



Annual Report

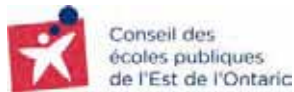
2018–2019

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



Lowertown
Community
**Resource
Centre**

Thank You to Our Funders and Our Partners!



Proud member of:



A BIG thank you to all our wonderful volunteers and to the residents of Lowertown!

A Word

From the Chair of the Board of Directors, the Executive Director
and the Interim Executive Director

Another busy year of tangible projects! The LCRC team is dedicated and resourceful, continuously endeavouring to improve the quality of life of **Lowertown** residents. We are moved when hearing the heartfelt testimonials of residents who benefited from our services and felt warmly welcomed. In addition, we were greatly touched by the expressions of empathy, compassion and encouragement following the tragic accident experienced by our dear Matthew.

Collaborative efforts with our community partners and funders contributed to greater engagement and the achievement of our goals. The generosity and support of our donors continue to inspire us as those donations help us increase the **Emergency Fund** to meet our resident's most important needs.

In fact, a heartbreaking reality is that food insecurity felt in our neighbourhood. This year, our Food

Bank saw a **24% increase in visits**. We thank the Ottawa Food Bank for the funds needed to create 2 mobile collective kitchen kits, new storage cabinets and the purchase of a freezer for our Food Bank.

We also have a new Community House program, **Soupalicious**, which alternates seasonally with the popular *How do you like your eggs?* Every Monday, our residents can enjoy a free bowl of healthy soup, a slice of bread and a drink in an accepting and friendly atmosphere.

Some highlights of the last year:

- Our 2019-2024 **Strategic Plan** has been completed.
- **SafeGrowth Training** – Lowertown was selected by the Ottawa Police Service and 12 residents were trained in the internationally recognized crime prevention program. These same residents presented their community project at the Community Development Framework Forum at Ottawa City Hall.



Rosanne Emard, Matthew Beutel
and Yolande Cremer

- **Safer and Vital Communities** – we secured this Drug Trade 101 funding for the first time. In collaboration with community members, we are conducting awareness activities on the impact of the sale of illegal drugs in our neighbourhood.
- **Yoga** sessions – were offered to youth through the **Club 310** after-school program, as well as in Early Years baby playgroup.
- The **Back to School** program has benefited from a much-appreciated new addition – our youth had the opportunity to get free haircuts courtesy of Cuts for Kids.
- The **New Horizons Project**, in collaboration with MASC, enhanced the community through the arts and produced public works and another phenomenal **Awesome Arts** show in its final year of funding from the Ontario

Rosanne Emard
INTERIM EXECUTIVE DIRECTOR

Matthew Beutel
EXECUTIVE DIRECTOR

Yolande Cremer
PRESIDENT

LCRC Board of Directors (2018–2019)

Sally Arsove, Member
 Yolande Cremer, President
 Christopher Knight, Member
 Martha Labarge, Member
 Lucie Laliberté, Member
 Marty Mudie, Member
 Valérie Proctor, Member
 Mel Sater, Member
 Ulrich Sokambi, Member
 Stéphanie Viau, Member
 Muhammed Zaman, Member
 Matthew Beutel, Executive Director
(ex officio)
 Rosanne Emard, Acting Executive
 Director *(ex officio)*
 Marie-Christine Gauthier, Staff
 representative *(ex officio)*

