



NROCRC

Community Resource Centre
Nepean • Rideau • Osgoode



2018/2019

ANNUAL REPORT

NEPEAN, RIDEAU & OSGOODE
COMMUNITY RESOURCE CENTRE
(NROCRC)



MESSAGE FROM THE PRESIDENT & EXECUTIVE DIRECTOR

We are proud of the hard work that our dedicated staff, management, volunteers and board of directors have accomplished over the past year. We serve a diverse community of urban, suburban and rural neighbourhoods, each with their own strengths, challenges and successes. Some of our activities in 2018/2019 include:

In alignment with our strategic plan, we are working to identify the service gaps and address the needs of our youth, seniors and rural populations throughout our catchment. In partnership with the Salvation Army and the Barrhaven BIA we recently held our fourth Annual Top Shelf Ball Hockey Tournament. All funds raised from this successful tournament in Barrhaven are dedicated to Youth programs and services which address mental wellness in the Barrhaven community.

Our 'Shine a Light on our Community' Gala was held in April. This year's event was again very successful, with a net profit of \$33,000. The evening was hosted by

Boom 99.7's Dylan Black and highlighted Dr. Phil Ritchie as our guest speaker, and Johnny Vegas as headline entertainment. Dr. Ritchie spoke to the importance of mental health supports and services and about giving back to our communities, while Johnny Vegas had the guests up and dancing to the classics! The event featured the winners from our inaugural 'NROCRC's Got Talent' contest held in March. Stay tuned for this coming year's event to be held in May 2020, which will feature the finalists of 'NROCRC's Got Talent' competing for the title.

We continue to receive a large number of donations and support from community members and businesses. Donations, sponsorships, and funding from our community are an integral part of our operational budget and we'd like to thank each and every individual, group, and business that supports us and understands that by helping NROCRC we all benefit!

The Finance Committee continued to be active this year and has helped to maintain NROCRC's high standards of financial transparency and accountability. Thanks to the members of the Finance Committee for their guidance and support over the past year.

We are also pleased to report that the Board has just recently approved the renovation of NROCRC's reception area which will improve the accessibility of our services and decrease risks to our staff and clients.

This fall we are also looking forward to conducting a review of NROCRC's strategic plan, which will include reviewing the accomplishments to date and the goals for the remaining 18 months of the plan.

This past fiscal year our board received the resignations of Vela Tadic, Jodi Jaffrey, Maureen Kennedy and recently Brandon

Sydock. Martin Evison has also completed his third consecutive and final term as a Director.

Martin has been instrumental in the continued success of our Shine a Light on our Community Gala, and we're pleased that he will be staying on as a member of our fundraising committee. On behalf of the board we wish Martin, Maureen, Vela, Jodi and Brandon all the best with their future endeavours.

We are pleased to welcome Olivia Reed and Tushar Shakya to our team, and we are excited about the knowledge and experience that they will bring to our organization. We thank the directors who have been so supportive over the past year, including Kristen Douglas, Seppi Sebastian, Martin Evison, Jared Kitcher, Jodi Jaffray, Vela Tadic, Maureen Kennedy, Brandon Sydock, and Raynold Alorse. Our Nominations Committee continues to actively recruit community members so that our board composition reflects the needs of our diverse community.



**Affordable Housing Rally
at City Hall**



Osgoode Block Party

A FEW WORDS FROM SANDY



Writing this page has given me a chance to reflect over the past year, to think about the strengths in our communities, and how our neighbourhoods and our residents work to develop their assets while overcoming barriers. It has also given me an opportunity to appreciate the wonderful people who work and volunteer at NROCRRC; who give so much of themselves to help and empower the people who we see throughout the year.

NROCRRC continues to do our work with a community development lens, focussing on neighbourhoods, while bringing together residents, community organizations, funders, and leaders to build strong communities.

There are so many wonderful initiatives going on at NROCRRC. A few highlights of our past year and our current year include, but are certainly not limited to:

Tornado Relief

On September 21, 2018 tornadoes directly impacted the communities of Trend Arlington and Craig Henry. We saw the immediate coming together of the communities, residents, funders, Councillor Keith Egli, the City of Ottawa, faith groups, and so many more, with the goal of helping those who were most affected. There are more details about NROCRRC's work later in this report.

Social Infrastructure Campaign

NROCRRC's board and staff understand the value of a city that supports and invests in social infrastructure. This means investing in the organizations, people, services, and networks that support the health and well-being of our communities. Investing in Ottawa's social infrastructure means valuing important services such as housing and public transit, community services and recreation, access to good food and childcare, education and employment, long term care and healthcare, and much more. We are currently advocating for the City of Ottawa to make not for profit social service organization funding a priority of this Council's term, to develop a strategy and to increase funding for the not for profit sector.



Capital Pride

Changing Funding Environment

Our current political climate is leaning towards more austere funding and less opportunities for growth and development of our programs and services. As such, our staff and board are working hard to fundraise, and be nimble and creative in how we use our funds and how we develop and continue to offer programs and services. It goes without saying that we are extremely thankful to our funders, including: City of Ottawa, Government of Canada, Province of Ontario, United Way, Ottawa Community Foundation, Ottawa Senators Foundation, and Community Development Framework. Our strong base of partners also allows us to do our work, and to support other organizations and receive support without direct funding.

The Walk-In Counselling Clinic

NROCRC is pleased to announce that we now have weekly Walk-In Counselling services provided by the Walk-In Counselling Clinic and Jewish Family Services. This partnership is a great fit to support mental wellness in our community by providing single session counselling. Counselling is offered in French, English, and Arabic. NROCRC continues to offer important short term counselling for youth, couples, and adults.

