nepean, Rideau and Osgoode
Community Resource Centre
NROCRC

President's Message



Darryl Bilodeau
President
NROCRC

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

Jennifer Ellis

Sean McDade

As NROCRC's incoming President, I'm pleased to report that NROCRC, now in its twenty-fourth year, continues to deliver on our commitment to serve the needs of our diverse community, the largest catchment area of all thirteen Community Health and Resource Centres in the City of Ottawa. Some of our accomplishments in 2013/2014 include:

Governance: We have completed a thorough review of NROCRC's governance policies, we implemented a monthly governance checklist, and we completed our first Board self-evaluation survey. Gudrun Klingelstein, our Vice President-Governance has done a superb job of ensuring that the Governance Committee continues to fulfill its mandate.

Human Resources: Thanks to Martin Evison, chair of the Human Resources Committee, we conducted a detailed review of NROCRC's current employee policies, health and dental benefits package, and adopted a new package for new hires which is both competitive and sustainable.

Communications and Fundraising: In March, NROCRC's Youth Active Media Project was selected as the winner of CHEO's Healthy Kids Award in the Youth for Youth Project category. Our youth documentary film makers accepted the award and participated in a live interview on CTV. In April, NROCRC held its third annual "Shine a Light on our Youth" fundraising event. The event exceeded our expectations, with a net profit increase of 61% compared with last year's event. The Board is looking forward to continuing to raise NROCRC's public profile and raising the much needed funds to carry out our important work.

Finance: NROCRC's financial accountability and sustainability is among our highest priorities.

Vela Tadic, our Vice President-Finance is the chair of our Finance Committee, and has guided her committee through a detailed review of NROCRC's finance policies to ensure that NROCRC continues to maintain the highest standards of transparency and accountability.

Strategic Plan: Board members and staff are looking forward this fall to participating in a comprehensive review of NROCRC's Strategic Plan, which was first adopted in 2011. As Board members it is our responsibility to ensure that NROCRC has strategic goals which are realistic

and provide the organization with the necessary guidance it needs to fulfill its objectives.

Board Membership: We continue to actively recruit community members to ensure that our Board composition reflects the needs of our diverse community, which includes urban, suburban and rural communities, new Canadians, youth, seniors, and vulnerable populations.

In summary, on behalf of the Board I would like to thank you for the privilege and the honour of continuing to serve NROCRC. Our accomplishments this past year are due to the efforts of

NROCRC'S dedicated staff under the leadership of our Executive Director, Sandy Wooley. On behalf of NROCRC's Board of Directors, I would like to congratulate each and every member of the staff for their contributions towards NROCRC's accomplishments this past year. I would also like to personally thank the members of our Board of Directors and Lorraine Bentley, NROCRC's Past-President for your support and guidance during my first year as incoming President.

Sincerely,

Darryl Bilodeau



Bravveen and Noah
CHEO Healthy Kids Award



Martin Evison, Sandy Wooley, Darryl Bilodeau and Kyle Kearnan

Executive Director's Message

This past year has seen a wide variety of changes, activities, and successes as NROCRC continues to help individuals and families lead better lives. 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 continued to work closely with many key partners including the Coalition of Community Health and Resource Centres, the South Nepean Community Health Centre (SNCHC), Nepean Housing Corporation (NHC), Algonquin College, and St. Paul University. Our funding continues to grow and allow us to diversify our programming to meet the needs of our growing community. This past year we saw new sources of funding from the Provincial Ministry of Long Term Care for our Elder Abuse Response and Referral Service (EARRS), from the Community Foundation of Ottawa (CFO) and The City of Ottawa Rural Affairs for our Rural Youth Programming as well as the Trillium Foundation of Ontario and CFO for the Good Food Market Program.

I'd also 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 along with the organizational support are key reasons for our continued growth and ability to do great work in our neighbourhoods.



Ottawa Police Service,
Shine a Light on our Youth 2014

Our third annual 'Shine a Light on our Youth' fundraising event took place in April raising \$18,000 and surpassed our goal of \$16,000. The funds were dedicated to our Youth Counselling services. These

services are free of charge and available to youth ages 12 to 17. Attendance for the event has grown by 62% and dollars raised have grown by 108% since our first event in 2012.

