

# 2016-2017 ANNUAL REPORT



*NROCRC envisions that all residents of Nepean,  
Rideau and Osgoode live in a safe, just,  
and healthy community.*



# NROCRC

**Community Resource Centre**  
Nepean • Rideau • Osgoode



COALITION OF COMMUNITY HEALTH  
AND RESOURCE CENTRES OF OTTAWA  
COALITION DES CENTRES DE RESSOURCES  
ET DE SANTÉ COMMUNAUTAIRES D'OTTAWA

# Message from NROCRC Board President And Executive Director



Sandy Wooley  
Executive Director

Darryl Bilodeau  
Board President

This past year has seen a wide variety of activities and successes as NROCRC continues to meet the needs of our diverse community. NROCRC's accomplishments this past year are due to the efforts and leadership of our dedicated staff, management, and board of directors. Some of our accomplishments in 2016/2017 include:

**Fundraising:** Our biggest event of the year was our sixth annual 'Shine a Light on our Youth' Gala held in April. This year's event was again very successful, with a net profit of \$26,811 which we have dedicated to our youth programming services. Our event was hosted by Boom 99.7's Dylan Black and featured City of Ottawa Councillor Allan Hubley as our guest speaker, with live performances by Homestead Street Band, NROCRC's After School Kids Club

and Wolf Irene. Allan Hubley gave an inspiring speech on the importance of supporting our vulnerable youth, youth mental health and giving back to our community.



We also 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!

**Governance:** Jodi Jaffray is the newly appointed Vice President of Governance. Jodi brings a strong knowledge of community services, board governance, and change leadership to this position.

**Finance:** The Finance Committee has been very active this year, and helped to maintain NROCRC's highest standards of financial transparency and accountability. Thanks to Vela Tadic, Vice President-Finance and chair of NROCRC's Finance Committee.

**Board Membership:** This past year our Board received the resignation of Linda Reasbeck. Linda has been such an important member of the board of directors for her full tenure of 9 years. Linda's contribution to NROCRC has helped our organization move forward and be it's best at supporting the members of our communities. We thank Linda for her involvement with NROCRC and wish her the best! We are pleased to welcome Brandon Siydock as our most recent addition to the board and are excited about the energy and knowledge that he will bring to the group. We acknowledge the directors who have been extremely supportive over the past year, including Vela Tadic, Martin Evison, Jared Kitcher, Naomi Cheah, Jodi Jaffray, Maureen Kennedy, and Raynold Alorse. These members bring a valuable wealth of expertise, experience and diversity to our board. Our Nominations Committee continues to actively recruit community members so that our Board composition reflects the needs of our diverse community.

***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.*

We would like to recognize the support that we continue to receive from the City of Ottawa. The mayor, council, and staff recognize the importance of NROCRC's services that we provide to the community and our capacity to deliver. Their financial contributions along with their organizational support are key reasons for our continued growth and ability to do great work in our neighbourhoods. Other important funders include Ottawa Community Foundation, Community Development Framework, Government of Canada, Ontario Provincial Government, Trillium Foundation, and Ottawa United Way.

Our community partnerships with private and public organizations continue to be strong, without which we could not offer the depth of programs and services to our diverse and geographically large community. These include those that we have with the Coalition of Community Health and Resource Centres, the South Nepean Community Health

Centre (SNCHC), Nepean Housing Corporation (NHC), Algonquin College, iSisters Technology Mentoring, Ottawa Public Health, Minto Properties Inc., Rural Ottawa South Support Services (ROSSS), Housing Help, Doyle Salewski, Credit Canada Debt Solutions, and many more.



Our continued partnership with the Champlain Community Care Access Centre (CCAC) has helped us to implement, develop and manage a Client Information Management System in order to better track the services that we provide. This is extremely helpful for NROCRC to understand our client demographics, give us an in-depth understanding of how our work is distributed and provide much needed



information for funders and stakeholders.