Safety Audit

We recently completed a safety audit with the Women's Initiative for Safer Environment (WISE). The audit identified that our reception area needed to be updated and changed to provide a safer area for our staff and our clients. We will be completing these renovations in the fall of 2019.

2020

2020 will mark the 30th year that NROCRC has been involved with and has helped our individuals and families to lead better lives! Our organization has a history and a foundation full of amazing people who give so much of themselves to help others. Thanks to each of you (past and present) for your efforts and contributions towards building our vibrant communities in this great city!

Programs and Services

Much of our work has been highlighted in this report, but there is so much more that we do to promote strong and healthy individuals, families and communities. Thanks to the NROCRC Team, all of our partners and funders, and of course our communities!

***WHEN WE WORK TOGETHER
WE ALL BENEFIT!***

BOARD OF DIRECTORS



Darryl Bilodeau -
President

Darryl Bilodeau is a long-time resident of Ottawa and a lawyer and registered trade-mark agent with DB Business Law PC. His legal practice focuses on matters related to knowledge and technology-based companies, including drafting and reviewing shareholders' agreements, commercial agreements, confidentiality, employment and consulting contracts. He also regularly provides advice on strategies for licensing intellectual property and obtaining Canadian trademark registrations. Darryl obtained a Bachelor of Engineering degree (electrical) with high distinction from Carleton University in 2002. He went on to earn his law degree from Queen's University in 2007. Darryl has been practising law for over eleven years and is also an avid distance runner having completed four marathons and over twenty-seven half marathons (and counting).



Vela Tadic - Vice
President, Finance

Vela Tadic is a clinical social worker with the Bruyere Academic Family Health Team. She holds a Bachelor of Arts with honors degree from the University of Alberta and a Masters in Social Work degree from Carleton University. Within work and the community, she has been Champion of the Chronic Disease Management and Health Promotion Committee, Chair of the Communications Committee, and a member of the Care of the Elderly Workshops among other volunteer experience in various capacities with committees, and as a board member. In her spare time Vela is an outdoor enthusiast with her family and friends.



Brandon Siydock - Vice
President, Finance

Brandon Siydock, our Vice-President, Finance, is a Branch Manager at Alterna Savings. Brandon holds a Bachelor of Commerce degree from Carleton University, with a double concentration in Accounting and Finance. He is active in the community serving as President of Ottawa Myers Automotive AAA Hockey Association, in addition to NROCRC. When not working or volunteering, Brandon enjoys reading, playing hockey and exploring the Barrhaven community.



Jodi-Lyn Jaffrey - Vice
President, Governance

Jodi Jaffray is an Academic Manager at Algonquin College. She holds a Bachelor of Arts degree in Sociology and Psychology, Certificates in Social Work and Infant Mental Health and a Master of Arts in Leadership. While living in Nunavut, Jody volunteered on boards at the community and territorial level and also served as Justice of the Peace. She brings to the board a strong knowledge of community services, board governance, and change leadership along with a passion for giving back to her community.



Martin Evison -
Secretary

NROCRC's Board Secretary is Martin Evison, who is retired from Accenture. During Martin's career he was involved in many business transformation projects including the formation of the strategic plan and goals for the transformation. Some highlights of Martin's career include: leading a post merger integration of two organizations that resulted in the creation of a successful new company, managing the most successful shared service implementation in the Federal Government; and assisting in the transformation of the administration of social welfare shifting the focus to a "hand up" from a "hand out".



Jared Kitcher - Director

Jared Kitcher is an Enterprise Architect Director at Innovapost, the Technology Shared Services provided for the Canada Post Group of Companies. Throughout his career, Jared has been responsible for the delivery of large, complex, technology solutions that provide the underlying support for large business transformations. He has acted as the Corporate Citizen Committee lead for the local office of a large consulting organization, ran multiple corporate United Way Campaigns and volunteers his time for numerous organizations. Jared has previously served as treasurer, secretary, vice-president and president as part of his work with non-profit and community organizations.



Maureen Kennedy -
Director

Maureen Kennedy is a community health nurse experienced in working with a diverse population as well as in the Healthy Babies Healthy Children program and as a facilitator of prenatal classes for Ottawa Public Health. She holds a Master of Science in Nursing, is certified as a Lactation Consultant and has a specialty in Community Health Nursing. Since 2007, Maureen has been employed as a clinical instructor at the University of Ottawa and Algonquin College. As a community health nurse Maureen's values align with NROCRC's values, including the importance of addressing the social determinants of health, ensuring accessibility to services and enhancing individual and community capacity.



Raynold Alorse -
Director

Raynold W. Alorse is a Director of Policy and Research at Public Governance International (PGI) and a doctoral candidate in International Relations at Queen's University where he focuses on Canadian mining abroad and natural resources governance. Previously, he served as a Consultant for the International Committee of the Red Cross (ICRC) and the Democratic Control of Armed Forces (DCAF) on security and human rights issues in the extractive sector. Raynold is a winner of several prestigious awards, including SSHRC's Canada Graduate Scholarship to Honour Nelson Mandela, Nepean's Canada 150 Anniversary Medal, Ontario Graduate scholarship, Student Contribution Award, Kerr Ostrander Leadership for Tomorrow Award, and a Head of State award. Prior to his doctoral studies, he served as a Senior Policy Advisor, and Issues and Project Manager in the Government of Ontario. He has also worked with Blackberry and Sun Life Financial. Raynold holds a Master of Public Administration (MPA) degree from Queen's University and a Bachelor of Arts (Joint Honours) degree in Political Science and Business (with a minor in Economics) from the University of Waterloo. A firm believer in community service, Raynold has over three years of experience as a Director on non-profit Boards.