We were honoured in 2014 when our Youth Documentary – *Take Action Parkwood Hills* was the recipient of the CHEO Healthy Kids, Youth for Youth Award. This documentary was produced by a group of outstanding young people who worked very hard and diligently to put together a very interesting view of their neighbourhood, its strengths and weaknesses, and the changes that they would like to see to improve the quality of life for its residents. Congratulations!!!

During the past year we've seen an increase in the work that we've been able to accomplish in our rural areas, specifically with the youth in Manotick. We continue to work with our rural partners and communities in order to meet the different challenges that our rural population faces, such as access to transportation, isolation, and access to services.

This Annual Report contains many more updates on the work that we do at NROCRC. You'll learn more about our programs and services including Counselling, Housing Loss Prevention, Community Development, Youth Programming, Children's Programming, Elder Abuse Response and Referral, as well the financial health of our organization.

As we move towards 2015, which marks a milestone anniversary for NROCRC, we're looking forward to reviewing our three year strategic plan. We'll explore our successes, challenges, and opportunities, in order to set the path towards continued progress and improvement of the social determinants of health of our residents. We're excited about celebrating our 25th year!!!

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



Sandy Wooley
Executive Director
NROCRC

"The Receptionist is so helpful and friendly, patient and understanding. She is always a big help."

Volunteer of the Year 2014

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.

A study by Dr. Neena Cappell, Director of the Centre on Aging, University of Victoria found that: *“People who give their time to a volunteer activity, especially if it involves helping others are happier, healthier, and live longer”* *.

NROCRC has been privileged to have 49 volunteers provide 1519 hours of their time to support people in need in the community.

Each year an outstanding volunteer is recognized for their demonstrated commitment, compassion and dedication in helping others.

NROCRC has selected the Income Tax Team as the recipient of the 2013-2014 Volunteer of the Year Award. The Income tax team, led by Deborah Holohan, contributed a total of 860 volunteer hours and helped 530 community members.

The staff at NROCRC would like to extend a huge thank you to all the volunteers and congratulations to the Income Tax Team.

* Volunteer Canada

Shine a Light on our Youth

Shine a Light on our Youth continues to provide much needed financial resources for essential youth programming.

2012 raised \$8,850

2013 raised \$11,446

2014 raised \$18,388



2014 Title Sponsor



Sir Robert Borden High School Jazz Ensemble, SRB has played during the reception at Shine a Light on our Youth since the very beginning in 2012!

461 local youth accessed NROCRC's programs in Parkwood Hills, Manordale-Craig Henry, Bells Corners, Manotick, and Barrhaven in 2013.



Jaime Fife, Nancy Dudman, Sandy Wooley and Becky Wolfe,

2014 Shine a Light on our Youth

96 youth enjoy NROCRC's After School Kids Clubs at Manordale Public School and Frank Ryan Catholic Elementary School

NROCRC provided 150 youth counselling sessions in 2013. Shine a Light on our Youth raised enough funds to increase the Youth Counsellor position to 2 days per week!

Counselling

NROCRC Master’s level counsellors provide confidential, free services to individuals, couples and families living in the Nepean, Rideau and Osgoode catchment area. Our counsellors endeavour to help clients address day to day problems or ‘bridge the gap’ until longer-term counselling can be put in place through referral to other specialized community agencies.

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.

Youth counselling services continued to be provided two days per week.

Counselling Services

- Assessment, crisis-intervention and short-term counselling
- Information, personal support and referral services (including bridging vulnerable clients to long-term or specialized services)
- Psycho-educational/ Health Promotion Groups / School Workshops
- Outreach at South Nepean Satellite Community CHC office
- Emergency Bus Tickets
- Emergency Food Gift Cards



Sheila Norquay Counsellor and Monique Blais EARRS Intake Worker at Parkwood Hills Fun Day

Heath Promotion Groups

Adults

- NROCRC/Amethyst Women’s Addictions Centre Women’s Groups:
 - “Women & Assertiveness”
 - “Stress & Wellness”