This past year NROCRC has continued to welcome refugees from Syria to both the Parkwood Hills and Manordale neighbourhoods. We're proud to say that our team has been working very hard to provide the programs, information, referrals, and services that will best help these newcomers feel welcomed and thrive in Ottawa.

NROCRC's accomplishments in 2016/2017 continue to build on our legacy of helping to empower members of our community to overcome adversity. Thank you to all of NROCRC's partners and supporters who see the value of our services and help us to continue to invest in our social infrastructure.



We have just completed our 27th year of operation, and we look forward to many more active years serving our community. We aim to continue our successful work which contributes to the improvement of the social determinants of health of our residents.

## Board of Directors

### President:

Darryl Bilodeau

### Vice-President

#### Finance

Vela Tadic

### Vice-President

#### Governance

Jodi Jaffray

### Secretary

Martin Evison

### Directors

Jared Kitcher

Jodi Jaffray

Maureen Kennedy

Raynold Alorse

Brandon Siydock



*Vision—NROCRC envisions that all residents of Nepean, Rideau and Osgoode live in a safe, just and healthy community.*



# Shine a Light on our Youth 2017



NROCRC values the importance of keeping children and youth active and involved in their communities. Our community's most vulnerable are everybody's business. By helping NROCRC help our youth, we all benefit.



**Shine a Light on our Youth Event**  
2012 raised \$8,000  
2013 raised \$11,000  
2014 raised \$18,000  
2015 raised \$21,000  
2016 raised \$22,000  
2017 GOAL \$25,000  
Funds raised are dedicated toward child & youth counselling and programming.



**Youth Counselling**  
NROCRC provides 200 counselling sessions per year. Our services are free of charge and available to youth between the ages of 12 and 17.



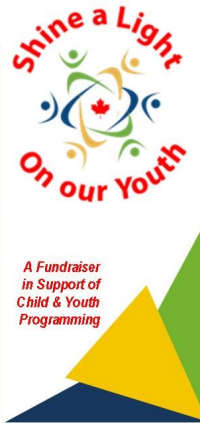
More than 55 children enjoy NROCRC's After School Kids Club at Manordale Public School and at Parkwood Hills.



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



**Tools 4 School**  
Provides 400 backpacks filled with school supplies free of charge to students from JK to grade 12.



## Tools 4 School



Tools 4 School distributed 387 backpacks to families in Nepean, Rideau and Osgoode. The program supports children and youth returning to school in September. NROCRC would like to thank all community supporters who contributed to the program.



Our community's most vulnerable are everybody's business. By helping NROCRC help others, we all benefit.

# Adult and Youth Counselling

NROCRC Master's level counsellors provide confidential, free, short-term counselling services to youth (12 to 17) and adults (18+). Counselling services are 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 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. NROCRC counselling supports major life issues including: depression and anxiety, stress, relationship difficulties, unemployment, financial instability, abuse, addictions, trauma, terminal illness, death and bereavement, sexuality, and parent-child relationship concerns.



NROCRC 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)
- Psycho-education/Health Promotion groups and school workshops
- Outreach and counselling support provided at the South Nepean Satellite Community Health Centre.

# Elder Abuse Response & Referral Service (EARRS)

The Elder Abuse Response and Referral Service (EARRS) provides information, assessment, referrals and consultation through our Intake service. Case Management services are available for those with more urgent or critical needs. Our program receives calls from family members, friends and neighbours, seniors and various service providers in the community.

Seniors can become socially isolated due to life circumstances beyond their control, increasing the potential for abuse and mistreatment. This can be the result of an historical cycle of abuse, a health or mental health crisis, a new relationship, or any circumstance that impacts a person's life in a negative and extreme way. This type of abuse is often a gradual process that goes unnoticed until someone recognizes a red flag that may not be apparent to the untrained eye. We recognize that it takes a collaborative

effort from the community to help break the isolation that all too often occurs in the later years of life.