Seppi Panachikavayalil -
Director

Seppi Sebastian Panachikavayalil has a background in human resources management and humanitarian work. He played information management roles immediately following the 2004 Boxing Day tsunami with Oxfam and later with Save the Children. He also held operational roles with Oxfam during humanitarian responses to the East India floods (2004), the South Asia floods (2007), and in the aftermath of cyclone Aila in Eastern India (2008). He is also one of the founding members of the Centre for Public Policy Research, a policy think tank where he held operational and strategic roles since 2004. Seppi started a management consultancy and is interested in examining how people drive organisations. He has helped transform teams by improving efficiency, costs and corporate alignment. He holds a master's degree in Human Resources Management from Middlesex University, London and a master's degree in Political Science from Indira Gandhi University. He is delighted by the opportunity to serve the community through NROCRC.



Kristen Douglas -
Director

Kristen Douglas is an executive in the Library of Parliament's Parliamentary Information and Research Service, having worked on the Hill since 1990, and a long-time Ottawa resident. Kristen is a lawyer by profession and has written in a variety of areas including family law and environmental protection. She has filled leadership roles in a number of volunteer organizations including, most recently, the Library's Government of Canada Workplace Charitable Campaign. She is also a long-term fundraiser for a number of health charities and is currently the Coordinator of the Knox Community Garden. Kristen and her family are very involved in the community and have supported several local community theatre companies and other arts-related organizations. She is delighted to have the opportunity to contribute to the excellent work of NROCRC by serving on its Board of Directors.



Tushar Shakya -
Director

Tushar Shakya is Senior Policy Analyst in the Health Products and Food Branch at Health Canada, where he is currently focused on initiatives to manage the threat of antimicrobial resistance in Canada. Prior to joining Health Canada, Tushar spent 7 years in senior advisor roles at the Canadian Institutes of Health Research and Mitacs Inc, facilitating the delivery of research funding across the country. Tushar holds a PhD and BSc in Biochemistry and Biomedical Sciences from McMaster University and a Masters of Health Administration (MHA) from the University of Ottawa, which included a residency with the senior administration at the Ottawa Hospital. Tushar has previously held positions on other volunteer boards and brings a wide range of health policy and planning experience to NROCRC. Originally hailing from the Greater Toronto Area, Tushar and his family now proudly call Barrhaven their home and he looks forward to this opportunity to serve his community.



Olivia Reed - Director

Olivia Reed is a Director at BMS Canada Risk Services, a specialist insurance brokerage that is dedicated to working with associations across the country. Olivia has worked with BMS in London, UK, Australia and now in Canada. Previously, she was a journalist in Australia working in TV for more than 5 years, covering a range of national and regional stories focused on politics, mining, crime and tourism. Olivia moved to Ottawa almost 2 years ago and joined NROCRC in late 2018 to become more involved in the community and continue to drive positive change across Nepean, Rideau, Osgoode and the wider city of Ottawa. Olivia has also joined the Advocacy Committee and outside of work enjoys travelling, sports, running and stand up paddle boarding.



VOLUNTEER OF THE YEAR

Volunteers are an essential part of the success of the Nepean, Rideau, & Osgoode Community Resource Centre.

We've found from our volunteer feedback that the top three reasons why volunteers want to join our team is to: enhance their personal growth, attain experience to strengthen their skills, and to give back to the community.

The assistance, support and enthusiasm of our volunteers enables NROCRC to offer a more comprehensive and diverse range of community activities.

This past year NROCRC was privileged to have 130 volunteers offering many hours of their time to support people in need in the community. Each year NROCRC recognizes a volunteer that demonstrates commitment, compassion and a dedication to helping others.

This year NROCRC has selected Yusuf Jama as the 2019 Volunteer of the Year recipient.

Yusuf Jama has been volunteering with NROCRC for three years with the Tuesday evening Basketball Program at Carleton Heights Public School. He will be returning for a fourth year to support a new program at Meadowlands Public School. NROCRC appreciates the commitment that Yusuf has made to enhancing the lives of our youth.

~ The staff at NROCRC would like to extend a huge thank you to all our volunteers who have given their time to help others and many congratulations to Yusuf!

"I have been volunteering for some time with NROCRC and I think, it is important to be engaged and contribute to the community. NROCRC is, after all, a community organization". Yusuf Jama

A Q&A WITH MARTIN EVISON

(His thoughts after serving nine terms on NROCRC's Board of Directors)



Q: How did you get involved with NROCRC?

A: A friend of mine asked me to assist him with a project he was conducting for the Leadership Table to End Homelessness. I met the members of the Leadership Table, one of whom was Lorraine Bentley. At that time, Lorraine was also the President of NROCRC. She asked me if I would be interested in becoming a board member. I was interviewed by Lorraine and Sandy Wooley and although I had no board experience, no experience with not for profit, and had not heard of NROCRC until I met Lorraine, they recommended me to the board and I was voted on.

Q: You have just completed the maximum term of nine years; why did you stay involved?

A: Many reasons. Initially, I think I was fascinated by all the work that NROCRC achieves. It was a complete eyeopener to me that the city that I think of as being quite affluent has so many people in need, then the longer I worked with Sandy and the more I got to know her, the more I wanted to make sure the board supported her goals for NROCRC.

In addition, I have met most if not all of the NROCRC employees and I have a profound respect for what they do and what they achieve.

Q: What roles did you have on the board and committees?

A: I was Chair of the HR committee. I can't remember when I took on the role. I think it was a situation where the previous Chair resigned from the board and no one on the board had HR experience. I had never worked in HR, but had worked closely with HR reps. The committee then went on to revise all the HR policies to keep them in line with modern trends. For the last three or four years I have been the Secretary. During my last nine years there have been three strategic planning sessions. I facilitated the first two meetings. These meetings involved both board members and staff members and resulted in strategic plans that met the board's strategic goals and were fully supported by the NROCRC staff. I am also a member of the Shine a Light fundraising committee.

