



# NROCRC

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

## 2015-2016 ANNUAL REPORT

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



COALITION OF COMMUNITY HEALTH  
AND RESOURCE CENTRES OF OTTAWA  
COALITION DES CENTRES DE RESSOURCES  
ET DE SANTE 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 2015/2016 include:

**Fundraising:** Our biggest event of the year was our fifth annual 'Shine a Light on our Youth' Gala held in April. This year's event was again very successful, with a net profit of \$21,500 which we have dedicated to our youth programming services. Our event was hosted by Boom 99.7's Dylan Black and featured Mark Hatfield as our guest speaker, with live performances by Free Rails,

Danielle Allard, NROCRC's After School Kids Club and Blacksmith. Mark Hatfield gave an inspiring speech on overcoming adversity, and fulfilling his childhood dream of playing in the National Football League.

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:** The Governance Committee completed a biennial

review of NROCRC's bylaws, which will undergo a significant review once Ontario's new Not-for-Profit Corporations Act comes into force.

**Human Resources:** The Human Resources Committee completed a review of NROCRC's staff compensation and prepared a revised salary budget incorporating an employee retention strategy, which was approved by the Board. Thanks to Martin Evison, chair of the Human Resources Committee for leading the review.

**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 for facilitating a smooth transition to NROCRC's new auditor, Collins Barrow Ottawa LLP.

**Board Membership:** This past year our Board received the resignation of Janet Morris. We thank Janet for her contributions to NROCRC during her seven year tenure as a member of our Board of Directors. We are pleased to welcome Naomi Cheah, Jodi Jaffray, Maureen Kennedy, and Raynold Alorse to the Board, and we are excited about the collective energy and talent they will bring to the table. We acknowledge the directors who have been so supportive over the past year, including Vela Tadic, Linda Reasbeck, Martin Evison, and Jared Kitcher. 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 the Community Foundation of Ottawa, Community Development Framework, Government of Canada, Ontario Provincial Government, Trillium Foundation, and the 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, and many more.

Our partnership with the Champlain Community Care Access Centre (CCAC) has helped us to implement and develop a Client Information Management System in order to better track the services that we provide. This will be 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 has seen a new challenge for NROCRC as we welcomed an arrival of 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 2015/2016 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 26th 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 improvement of the social determinants of health of our residents.



## Board of Directors

### President:

Darryl Bilodeau

### Vice-President Finance:

Vela Tadic

### Vice-President Governance:

Linda Reasbeck

### Secretary:

Martin Evison

### Directors:

Jared Kitcher

Naomi Cheah

Jodi Jaffray

Maureen Kennedy

Raynold Alorse



**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 2016



## A Fundraising Event in support of Youth Programming



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



**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 \$21,500  
 2017 goal \$25,000  
 Funds raised through Shine a Light are dedicated toward youth counselling and youth 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.



60 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.

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

## Tools 4 School



Tools 4 School distributed nearly 400 backpacks to families in Nepean and the surrounding areas. This number includes Syrian refugees who came to Canada last year and received backpacks and school supplies when their children started school in our community.

**NROCRC**  
 Community Resource Centre  
 Nepean • Orleans • Ottawa

IS PROUD TO PRESENT THE

**TOOLS 4 SCHOOL BBQ!**  
 at EMERALD PLAZA

FEATURING  
 OTTAWA SENATORS' **CODY CECI**  
 AND BOSTON BRUINS' **RYAN SPOONER**

FREE BURGER with donation of a BACKPACK!

THURSDAY  
 AUGUST 18th  
 11:30 AM to 1:30 PM  
 1547 Merivale Road  
 www.nroccr.org

FINANCIAL DONATIONS ALSO APPRECIATED!  
 For details contact Isaac: 613 596-5626 ext 251 or iwolfe@nroccr.org



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. 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)

EARRS provides assessments, emotional support, information, consultation and referrals to older adults, concerned family members of older adults and service providers.

at risk of facing abuse due to caregiver burnout. This gives the seniors time free from abuse, allowing them to think about their options and develop a plan of action.

As part of the Ottawa Elder Abuse Response Committee, we worked enthusiastically to organize our Wine and Cheese Event in celebration of World Elder Abuse Day on June 15<sup>th</sup>, 2016. Our event was a great success with over 100 guests. This event helped raise awareness of the serious nature of elder abuse. The proceeds provide support to NROCRC's crisis bed program. We hope to make this fantastic occasion a yearly event.

Our EARRS Case Manager also works with the Francophone Network for Elder Abuse to ensure that French speaking older adults with situations of abuse are being served in their first language and are accessing the services that they need.

In April 2016 EARRS received three year Federal funding (New Horizons for Seniors). This collective impact grant allows us to continue our Intake position and to hire a new part-time Outreach Worker whose role is to provide education, awareness and training to both seniors and service providers.