Youth

- NROCRC/Carlington CHC partnered to provide an 8 week program to Sir Guy Carleton High School, “Keeping it Cool”
- NROCRC/South Nepean Satellite Community Health Centre partnered to provide 1 day of workshops to St. Mark’s High School, “Body image and the Media”
- NROCRC/Ottawa Police Services partnered to provide the “Parents and Prevention” workshop
- Workshop to the Rural Youth Employment Program, “Communication in the Workplace”

Counselling Interns

Throughout the past year, our Counsellors continued to host counselling interns from Saint Paul University (M.A.). Counselling interns cover our Intake desk and provide assessment, crisis-intervention, short-term counselling and information and referral services to individuals from a wide variety of backgrounds, ages and occupations. As such, they are an invaluable part of the Counselling team.

“Staff with a SMILE”



*Katherine Occhiuto
Youth Counsellor /
Community Developer*



*Rhonda Fields Counsellor
(Youth and Adults)*

“Open to all minorities.”

Community Development

Our community development team has continued its efforts in priority neighbourhoods and has expanded its reach to work with youth in the rural community of Manotick. Through our partnership with the South Nepean Satellite 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, affordable housing, accessibility, food security, isolationism, safety, and early life opportunities.

Following NROCRC's response in 2013 to the Fentanyl outbreak in the village of Manotick, funding from Community Foundation of Ottawa, Rural Affairs, Community Development Framework (CDF), United Way Ottawa and RBC Foundation was secured for the purpose of providing more social-recreational opportunities for vulnerable youth. NROCRC was able to run a weekly youth drop-in and assist in the development of a community network dedicated to addressing the sustainability of youth programming within the Manotick community.

In our Parkwood Hills neighbourhood, we received funding from CDF to facilitate the identification of existing community skills and expertise through a 'Tree of Strengths' project. This information was then used to develop community-led workshops; showcasing the existing knowledge within the community, and connecting community members. Numerous training and workshop opportunities were also made available to residents which directly supported community identified priorities and needs.

The 2014 Parkwood Hills Fun Day was a resounding success with approximately 450 attendees participating in the day's activities. This annual event is made possible by the generous contributions of the Parkwood Hills Stakeholders Committee – a network of dedicated local service providers, Ward 9 City Councillor Keith Egli, City of Ottawa Community Police Officers, local schools, faith-based organizations, local businesses and the United Way Ottawa all of whom are dedicated to enhancing their communication, collaboration, and cooperation to help address issues in our neighbourhoods.

Through a Coalition of CHRCs Trillium funding submission, and in partnership with the SNCHC, NROCRC was able to improve community access to healthy and affordable fresh food with the Good Food Market initiative. Due to the success of this project, and the dedication of the community coordinators and volunteers, we were able to successfully expand the markets to include new locations during 2014.

NROCRC entered its second year of Trillium funding for recreational programming in the Parkwood Hills community. We've been able to offer recreational programming at multiple sites and to a range of age groups ensuring that all community members are able to access programming to promote physical and mental well-being. Trillium funding has allowed NROCRC to provide programs to approximately 600 people to date.

NROCRC also offered two afterschool programs which supported educational, social, and recreational opportunities for children. We helped to facilitate the I Love to Play Soccer, I Love to Swim and I Love to Skate programs in partnership with the City of Ottawa. NROCRC's annual Tools 4 School program - in partnership with Staples and through the generosity of many community members, partners, and businesses - was able to provide school supplies and backpacks to 350 children and youth in need.

NROCRC provides 3 playgroups a week for parents and caregivers of children 0-6 years of age. Two playgroups operate in Parkwood Hills in partnership with St Mark's Anglican Church and one in Tanglewood in partnership with the Ontario Early Years Centre Nepean Carleton, City View Centre for Child and Family Services and the Tanglewood-Hillsdale Community Association.

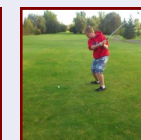
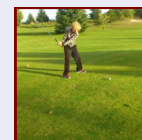
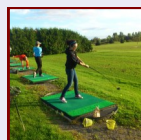
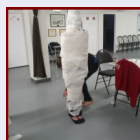
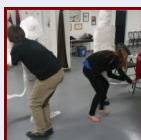
Manotick Youth

This year has been great for the youth in Manotick. Attendance at the weekly drop in has tripled since the program started in January. At some of our special events like ziplining there have been almost 30 in attendance. The youth are getting more involved in planning and programming with some of the youth running their own events such as improv night. There have been suggestions on how we should move forward including having homework clubs and resumé building programs.