Q: Why have you decided to stay on the Shine a Light Committee? Why is the Gala important to you and NROCRC's mission?

A: I believe that the Gala is important to NROCRC. Obviously we raise funds, but it is so much more than that. It's a major vehicle for advertising what NROCRC does and how many people we positively impact. I also believe that seeing a large room full of people supporting NROCRC has a strong motivational impact on board and staff members. I've stayed on the committee as I have been on it since it was first formed, and it allows me to keep in touch with NROCRC.

Q: Why do you volunteer?

A: I have been very fortunate in life. I have never had to worry where my next meal will come from; never struggled to pay rent; never been bullied, depressed, abused, addicted. I think as a society it is very important that those of us who are fortunate give a helping hand to those who need it.

~ Join us in extending our profound appreciation to Martin for his continued support and commitment to helping NROCRC help others!

Q: Do you have a message for community members or partners about getting involved with NROCRC, or charity giving / volunteering on a broader scale?

A: I think that if you have the time to volunteer or can afford to donate, then getting involved with a charity such as NROCRC is the best approach as you get to see the impact that your time or money has on the community in which you live.

Q: Tell us a little bit about yourself outside of NROCRC -

A: I retired from IT consulting 10 years ago. I like to golf and my wife likes to ride horses. We both like to hike, bike and travel and we plan to do more and more of it in the future.



Martin and guests at Shine a Light 2019



Clarke and Ellie Topp

NROCRC'S CHAMPIONS

This year NROCRC is proud to honour Clarke and Ellie Topp for their commitment and service to our community!

Ellie and Clarke have lived in Bells Corners for over fifty years. Clarke led a successful career as an agricultural research scientist at the Central Experimental Farm, and Ellie has published ten cookbooks, worked as a cooking school director at Betty's Kitchen in Ottawa, and in various capacities has served as a food consultant for government entities.

Not only was Ellie a member of the NROCRC Board of Directors for a full term of nine years, but both Clarke and Ellie are heavily involved in volunteerism and have donated their time and funding to numerous organizations and causes over the years. They found that living in Nepean allowed them to see and experience the benefits and needs of the community. They were involved in the Bells Corner United Church and in outreach projects in the community and

beyond, including being founding members of the Ottawa West End Community Chaplaincy in the PQCHC catchment area in 1984.

Being aware of the continual decline of social services over the past 35 years, especially for the under-privileged, Clarke and Ellie became involved promoting a basic income guarantee with their involvement with the Basic Income Canada Network. They were among the initiators and organizers of Group Ottawa for Basic Income Guarantee (GO4BIG). This group operated for five years in Ottawa, and during this time Clarke provided information/promotion on basic income to the NROCRC staff.

For his many volunteer activities, Clarke was proud to receive the Canada 150 Award in 2018.

Through the Ottawa Community Foundation, the Topps are continuing to build the "Ellie and Clarke Topp Fund", the earnings from which are currently funding two "Milk and Eggs" programs for prenatal education, one at South-East Ottawa Community Health Centre and one here at NROCRC.

On behalf everyone at NROCRC, we extend Clarke and Ellie Topp our heartfelt thanks for their contributions and salute their dedication to making our community a better place for all!



TORNADO RELIEF PROJECT

September 21st, 2018 saw the worst weather systems to hit Nepean in more than 90 years. The Tornado caused damage to hundreds of homes and wide-spread power outages lasted for days in certain areas.

The Trend Arlington and Craig Henry communities were among the most severely affected. In the weeks and months that followed, we partnered with and received support from the City of Ottawa, United Way, Ottawa Community Foundation, and the Ottawa Senators Foundation to provide:

- Food Relief
- Service & Resource Referrals
- Individual & Group Counselling
- Mindfulness Classes
- Stress & Anxiety Workshops
- Community Events

Wellness checks to over 650 homes in Craig Henry and Trend Arlington

Over 100 food gift cards provided to 40 households

256 adults and children attended a variety of counselling workshops

“On behalf of the residents of Carleton Condominium Corporation #188, I would like to extend a sincere “Thank You”. We are a community (110 homes) that was severely impacted. NROCRC provided our residents with access to FREE counselling, gift cards, stress and anxiety workshops, and so many resources too numerous to mention. It is heartwarming to know that NROCRC stepped up to the plate and were there for us... Thanks very much.”

PROGRAMS: COUNSELLING

NROCRC's Master-level counsellors provide confidential, free, short-term counselling services to youth (12 to 17) and adults (18+). Services are provided at the Emerald Plaza in Nepean, and also at the South Nepean Community Health Centre (SNCHC) in Barrhaven. Counselling is available to individuals, couples and families living in the Nepean, Rideau and Osgoode catchment area. Our counselling work is based primarily on an in-depth, holistic, collaborative approach that identifies the needs, strengths and goals of the client in order to encourage healthy change; it is client-centered and generally non-directive in nature.



Counselling Services include:

- Assessment, crisis intervention and short-term counselling
- Information, personal support and referral services (including bridging vulnerable clients to long-term or specialized services)
- Psychoeducation/Health Promotion groups and school workshops

We support people to cope with:

- Depression / low mood
- Anxiety / worry
- Stress
- Relationship difficulties
- Trauma / Abuse
- Sexuality
- Assertiveness
- Life transitions
- Body image
- Self-esteem

250 youth and adults were assisted by our counselling services

NEW - Intake:

In the fall of 2018 we received funding from the City of Ottawa to hire an intake worker at NROCRC. This exciting new position has allowed the counsellors more availability to provide individual and group counselling. The intake worker's role is to assess each client's needs and to provide appropriate referrals (internal and/or external). We are thrilled to have a new NROCRC member on our counselling team!