Through the Keeping Ottawa Seniors Connected project (KOSC), funded by ESDC's New Horizons project, we continue to provide valuable education and awareness sessions to seniors and service providers. These sessions help seniors and service providers recognize the signs of mistreatment and abuse, provide information on ways to help seniors experiencing abuse, and share the wide range of supports available in the community.

Our Crises/Respite Bed Program provides up to seven days respite in participating retirement homes for older adults who are escaping abuse or are at serious risk of harm. The program is also available to older adults who are at risk of facing caregiver burnout. This gives the senior time

away from the abuse situation, allowing them to think about their options and to be supported in developing a plan of action.

Our work is made possible through the collaborative efforts with our clients, their family and friends, and the service providers who contact us. We would like to acknowledge the seniors, family members & friends who take the courageous step of reaching out to us for help. We would like to thank the service providers we work with to improve and resolve the situations of seniors who are experiencing some very challenging situations; together we make a difference in the lives of many people.



*NROCRC is a much needed, well-used service organization that helps vulnerable individuals lead better lives.*

# Community Development

- Viewmount Good Food Market
- Women’s Crafting Group
- Parkwood Hills Fun Day
- Movies in the Park
- Community Cookbook Project
- Parkwood Hills Residents Group Events
- Summer Fun Program
- Winter Fun Day
- Capacity Building
- Civic Engagement
- Workshops and Trainings



Parkwood Hills Fun Day 2017



Women’s Crafting Group



Volunteers help make maple taffy for the fun day!



Parkwood Hills Good Food Market



Lining up for the sleigh rides at the Winter Fun Day



Members of the Women’s Crafting Group getting ready to present at the CDF Learning Forum at City Hall



Moana Movie night at Parkwood Presbyterian

## More of NROCRC’s Programs and Services

- After School Kids’ Club
- Computer and App Camps
- Community Development Framework –Parkwood Hills
- Emergency Baby Cupboard
- Parkwood Hills Civic Engagement Girls Camp
- Good Food Box
- Good Food Market
- Income Tax Clinics
- Information & Referral
- Milk and Eggs
- Early Learning Playground
- Ontario Electricity Support Program (OESP)
- Parenting in Ottawa (PIO) Drop In
- Parkwood Hills Fun Day
- Parkwood Hills Sports & Recreation Programs
- Technology Programs
- Tools 4 School
- Volunteers
- Women’s Only Swim Program
- Young at Hearts 55+
- Youth Advisory
- Youth Drop Ins
- Youth Leadership
- And still more....

# Social and Recreation Programs

- Youth Leadership
- I Love to Play Soccer
- I Love to Swim
- I Love to Skate
- Men's Mixed Sports
- Children's Drop In
- Teen/Adult Swim
- Zumba
- Yoga
- Youth Baseball
- Youth Basketball
- Youth Basketball Tournament
- Colouring Contests



Basketball at Manordale



Junior Baseball Team



Parkwood Hills Fun Day Cake provided by McDaniel's Independent Grocer



Community Bingo Night!



Seniors Consultation



Winter Fun Day participants having FUN!



Youth Basketball Tournament



Parkwood Hills Women's Crafting Group participants 2017



Parkwood Hills Fun Day



# NROCRC'S Champion: Meridian Credit Union

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

The recipient of this year's NROCRC Champion Award is **Meridian Credit Union—Clyde Avenue**. Meridian upholds a commitment to support local communities across Ontario, where we can all build better, more prosperous lives

Meridian has supported NROCRC's Tools 4 School program, helping us to provide school supplies and back packs to more than 400 students. They have sponsored our Emergency Baby Food Cupboard allowing us to

provide extra diapers and wipes to our parents.

Meridian was also involved in supporting two of NROCRC's fundraising initiatives in 2017; Shine a Light on our Youth and the Top Shelf Ball Hockey Tournament. Both of these events raised much needed funds to support programming for our children and youth.