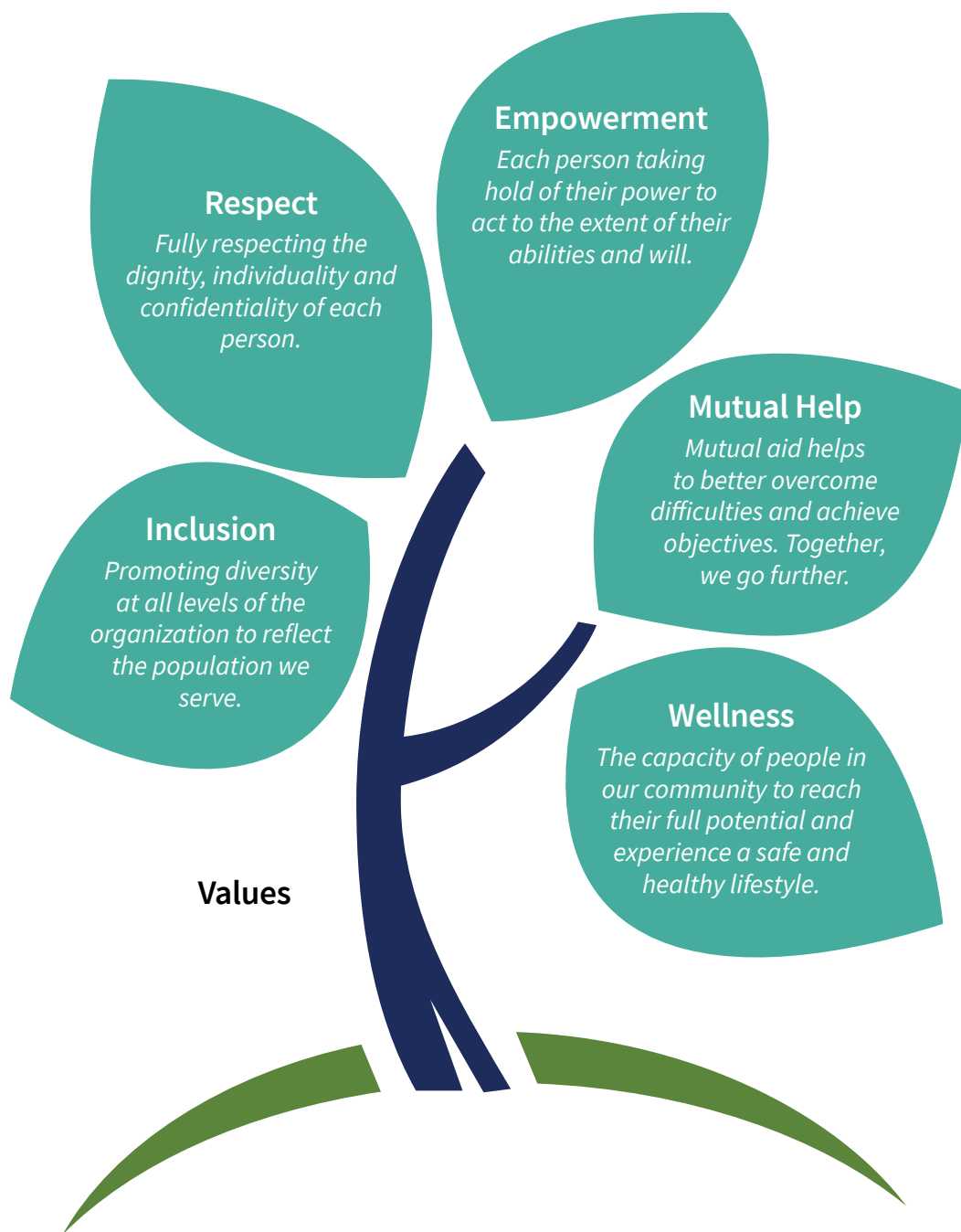
24%

**increase in visits
to the Food Bank
in 2018**

7,572

**people welcomed
at the LCRC
reception**

Strategic Framework 2019-2024



Mission

The Lowertown Community Resource Centre offers free social services and support to residents in our community, in all their diversity, to improve their quality of life.

Vision

A Centre that residents know, identify with and engage in.

Strategic Directions

- Program Enhancement
- Financial Diversity
- Organizational Efficiency
- Commitment to Equity and Inclusion



I RELOCATED TO OTTAWA in March 2018 as a single mom of 2 kids and expecting a third. While living in the emergency shelter in Lowertown, I was introduced to the Lowertown Community Resource Centre and indeed my heart was immediately filled with warmth and welcoming people of different background, race and culture.

Although the shelter provided us with breakfast, there was no kitchen to prepare school meals or dinners at night, Anabelle (*Outreach Worker*) was in charge of a **collective kitchen** where we all come together to learn, prepare meals and eat together. All of us at the shelter always looked forward to every 2nd Friday gatherings.



Anne-Marie (*CH Coordinator*) who is in charge of the **Community House** at 145 Beausoleil made sure I had a clean kitchen to prepare meals for my kids and the laundry room was there for me too.



I went to the Centre to see Maria (*Early Years Worker*) for **playgroups** with my new baby, it gave me somewhere to go and people to talk to, I wasn't a new mom, but I needed to be out of the house and meet people because I was in a new country/city.



Summer came and Stephen (*Children and Youth Program Manager*) gave me a call to come and register my kids for **summer camps**, swimming classes back to **school packs** and lots more.