PROGRAMS: EARRS

The Elder Abuse Response & Referral Service (EARRS), a bilingual city wide program, has been operating at NROCRC for over ten years. EARRS provides Intake, Case Management and Education & Awareness sessions, and operates a Respite Bed Program through a partnership with Visavie. Elder abuse can happen to anyone, regardless of gender, age, income or culture. Our program regularly receives calls from family members, friends & neighbors, seniors, and various service providers throughout the City of Ottawa.

We would like to acknowledge and thank our funders: Employment and Social Development Canada's (ESDC) New Horizons for Seniors and the Champlain Local Health Integration Network (through our partnership with Carefor). Without the important funding we receive, many seniors would not get the support they need to improve or resolve the abusive situations they find themselves living in.

Education and outreach are critical factors in the prevention of elder abuse

We provided 45 "Awareness" sessions to over 1,000 seniors

735 participants attended 54 "Service Provider Training" sessions

"On behalf of my siblings and myself, I would like to take this opportunity to pass on our sincere appreciation for the guidance and tremendous support we have received from NROCRC..."



Did you know by 2031, 24% of Ottawa's population will be 65 years or older?

PROGRAMS: SENIORS

Seniors Program

Our new programming for seniors includes a variety of free activities across our community. More than 100 seniors are registered for programs that run every Tuesday and Wednesday at four different locations, allowing seniors to connect with others and remain active outside their homes.

Weekly activities include:

- Swimming
- Low impact exercise
- "Tell Us Your Story" sharing sessions
- Singing, painting, arts and crafts, & board games, and more
- Presentations on health-related topics such as "Fall Prevention"
- Presentations on technology
- Cooking and baking
- Quarterly trips to museums and parks

Young at Heart

55+ Social Club

This social club continues to encourage seniors to engage in their community, while reducing social isolation through volunteering, actively participating in and leading community activities. The program provides activities, information, and resources to help seniors improve their quality of life, and health and well-being. The program offers a safe and positive space for seniors to learn about different topics that are important to them. The group has many guest speakers and mentors such as Mary Cook. Mary Cook is an Ottawa Valley icon, who visited the group this year and shared her stories of her years growing up in Renfrew County. The program also provides opportunities for seniors to share their knowledge and expertise with other seniors in the community.



Seniors visiting the Canadian Museum of Civilization

PROGRAMS: YOUTH

Sports and Recreation

Our program provides weekly activities including yoga, Zumba and swimming for women, as well as soccer, basketball, mixed sports and youth drop-in's for children. Taking place in multiple neighborhoods, this program increases opportunities for low income individuals to access sports, social and recreational activities. ~ ***NROCRC gratefully acknowledges the funding we receive from the Province of Ontario Communities in Action and the use of free space provided by Minto Apartments.***



Tanglewood Youth Group

Nearly 1,000 children and youth were served through our many programs last year

After School Programs

Our Afterschool program served over 65 registered participants in two locations. Average attendance at our Manordale and Parkwood Hills location was 20 participants per day. This program promotes both academic support and physical health. ***We are especially grateful to Minto and OCDSB for the use of "in-kind" space.***



After School Program



Manordale Camp

Summer Camps 120 youth participated in eight summer camps in Barrhaven, Manordale, Tanglewood and Parkwood Hills this year. Youth took part in the City of Ottawa's "I Love to Play Soccer" program, made crafts, conducted experiments, participated in water-related activities, and much more. Our camps offer vital support to low-income families who would not otherwise have the opportunity to participate in fun, healthy, and educational summer time programs.

PROGRAMS: YOUTH

EarlyON Program - Parkwood Hills

This program provides children and families with a high-quality early learning experience that meet the individual needs of families while recognizing the diversity of our community. The program continues to offer free drop-ins for children, their parents, and caregivers. It also offers a safe environment that fosters positive learning, advice, and personal connections that build links with the local community. The program's individual and group activities are designed to foster development in language/literacy, and social/emotional competence, as well as cognitive and motor skills.



Some "little readers" at NROCRC

Parkwood Hills Youth Leadership Program

Offering volunteer and leadership opportunities to youth aged 12-17, this program focuses on helping our youth build valuable skills for future employment, and gives them a 'voice' in the community as they take the lead in various community initiatives. Our youth supported many events and initiatives in Parkwood Hills such as the "Green Screen Movie Night", and others programs by volunteering at the After School Program and the Young at Heart 55+ Social Club for seniors. The Leadership Program helps youth by giving them the tools and support they need to become engaged and empathetic citizens with a sense of ownership and responsibility.

"A heartfelt thank you to NROCRC for such a wonderful program for kids (camp, soccer) and adults alike (Zumba)! Making accessible many services and opportunities... is so greatly appreciated and contributes so much to our community. Thank you - Thank you - Thank you!"

PROGRAMS: COMMUNITY

Milk and Eggs program

Milk and Eggs provides a safe and inclusive space in the community for pregnant women, and new mothers to meet, socialize and learn about nutrition and the health and support services available for them in Ottawa. The program provides low-income pregnant women and new mothers with access to healthy and nutritious meals and snacks twice a month. Milk and Eggs is successfully running in two sites (Parkwood Hills and at the Haven community in Barrhaven). We have provided participants with various training opportunities such as a 'First Aid for Parents' course and 'Making the Connection' training which aims to teach parents about secure parent-infant attachment. We are pleased with the collaborations and partnerships that have developed as a result of the Milk and Eggs program at the Parkwood Hills and the Haven locations.

Good Food Box Ottawa

Good Food Box is a program that focuses on delivering monthly affordable boxes of delicious and nutritious fruits and vegetables to 40 neighbourhood locations. The Good Food Box improves access to locally grown, culturally diverse produce by providing a low-cost way to get fresh fruits and vegetables to our neighbourhoods. The program recognizes the importance of having fresh local produce accessible to all and helps residents to eat healthy food, save money and learn new healthy recipes.