*"Alone we can do so little;  
Together we can do so much."  
-Helen Keller*

## 2017 Volunteer of the Year

**Faridah Batarfi**

**Volunteer with NROCRC's After School Program**

*"My experience in volunteering in NROCRC was great. I gained many advantages through volunteering in the program after school and some events. I was able to get a real life experience through working with a team of coworkers. I participated with the kids in playing and doing homework which was a pleasant experience for me since I had kids in the same age. I also had the chance to improve my English speaking by communicating with the kids and my co-workers. I was able to know people in my neighborhood and make friends and that helped me to get rid off my homesick. For that, I am glad to be a volunteer in NROCRC."*

- Faridah Batarfi

It is with great pleasure NROCRC presents the 2017 Volunteer of the Year award to Faridah Batarfi. Thanks Faridah for all that you do!!

*People thrive and contribute when they have the tools they need to enrich their lives. At NROCRC we help them meet their needs, live fuller lives and find their dreams.*



# Financial Statement 2016-2017

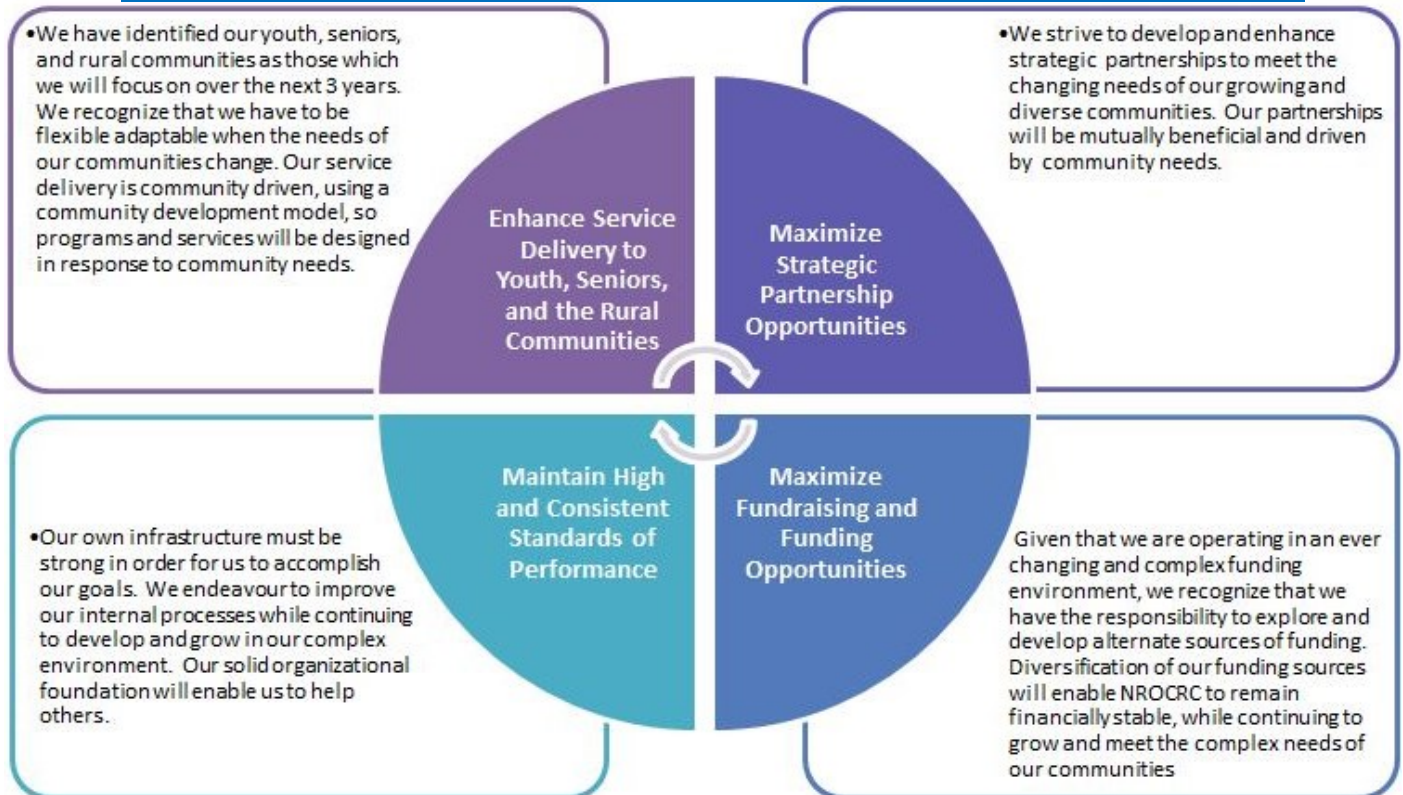
<b>Assets</b>		
Current	\$	338,136
Long term		437,974
<b>Total Assets</b>		<b>776,110</b>
<b>Liabilities and Net Assets</b>		
Current		173,939
Deferred contributions related to tangible capital assets		33,308
Leasehold Inducements		68,466
<b>Net Assets</b>		
Invested in capital assets		105,898
Internally restricted		76,610
Unrestricted		317,889
<b>Total Liabilities and Net Assets</b>		<b>776,110</b>
<b>Revenue</b>		
Government		927,657
Non-Government		136,919
Amortization of deferred contributions related to tangible assets		5,124
Amortization of leasehold inducements		10,881
<b>Total Revenue</b>		<b>1,080,581</b>
<b>Expenses</b>		
Salaries and benefits		735,394
Office rental		166,645
Other operating costs		154,310
<b>Total Expenses</b>		<b>1,056,349</b>
<b>Excess of revenues over expenses for the year</b>	<b>\$</b>	<b><u>24,232</u></b>