Our Crises Bed Program provides up to seven days respite in participating retirement homes for older adults who are escaping abuse. The program is also available to older adults who are



**Katherine Occhiuto and  
Sheila Norquay, Counsellors**



**Alison Timmons, EARRS  
Coordinator**

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

# Community Development (A community scrapbook of activities)

- Parkwood Hills Good Food Market
- Women's Crafting Group
- Parkwood Hills Fun Day
- "Movies in the Park"
- Beginner French Program
- Manotick Youth Drop-In
- Community Potlucks and Events



Parkwood Hills Beginner French Classes



Parkwood Hills Newcomer Syrian Family Welcome Event



Parkwood Hills Good Food Market



Parkwood Hills Civic Engagement Girls Camp

## More of NROCRC's Programs and Services



Women's Crafting Group participating in the CDF Learning Forum



WCG made Clothing for Newcomers

- Adult/Teen Swim
- After School Kids' Club
- Community Development Framework –Parkwood Hills
- Emergency Baby Cupboard
- Parkwood Hills Civic Engagement Girls Camp
- Girls Crafting Nook
- Good Food Box
- Good Food Market
- Hard Hat Heroes
- Income Tax Clinics
- Information & Referral
- NROCRC Playgroup
- Ontario Electricity Support Program (OESP)
- Parkwood Hills Fun Day
- Parkwood Hills Sports & Recreation Programs
- Technology Programs
- Tools 4 School
- Volunteers
- Young at Hearts 55+
- Youth Active Media
- Youth Advisory
- Youth Drop Ins
- Youth Leadership
- And still more....

*NROCRC promotes better health and a higher quality of life for all.*

# Social and Recreation Programs

- Youth Leadership
- I Love to Play Soccer
- I Love to Swim
- I Love to Skate
- I Love to Play Hockey
- Men's Mixed Sports
- Children's Drop In
- Teen/Adult Swim
- Zumba
- Yoga
- Youth Basketball
- Youth Basketball Tournament
- Colouring Contests
- Inverness Park Play Structure Construction
- Inverness Park Splash Pad
- App Camp



Basketball at Manordale



Junior Baseball Team



Thanks for your toy donation



Colouring Contest Winners  
Children's Bicycles provided by ZixCorp



Seniors Consultation



Inverness Park Play Structure and Inverness Park  
Splash Pad Openings



Children at the I Love to Play Soccer Event



Youth Basketball Tournament



Community Bingo Night!



## NROCRC'S Champion

### Barrhaven Fellowship Christian Reform Church

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 an organization which is celebrating 25 years of service in Barrhaven. In addition to the vast amount of work done in their community, **Barrhaven Fellowship Christian Reformed Church** raises funds for many local charities, including NROCRC. They also give back to the community by sponsoring refugee families, working with seniors, and supporting the Barrhaven Food Cupboard, just to name a few initiatives.

BFCRC supports NROCRC's Tools 4 School program, helping us to provide school supplies and back packs to almost 400 students.

Throughout the year, NROCRC receives unsolicited contributions from the Deacons of BFCRC. These funds are collected at their services from church members' contributions. This generosity goes a long way towards helping NROCRC help others!

Congratulations and thank you to Barrhaven Fellowship Christian Reformed Church, NROCRC Champion for 2016!!!

## 2016 Volunteer of the Year



Larisa Droll,  
Volunteer of the Year

Larisa joined NROCRC as a volunteer this past year teaching French language skills to residents living in the Parkwood Hills community. Larisa stated "I had been looking for a way to give back and make a positive contribution to my community. I have always been interested in working with new immigrants."

As a trained high school French teacher with previous experience teaching in New York, she was a

perfect match for the program. Larisa demonstrated a genuine commitment to NROCRC and the residents who were enriched by her commitment to teaching French language skills.

It is with great pleasure NROCRC presents the 2016 Volunteer of the Year award to Larisa Droll.

THANK YOU



*Barrhaven Fellowship Christian Reform Church*

**NROCRC CHAMPION 2016**

*Thank You from NROCRC*



Lindsay Rowlands, United Way  
Community Builder Award Winner

*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

## 2015-2016

<b>Assets</b>		
Current	\$	311,640
Long term		415,964
<b>Total Assets</b>		<b>727,604</b>
<b>Liabilities and Net Assets</b>		
Current		133,660
Deferred contributions related to tangible capital assets		38,432
Leasehold Inducements		79,347
<b>Net Assets</b>		
Invested in capital assets		126,684
Internally restricted		76,610
Unrestricted		272,871
<b>Total Liabilities and Net Assets</b>		<b>727,604</b>
<b>Revenue</b>		
Government		953,342
Non-Government		176,182
Amortization of deferred contributions related to tangible assets		5,124
Amortization of leasehold inducements		10,882
<b>Total Revenue</b>		<b>1,145,530</b>
<b>Expenses</b>		
<b>Salaries and benefits</b>		<b>748,400</b>
Office rental		173,829
Other operating costs		217,117
<b>Total Expenses</b>		<b>1,139,346</b>
<b>Excess of revenue over expenses from operations</b>		<b>6,184</b>
<b>Recognition of deferred contributions for programs completed in prior years</b>		<b>34,849</b>
<b>Excess of revenues over expenses for the year</b>	<b>\$</b>	<b><u>41,033</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

Tools 4 School

*“My daughter and I just wanted to take the time to thank you from the bottom of our hearts. You have managed to shine a little ray of hope in what seems to be the darkest times we have ever had to manage. I as a mother, cannot thank you enough for putting such a huge smile on my daughter’s face, so much so that she wants to share it with her sister...*

*thanks again and I hope to be able to contribute sometime in the future when things are better...”*

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..”*

## 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



**NROCRC**

Community Resource Centre  
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
- Families First
- Credit Canada Debt Solutions-Credit Counselling
- Doyle Salewski-Personal Insolvency Services
- Legal Aid
- Ottawa Public Health Dental Clinic

