



Annual Report

2016–2017

**Centre de
ressources**
communautaires
de la Basse-Ville



Lowertown
Community
**Resource
Centre**

Thank You to Our Funders and Our Partners!



Thank you to
all our volunteers
and to the residents
of our great
community!

We are grateful to the donors who contributed toward the renovation of the LCRC in 2015-2016!

- Dwight and Karen Brown Family Fund
- Dr. Merrill Stalker Fund
- Minto Foundation Community Fund



Open House event, December 2016

Message from the President of the Board of Directors and the Executive Director

LOWERTOWN HAS GONE THROUGH numerous periods of significant change in its 200 years of history. But from its very beginnings to today, much has remained constant: social and economic challenges, immigration, diversity, a mix of English- and French-speaking communities and strong community spirit.

The Lowertown Community Resource Centre reflects its neighbourhood: a culturally diverse staff, programs that help new Canadians integrate into their community, **free programs and services** addressing the basic needs of its residents, and a commitment to services in both official languages. Much as the neighbourhood has traversed periods of change, the LCRC is in the midst of a period of shift of its own. The past year has seen many changes indeed:

- The 2016-17 year saw the completion of **significant renovations** to our space at 40 Cobourg: doorways, meeting space, kitchen and offices were made accessible to people with disabilities, a new early years space was established and a bright welcoming look featuring photos of program participants and volunteers was created. It is essential that residents of Lowertown see and know their Resource Centre and find their way to us. New signage around the building will help with visibility and directions. The renovations were celebrated in December at the Centre's **first ever Open House**.
- After more than two years of interim Executive Directors, a permanent ED was hired in August.
- The **Good Neighbours Community House** was integrated into the operations of the Centre. Situated at the corner of Beausoleil and York streets, the Community House is a hub of activity and a meeting place for residents. The administrative and operational capacity of the Centre will allow the House to be run more efficiently and to be open more often. The House will provide a place to reach out and support more residents.
- The LCRC's annual fundraising campaign reached new heights, bringing in close to **\$20,000 for the Emergency Fund**.
- Many programs grew, adapted or were created: expansion of the partnership with DUAL, new Spanish and Arabic language early years activities, the Market Mobile grocery truck, new programming for 13-14 year olds, amongst others.

The Lowertown Community Resource Centre accomplishes so much with relatively few resources. With all of the changes, the Centre is now, more than ever, ready to take on new challenges. In 2017-18, the LCRC will dedicate itself to consolidating the gains of the past year, to building its reputation and recognition among all Lowertown residents, to further growing its fundraising campaign, to increasing the use of the Community House and much more... all with the aim of **improving the quality of life of Lowertown residents!**

Yolande Cremer
President, Board of Directors

Matthew Beutel
Executive Director

The LCRC is very good to us. They help us, they welcome us. If you go there with a problem, they help you find solutions.

— BOMANGA

Our Programs



Children and Youth

TRANSITIONS — Thanks to funding from United Way, this program has provided after-school activities 3 days per week for 20 youth aged 12 to 14 since September 2016. These are youth who found themselves with few options once they had moved on from Club 310 after grade 6.

THE SWORDFISH SWIM CLUB grew to more than 40 kids. Club members swim once weekly and are grouped according to age (6–11 and 12–16). Younger club members work on Swim to Survive, while the older members are working towards Bronze Cross, Bronze Medallion and Lifeguard Certification. Both groups participate in a variety of swim meets throughout the year.



Youth Worker Team

CLUB 310 AFTER SCHOOL PROGRAM EXPANDS — Responding to community needs, Club 310 now helps 80 children ages 6 to 12 with homework support, nutritious snacks and a safe, fun place to go. Previously, the capacity was 55 children, and many families were placed on a waitlist.

BASKETBALL — The Lowertown Basketball Program remains vibrant, attracting about 45 youth twice weekly to the Gym at York Street Public School. The program offers skills development with experienced coaches as well as the opportunity for players to scrimmage. The First Annual Lowertown 4 vs. 4 Basketball Tournament, held in May 2016, was a huge success!

SUMMER CAMP for 6 to 12 year-olds served 56 children for four weeks of full-day summer camp in July 2016; a drop-in program offered daily activities during the month of August.

YOUTH COUNSELING — A new personal development program, called Shields of Courage, was launched at École Ste-Anne for boys with behaviour challenges. Counselors facilitated self-esteem-building workshops for youth at Club 310 and at the Lowertown Pool and hosted sessions on bullying, respectful communications and mental health at the Patro's day camp. Youth counselors met children and youth in individual and family consultations throughout the year.

Families and Little Ones

EARLY YEARS — Responding to the community, new playgroups were developed for Spanish and Arabic speaking families. These playgroups offer a unique opportunity for children and parents to socialize and learn new skills together, all in our completely renovated Early Years Room.

SUPPORT TO FAMILIES RESIDING IN EMERGENCY SHELTERS — The Centre provided outreach and support to families living at a local motel where there is limited space and no kitchen access. On Monday afternoons, families from the shelter gathered at CRCBV and together prepared a meal with ingredients provided by the Centre. Our Outreach Worker was able to refer and accompany families and children to a variety of programs at CRCBV and elsewhere.