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

*For over two decades, NROCRC has helped thousands of individuals and families, providing them with a range of services that promote better living.*

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**

## Testimonials

**NROCRC's INCOME TAX CLINICS:** *"I want to thank you and the volunteer this year 2016 (2015 taxes) for catching the error made by a tax filing company and giving me the form for 2014 review. Thanks to the volunteer tax preparer and NROCRC, I got about \$350 refunded to me which came at a critical time – my cat got sick – thank you so much. The financial stress has been eased significantly. God bless you both and see you next spring 2016. Sincerely, 'B' "*

**CIVIC ENGAGEMENT GIRLS CAMP:** *"Hello, just wanted to say Thank-you for the camp week. 'A' really enjoyed herself, she was excited to tell me about it everyday...lol again Thank you and to the staff.."*

**TOOLS 4 SCHOOL PROGRAM:** *"Hello Brad! First of all I must say this is an amazing program, and I am so happy that there is one in place. I just told my co-worker about this program and mentioned you will have a bags prepared for her. Well when I told her she started to cry and mentioned now her kids will have stuff for school! She is very thankful.*

**WOMEN'S CRAFTING GROUP:** *"Once I moved to this community I finally felt like I lived in Canada. The Women's Crafting Group is something just for me. Once a week is perfect, I feel like during this group is the time that I do something for myself, I enjoy it so much and look forward to it every week."*

# Mission Statement

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**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-Centred Service Delivery
- Empowerment
- Advocacy
- Equality & Accessibility
- Non-Violence
- Disease Prevention & Health Promotion
- Transparency
- Integration & Innovation
- Collaboration & Partnerships
- Accountability & Credibility



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Nepean • Rideau • Osgoode



**CRCNRO**  
Centre de ressources communautaires  
Nepean • Rideau • Osgoode



# Shine a Light Fun!



- At NROCRC you can also access:
- Diabetes Education
  - Violence Against Women Services
  - Housing Help
  - Credit Canada Debt Solutions-Credit Counselling
  - Doyle Salewski- Personal Insolvency Services
  - Legal Services
  - Ottawa Public Health Dental Clinic