The youth have helped out with multiple fundraising events including Manotick's Dickinson Day and Shiverfest. Through these events they have raised over \$1,400 to help keep our youth programming. The youth love attending the drop in and have said that they plan their week around the events.



Manotick Youth
Getting ready to zipline at Camp Fortune



Community Development

Youth Programming

Over the past year, with the support of Accenture, NROCRC was able to continue delivering programs for youth which aimed to build and enhance leadership, as well as social and communication skills. In terms of youth participation, an average of 12 youth ages 9-13 attended the weekly Youth Drop in Barrhaven.

In Bells Corners the Teen Advisory Group (TAG) brought together an average of 10 youth twice a month. The Manordale Youth Basketball Program provided an opportunity for youth to learn and enhance basketball skills, team building and social skills. This program was a pilot project and based on the feedback/evaluation by participants and parents, was continued in September 2014.

Youth Recruitment During the Community Day Event – Manordale 2014

With the same Accenture funding, NROCRC partnered with the Manordale–Woodvale Community Association (MWCA) to support their initiatives and move the community forward. The results of a community survey conducted from May to October 2013, reflected the need of youth activities. NROCRC then implemented the Manordale Youth Basketball Drop In program for youth aged 13–16.

Additionally, NROCRC supported MWCA to put together an action plan to create a youth group which was implemented in September 2014. In response to the need for youth recreational activities, the I Love to Play Soccer program ran during the summer. A total of 21 children ages 6–12 participated in the program.

NROCRC also supported the development of a partnership between MWCA and the Knox United Church, which will provide space for activities and programs for the community when needed. NROCRC has been also a great supporter of all the community events that run in Manordale year round.

Next steps include facilitating a community visioning exercise and developing a work plan as well as the creation of a seniors program.

Manordale-Woodvale and Tanglewood Hillsdale Communities

NROCRC entered its third year of a three year Trillium funded grant in the Tanglewood and Manordale Communities. NROCRC has partnered with the Tanglewood-Hillsdale Community Association (THCA) to provide a monthly seniors program, babysitting courses and to work on rejuvenating Medhurst Park.

In the past year, we worked in partnership with the THCA to host a community visioning exercise in Tanglewood which lead to the creation of a community work plan.

It has now been a year since the “Young at Hearts” Program for residents 55 and over started operating. This monthly program is currently attracting 15 to 30 seniors. Feedback shows that this program has helped reduce isolation in the neighbourhood. Next steps include working on a sustainability plan to keep this program running.



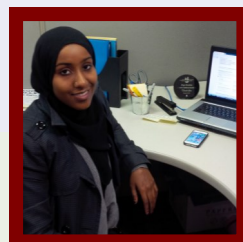
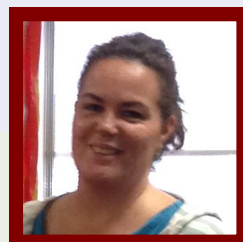
Parkwood Hills Community Tree Activity



Tanglewood-Hillsdale Corn Roast

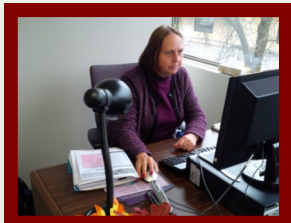


“All the programs help us to connect with people.”



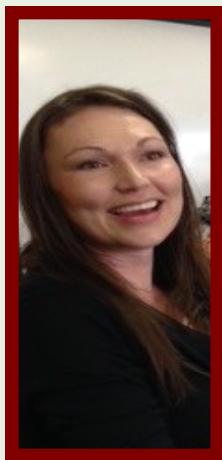
Our Community Developers:
 (left to right)
 Lindsay Rowlands, Rose Marie Garces and Urge Ibrahim

Housing Loss Prevention



Nancy Currie
Housing Loss Prevention

"Nancy C was so amazing in helping us. She went above the call of duty!"