***“Thank you NROCRC
for your wonderful
services in our
community. It enabled
my family and myself
access to things
otherwise unavailable.
Deeply appreciative.”***



PROGRAMS: COMMUNITY

The Manordale Women's Crafting Group (MWCG) - & Social Enterprise Project

This program/project is designed to spark the entrepreneurial spirit by providing the skills, knowledge and resources to enhance and develop the participants' entrepreneur skills. The project benefits the Manordale-Woodvale neighbourhood, as it builds the capacity of the community by harnessing the existing skills and abilities of newcomer women living in the neighbourhood. Participants had the opportunity to support the Manordale-Woodvale Community Association's (MWCA) Community Christmas Event. Group members and volunteers also organized the Holiday Bake and Sale Event in the community. The project provided support for group members to help them gain the skills necessary to become independent and self-sustaining. These supports cover a wide range of topics and can help immigrants with accessing financial literacy and learning about the Canadian business culture. The project also provided additional engagement opportunities for newcomer women who are interested in volunteering, learning and gaining a better understanding of the Canadian culture.



Seniors visiting Winterlude



Summer Camp Councillors



Osgoode Block Party

"I just wanted to thank you for today. You were awesome. You were a great help and hopefully we can stay in touch.... Thanks for being polite to me I enjoyed it. Thank you very much".

PROGRAMS: COMMUNITY

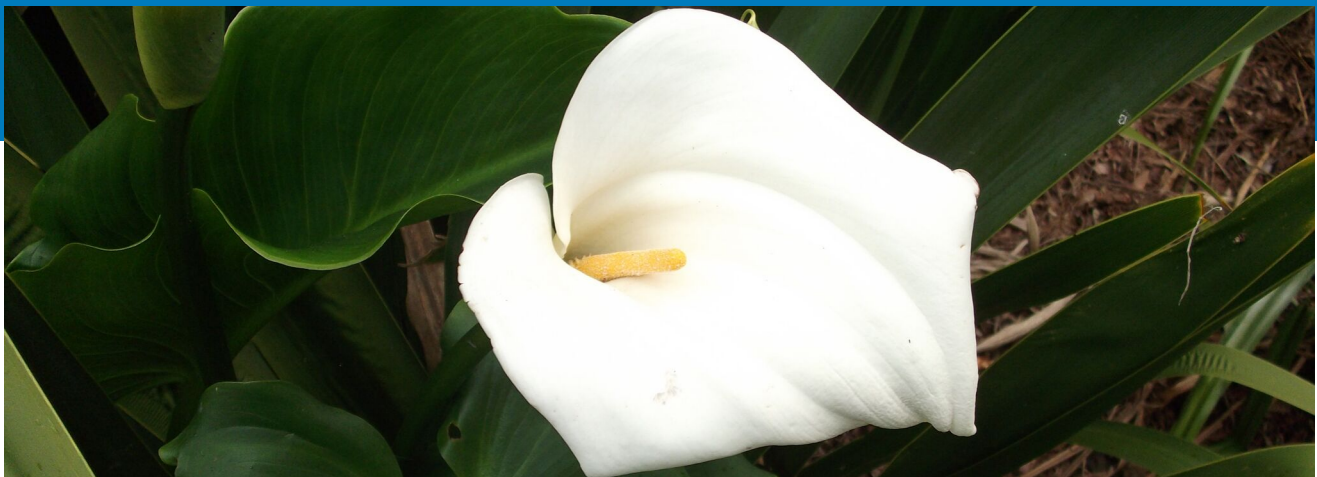
Community Development Framework (CDF) Project

This project is located in the Tanglewood Hillsdale Community. NROCRC worked collaboratively with the Tanglewood Hillsdale Community Association throughout the period of this project to increase the sense of belonging and enhance the engagement level among residents in Tanglewood. The project focused on capacity-building while supporting community leaders and volunteers to identify community assets. Through the project's different engagement activities and events, community leaders and volunteers were able to connect with residents and identify practical local issues that are affecting the community. The CDF project also created a range of opportunities for residents to contribute and support Tanglewood's various neighbourhood based programs such as the Neighborhood Watch and the Community Garden.

Income Tax Program, Legal and Dental Clinics

Our Income Tax Program is one of the largest "No Fee" programs in the city. This year two staff members and sixteen volunteers served a total of 900+ people. Our free bi-monthly legal clinics, provided by Nelligan, O'Brien, Payne LLP and Peter Stieda, B.Sc., LL.L., LL.B. (free of charge) served 84 individuals, by offering a variety of services including: affidavits, notarization, family law, immigration, mental health, and disability. And, our monthly dental clinics, in partnership with the Ottawa Health Department, provided free of charge dental screening to 91 individuals.

"I want to thank you with the most gratitude I can through an email. Especially "I know that we are unable to send gifts, but I feel that you truly deserve one, and so let's just pretend that I sent you a giant peace lily (my favourite plant), and a nice card along with it. :)"



SOCIAL INFRASTRUCTURE CAMPAIGN

NROCRC is proud to join other members of the Ottawa Coalition of Community Health and Resource Centres in a city wide social infrastructure campaign. The campaign is asking the City of Ottawa to invest in and plan for the social infrastructure needed to improve community health and well-being.

Social infrastructure involves a range of activities, organizations, and facilities that foster and maintain social cohesion and community resilience. It is a net of supports that Ottawa residents are often not aware of until it is no longer in place or until they need to access such services. Social infrastructure includes parks, libraries, recreation centres, social programming, and accessible transit among many other elements.

Our campaign will include a petition for residents, volunteers and community professionals to sign, social media blasts, meeting with residents, city councillors and our Community and Protective Services Committee.