I was able to find new inspiration and ideas. I had the opportunity to learn from other children, parents, and from [staff].

— CLAUDIA



Community Development

CAWI

(City for All Women Initiative)

The Centre continues to offer administrative support to and proudly participates in the **City for All Women Initiative** (CAWI) and the **Making Voices Count** project.

I am convinced that it was her participation in this playgroup that enabled my daughter to fully thrive, learn from and build good relationships with other children from our community.

— MÉLANIE



LOWERTOWN OUR HOME — This initiative, coordinated by the Centre, brings together partners and residents to build a safer, more connected community. Events organized include: the annual Lowertown Celebration (August) and Winterfest (February) festivals, a forum on the topic of safety and sanitation and a community meeting in response to the Quebec City tragedy of January 2017.

PROJECT KWETU — Six Lowertown residents conceived this project and secured funding from the Ottawa Community Housing Foundation to install free-use computers in the waiting room at 40 Cobourg. The LCRC included a new counter for the laptops in its renovation plans.

DUAL (Drug Users Advocacy League) — This peer-led drop-in for chronic drug users at 380 Murray saw a strong jump in participation—between 25 and 40 residents attend each week.



Adults

INTAKE — The Centre’s intake counselors helped over 800 people in 2016-17. Many of their clients are families who have recently arrived in Canada and who are facing increasingly complex challenges: medical expenses not covered by healthcare, the need to travel to immigration hearings in Montreal or Toronto, refugee families living in emergency shelters or motels, etc. The counselors also launched a harm reduction and needle exchange program in May 2016.



The Lowertown Community Resource Centre helped me get my Hydro back on at a reduced rate, and gave me access to an affordable food program for fresh fruits and vegetables. I can’t imagine what situation I’d be in if they hadn’t been here. Thank you.
— JESSIE

Community House

The City of Ottawa decided to integrate the **Good Neighbours Community House** into the operations of the LCRC as of July 1, 2016. The transition was made with the support of the board of directors of the Community House. All pre-existing services and activities have been maintained: a weekly food bank and clothing bank, free access to a washer-dryer, community computer and internet access, community kitchens, etc. New activities have been implemented: a weekly free breakfast drop-in, an extension of the Centre’s youth programming, a youth-organized “Haunted House” event and more.



Multicultural

SENIORS — The Centre collaborated with MASC, the Centre Guigues and Ottawa Community Housing to organize monthly coffee meetings, a shadow puppet theatre, an international music choir and mural painting with seniors at 160 Charlotte.

NEW CANADIANS — Outreach, counseling, community kitchens, a swimming program and more, help residents from different cultures integrate into the community. In June 2016, 60 residents participated in an **iftar and community potluck** as part of Welcoming Ottawa Week.



The Year In Numbers



Financial Reports

End of financial year March 31, 2017

INCOME STATEMENT

	2017	2016
PRODUCTS		
Grants and contributions – operations:		
City of Ottawa	1 072 182 \$	939 886 \$
United Way	184 518	41 599
Trillium Fondation	113 690	—
Ministry of Tourism, Culture and Sport	97 525	73 339
Vanier Community Service Centre	44 140	44 368
Employment and Social Development Canada	25 000	—
Ministry of Community and Social Services	17 074	17 074
Other	316 885	598 023
	1 871 014 \$	1 714 289 \$
OPERATING COSTS		
Salaries and social benefits	1 395 617	1 352 532
Office costs	95 843	45 357
IT costs	13 563	12 638
Maintenance and repairs	13 330	13 235
Rent	12 683	23 891
Emergency fund	11 930	7 750
Telecommunications	11 474	10 746
Travel and meeting costs	7 766	11 535
Insurance	6 864	6 534
Community projects	3 053	3 087
Training	2 350	4 573
Fundraising costs	1 763	1 472
Professional fees	23 681	26 459
Service fees	4 334	2 724
Amortization of capital assets	5 914	7 021
Operational expenses – charged to projects	(419 180)	(344 126)
	1 190 985	1 185 428
EXCESS OF REVENUE OVER EXPENSES BEFORE PROJECT EXPENSES	680 029	528 861
PROJECT EXPENSES	714 398	545 931
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	(34 369) \$	(17 070) \$

STATEMENT OF FINANCIAL POSITION

	2017	2016
ASSETS		
Current Assets		
Cash and bank	333 354 \$	477 667 \$
Debtors	12 410	29 000
Fixed deposit – 1,20 %, redeemable and expires February 2020	50 000	50 000
Prepayments	6 425	13 523
	402 189	570 190
Fixed Assets	7 904	11 486
	410 093 \$	581 676 \$
LIABILITIES		
Current Liabilities		
Accounts payable and accrued liabilities	55 130 \$	27 483 \$
Deferred contributions	128 967	293 828
	184 097	321 311
NET ASSETS		
Restricted fund		
Contingency reserve	104 561	104 561
Reserve for contingency wages	46 022	46 022
Reserve for IVTF/CAWI contingency	37 115	62 303
Invested in capital assets	7 904	11 486
Unrestricted fund	30 394	35 993
	225 996	260 365
	410 093 \$	581 676 \$



The Lowertown Community Resource Centre team,
February 2017