Margaret Eljallad
Housing Loss Prevention

Eviction disrupts the lives of families and imposes costs and hardships on both the tenants, landlords and communities. In some cases, eviction can result in absolute homelessness, including reliance on emergency shelters and other social services. Successful eviction prevention initiatives can prevent these costly outcomes.

The vast majority of evictions are economic in nature, involving some form of non-payment of rent. Evictions occur in both private and social housing. A significant number of evictions are believed to be preventable, since many are caused by misunderstandings or a temporary lack of funds due to an unexpected incident.

Nancy Currie and Erika Burns are NROCRC'S Housing Loss Prevention Team. Erika joined the team in February of this year and Nancy has been with NROCRC since 2009.

Erika is involved in Community Outreach and education for various community partners, local landlords and tenants regarding housing issues. Erika continues to provide support in our rural areas through the Rideau Goulbourn Community at Risk Network (RGCARN), to stakeholders and is very involved with community development and awareness in the various rural wards.

Nancy's emphasis continues to be on the crisis portion of the housing team. Her main role is assisting clients at risk of eviction through negotiations with landlords and representation at the Landlord Tenant Board. Nancy continues her allocation as an internal review panel member for the Housing Branch (City of Ottawa) as well as support for tenants at risk of losing their subsidy or applications for special status on the city's Social Housing Registry waiting list.

This year NROCRC's Housing Team has begun a new pilot program with the Ontario Works office at the Constellation Crescent location. This program has strengthened the partnership with the Social Service Workers and the Housing Team through

on-site collaboration for various mutual clients.

As of the end of June 2014, 604 single people and families benefited from NROCRC's Housing Team in maintaining their current housing.

Because few tenants seek assistance in opposing evictions, it is likely that eviction prevention initiatives can play an important role in maintaining stable housing for vulnerable households.

The costs most often reported by at risk individuals were the loss of belongings, loss of security or damage deposits, and moving expenses. In addition, the costs of setting up a new residence and higher transportation costs have been described as significant by a number of individuals.

Other costs of eviction:

- Costs of eviction to landlords are substantial, averaging nearly \$3,000 for social housing landlords, and close to \$6,600 for private sector landlords.
- Costs include legal fees, unpaid rent, foregone rent, and rental unit repairs.
- Budgeting for these costs or foregone revenues are operating costs or vacancy costs.
- Landlords may also seek to recover costs from evicted tenants.
- Tenants unable to prevent their eviction experience several limitations of available programs.
- Administrative procedures often are not a good fit with tenant circumstances or needs.
- Tenants facing both eviction and other problems such as addiction, abuse, and lack of knowledge of landlord-tenant laws express feelings of helplessness.

"Erika went above and beyond what I anticipated could be done."

Elder Abuse Response & Referral Service (EARRS)

The Elder Abuse Response and Referral Service (EARRS) provides assessments, emotional support, information, consultation and referrals. We work mainly with older adults, concerned family members of older adults and service providers.

The EARRS Program served a total of 108 clients throughout the fiscal year. In order to assist the clients we made a total of 553 phone calls. The most common form of abuse reported to EARRS is financial abuse which comprises approximately 57% of our cases. Along with financial abuse, victims will often also experience emotional abuse. Approximately 30% of our clients have some form of dementia.

Our Case Manager has assumed the position of Chair for the Ottawa Elder Abuse Response Committee (OEARC) which works to increase awareness of abuse, and to prevent and respond to the abuse of older adults through a coordinated response network. We have created an elder abuse response model for the City of Ottawa. The model examines the current state of services offered to older adults who are experiencing abuse in the City of Ottawa. Our model reveals that there is a lack of sustainable funding for elder abuse services.

Our Case Manager is also working with the Francophone working group to ensure that French speaking older adults with situations of abuse are

being served in their first language and are accessing the services required.

Our Crisis Bed Program provides 7 day respite in participating retirement homes, for older adults who are escaping abuse. The program is also available to older adults who at risk of facing abuse due to caregiver burnout.

In November 2013 the EARRS program received three year funding from the Ontario Ministry of Long Term Care. This new funding allowed us to extend the coordinator position from three days per week to five days per week. The funding also permitted us to have a new intake worker for four days per week.