Join our campaign to:

- Make not for profit social service funding a priority of this Council's term,
- Call for the City of Ottawa to develop a social infrastructure strategy
- Increase funding for the non-profit social services sector in Ottawa by \$5M

**Together
we can
make a
difference!**



2019 HIGHLIGHTS - FANTASTIC COMMUNITY EVENTS



This year's 8th annual Shine a light on our Community Gala, held on April 27, 2019, was our most successful yet! The evening featured performances from our 1st Annual NROCRC's Got Talent contest winners Chantelle Blanchard and runner up Nayana Bhatnagar, guest speaker Dr. Phil Ritchie, entertainment by Johnny Vegas, host and auctioneer Dylan Black, and so much more. Thanks to new and returning sponsors, and our generous guests we raised over \$33K! Wow! Why is this important? These funds directly support our programs throughout the year. On behalf of all the staff, board of directors, volunteers, and residents, we would like to say:

THANK YOU, ENDLESSLY, FOR YOUR SUPPORT!



EVENTS: TOOLS 4 SCHOOLS

Each summer NROCRC collects and distributes backpacks and essential school supplies to low-income families in our community. NROCRC's team secures necessary supplies, staff and volunteers to register families, sorts and prepares backpacks, and then distributes all of the collected items before the school term begins. We also hosted another very popular community BBQ, and all told we delivered 469 backpacks to families in need.

This program would not be possible without the generous support of sponsors: **Ottawa Hydro, Staples, Minto Corporation and many more!**



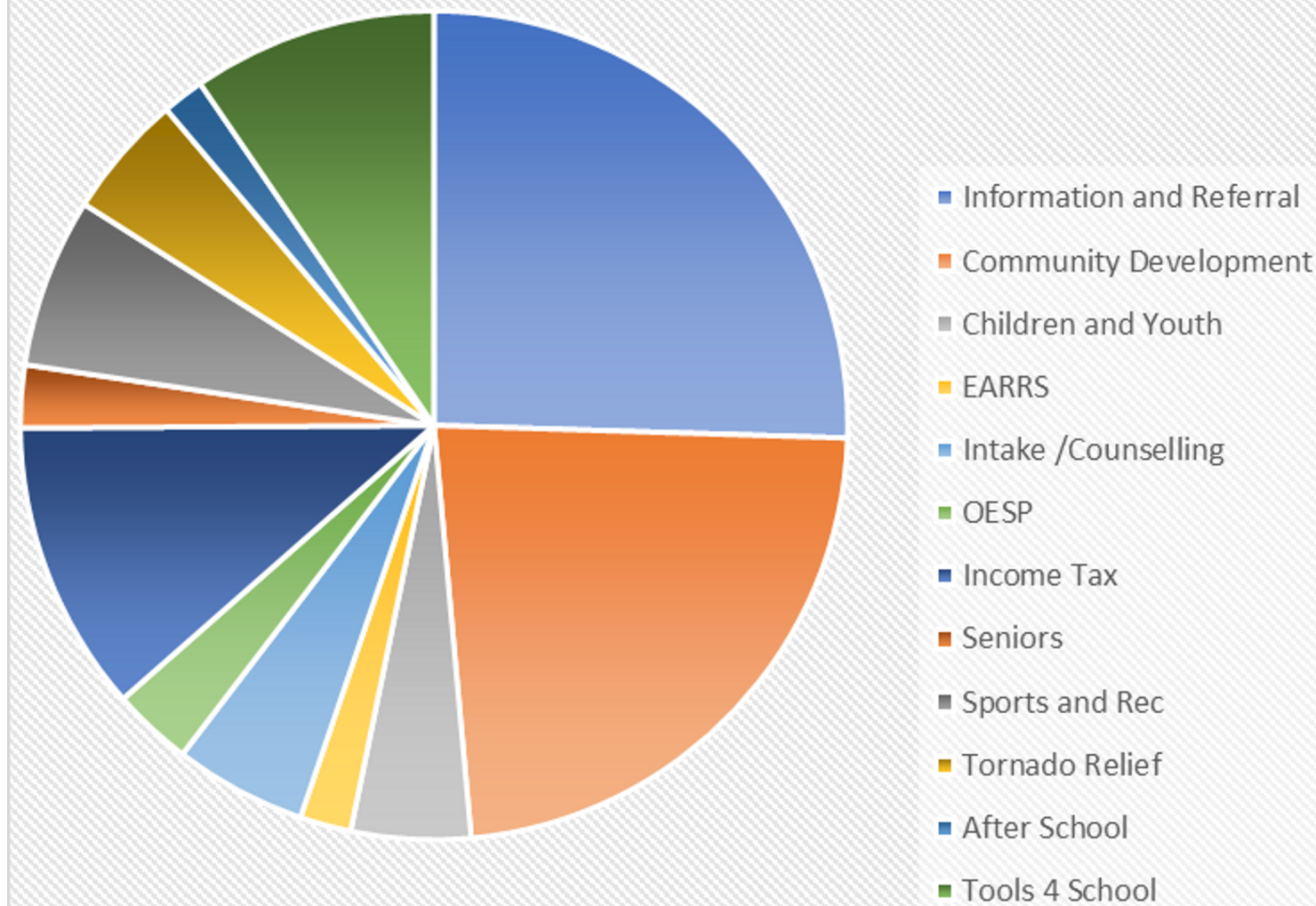
EVENTS: BALL HOCKEY 4 ON 4

The Top Shelf Barrhaven 4 on 4 Ball Hockey Tournament was held on May 27, 2019 in partnership with the Salvation Army. A total of 35 teams participated and we raised over \$13,000. The proceeds from this event are being used to support several youth programs in Barrhaven with a strong focus on youth mental health.



PROGRAMS BREAKDOWN

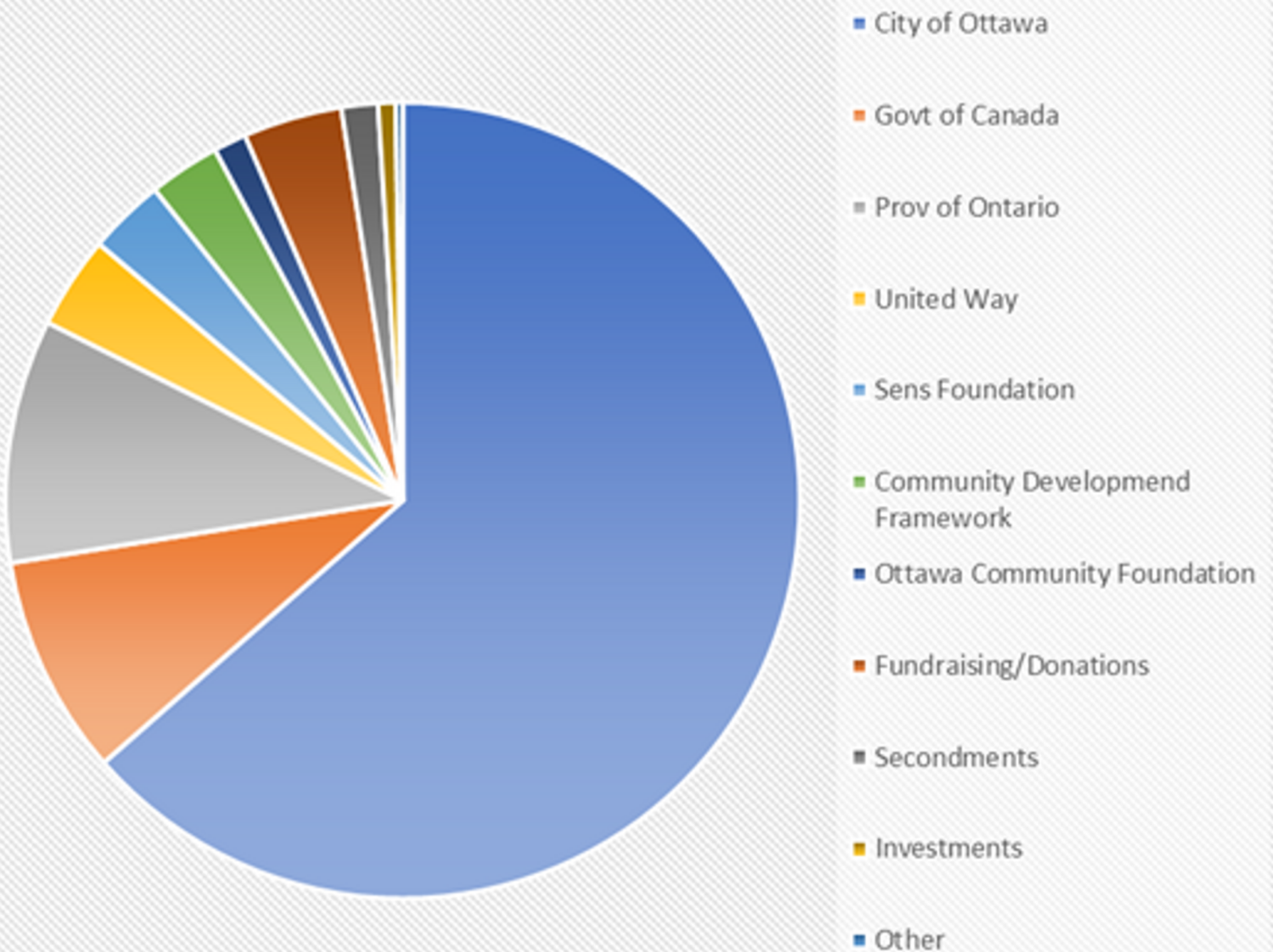
Programs 2018/2019



Number of 2018/2019 participants

FUNDING SOURCES

Funding 2018/2019



FINANCIAL STATEMENT 2018/2019

Assets	
Current	\$ 466,059
Long term	403,821
Total Assets	869,880
Liabilities and Net Assets	
Current	248,120
Deferred contributions related to tangible capital assets	23,060
Leasehold Inducements	46,702
Net Assets	
Invested in capital assets	73,901
Internally restricted	76,610
Unrestricted	401,487
Total Liabilities and Net Assets	869,880
Revenue	
Government	1,056,778
Non-Government	209,965
Amortization of deferred contributions related to tangible assets	5,124
Amortization of leasehold inducements	10,882
Total Revenue	1,282,749
Expenses	
Salaries and benefits	843,230
Office rental	164,124
Other operating costs	248,487
Total Expenses	1,255,841



invested for good



OUR PROGRAM AND EVENT SPONSORS



NROCRC would like to extend a *MILLION THANK YOU'S* to the many sponsors who support our programs, services, and events, financially and through in-kind gifts ~ without whom we would not be able to serve the more than 5,000 people who come to us for help each year.





MISSION STATEMENT

Our Mission

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.

Our Vision

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

Our 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



Notes...



Some of NROCRC's Amazing Team!

WHO WE ARE

NROCRC is a much needed, well-used community service organization that helps vulnerable individuals and families lead better lives. NROCRC is a non-profit charitable organization and our services and programs are provided free of charge. The community our agency serves is large, diverse and mobile.

Immigrant families, families new to the area, youth, and a growing senior's population, present a wide variety of needs. NROCRC supports the largest population - over 200,000 people - and serves the largest physical territory of all of Ottawa's community resource centres.



NROCRC

Community Resource Centre
Nepean • Rideau • Osgoode



CRCNRO

Centre de ressources communautaires
Nepean • Rideau • Osgoode