As of July 2014 our Case Manager began working two days per week at Eastern Ottawa Resource Centre located on Ogilvie Road. This outreach allows the EARRS program to be more accessible to the Francophone community.

Our Case Manager also continues to educate the public and service providers about the services that are available through the EARRS Program.



*Alison Timmons
EARRS Coordinator*



*Monique Blais
EARRS Intake Worker*

"The course was well organized and the presenters very knowledgeable and had first-rate presentation skills."

Fundraising



*Kiwanis Charity Car Show
August 2013*



*Shine a Light on our Youth
2014*



*Tools 4 School Fundraising
BBQ 2014*

A Year with NROCRC



Tools 4 School Fundraising BBQ

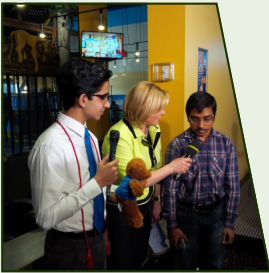


Shine a Light on our Youth

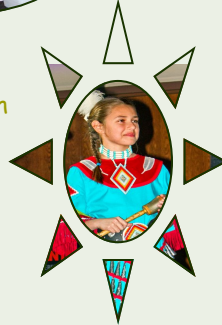


Ontario Trillium Foundation
2013-14 Funding Launch at Parkwood Hills

CHCO Healthy Kids Award



Weddings and Babies

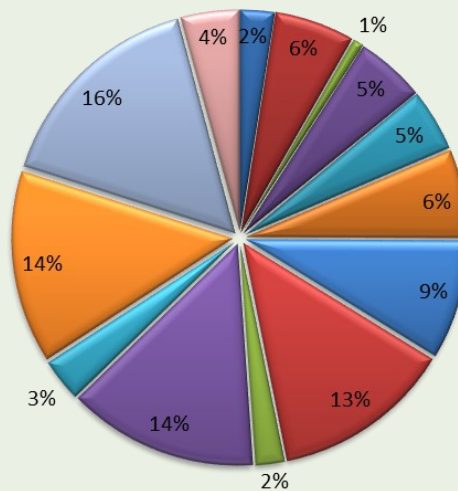


Happy Holidays :)



Spooky Halloween :O

2013-2014 Service Requests



- Women - Violence 2%
- Elder Abuse/Seniors 6%
- Baby Cupboard 1%
- Legal Aid 5%
- Diabetes 5%
- Housing 6%
- Youth Programs 9%
- After School Kids Clubs 13%
- Tools 4 School 2%
- Counselling/Intake 14%
- Income Tax 3%
- Community Development 14%
- Playgroups 16%
- Food Security 4%
- * Information and Referral



Parkwood Hills Fun Day

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

Financial Statement for 2013/2014

Assets

Current	\$	319,455
Long term		438,430

Total Assets **757,885**

Liabilities and Net Assets

Current		199,230
Deferred contributions related to tangible capital assets		48,680
Leasehold Inducements		101,111

Net Assets

Invested in capital assets		146,568
Internally restricted		66,048
Unrestricted		196,248

Total Liabilities and Net Assets **757,885**

Revenue

Government		1,050,163
Non-Government		139,859
Amortization of deferred contributions related to tangible assets		2,562
Amortization of leasehold inducements		7,708

Total Revenue **1,200,292**

Expenses

Salaries and benefits		816,938
Office rental		160,863
Other operating costs		191,181

Total Expenses **1,168,982**

Excess of revenues over expenses for the year **\$ 31,310**



Nepean, Rideau and Osgoode
Community Resource Centre
NROCRC

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MISSION STATEMENT

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.

Vision – Nepean, Rideau and Osgoode Community Resource Centre envisions that all residents of Nepean, Rideau and Osgoode live in a safe, just and healthy community.

Values – Our work at the Nepean, Rideau and Osgoode Community Resource Centre reflects our commitment to:

- Enhancing Community Capacity
- Diversity
- Client-centered Service Delivery
- Empowerment
- Advocacy
- Equality & Accessibility
- Non-violence
- Disease Prevention & Health Promotion
- Transparency
- Integration & Innovation
- Collaboration & Partnerships
- Accountability & Credibility



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.

NROCRC THANKS...