I have a full time job today because of the **Club 310** which is run by the Centre, because as a single mom on minimum wage I will never have been able to afford daycare for three kids.

Just recently my daughter was evicted from her daycare and I was given 2 weeks to find a replacement or quit my job and stay home with her. I asked the Centre for help and Karine (*Intake worker*) saw me and told me not to worry. I got a call from her the very next day and she found me a more convenient daycare.



Words only cannot express how helpful the Centre is to me and my kids. Seeing my kids so happy in this community, knowing their peers and the community staff and being involved in different activities I don't know how I would have done all this alone. **Thank you so much LCRC!**

Yetunde Amanda Ona



719
residents were
helped by our
Intake Workers

18,535
volunteer
hours

94%
of clients found
the help they
needed at the
LCRC

Intake

The 2018 Back to School program was held in a festive atmosphere. **88 children** (and their parents) picked up their school bags at the Community House. On this beautiful sunny day, there was a BBQ meal and volunteer hairdressers from *Cuts for Kids* offered free haircuts.

For the first time, in collaboration with the Ottawa Humane Society, we offered a pet care workshop to **18 residents**.

In collaboration with *Renewed Computer Technology*, we started a new program that offers the purchase of recycled computers and the installation of new software.

“It’s a very nice place. They help a lot. Every time I need help, it’s always here when I need a hand to reach to. Thank you!”

— Lowertown resident

Youth Counseling

We focused our efforts on completing the project funded by the Ontario Trillium Foundation (2016-2019). The goal of this project was to reach families looking for parenting skills using the “*Positive Discipline in Daily Life at Home*” approach. This funding allowed us to deliver **8 groups** to **59 parents**. **115 children** benefited from our childcare services and the training of their parents. We worked closely with the University of Ottawa, which is coordinating extensive research on this approach.



Children and Youth Program

For the first time, we offered *AquaFriends*, a program designed for youth on the Autism Spectrum (ages 6 to 12), which offers a **1 to 1** ratio instruction in the pool.

Our *Swordfish Swim Club*, for children and youth aged 6 to 16, continues to be a popular program. **85 youth** have acquired new swimming skills and obtained certification levels.

“The Transitions Program is a place where you can take a break from school and have fun while learning. We have many activities such as library visits, field trips, pizza nights, physical activities, etc. You can talk about anything and have fun while learning about your transition to high school.” – Naturelle, youth participating in the Transitions program

Early Years Program

For the first time, we offered **yoga** sessions to mothers and their children in the Baby Playgroup for babies 0 to 18 months.

Our Spanish Playgroup, unique in the city, is greatly appreciated by the many **(960 contacts)** participants – parents, grandparents and caregivers came to sing, play and share in their mother tongue.

“I see a difference between the program offered here than the same program offered at other centres. Even that I have to take 2 buses to arrive at this centre, I prefer that my kids are surrounded by the knowledge of staff at Lowertown- I trust this knowledge.”

– Spanish playgroup participant



Lowertown, Our Home

In October 2018 *Lowertown, Our Home* successfully completed a one-year project funded by the Ontario Trillium Foundation to strengthen our work with peers at the DUAL (*Drug Users Advocacy League*) weekly drop-in centre – a project that serves people who have lived or are living with substance abuse (**1414 visits** in 2018). This project also allowed **4 peers** to coordinate workshops for the community – the peers chose the topics: protecting themselves against bed bugs, anger management, stress management and violence in personal relationships. **105 people** participated in these workshops.

“Great presenter! Very calm, thorough, and non-judgemental and interactive with the audience!”

– DUAL participant

The Ottawa Police secured funding to provide **4 days** of intensive training on the “*Safe Growth*” approach – an internationally recognized crime prevention program. **12 residents** participated in this training and continue with community intervention in three Lowertown sites. Many of them also presented their project at the Community Development Framework (CDF) Learning Forum.

The LCRC received funding from the Ontario Ministry of the Attorney General to coordinate activities that raise awareness of the issue of illegal drug sales and harm reduction approaches in light of the opioid crisis in Lowertown. One of these activities was a *Photo-Voice* project with **14 youth**, in collaboration with our partner *Boys and Girls Club of Ottawa* (**159 contacts**). The youth produced a calendar that includes photos of the places they identified as safe in Lowertown.





Multicultural Program

For the first time, we offered a series of **12 workshops** for newly arrived, and homeless, families living at a local hotel. In consultation with these families, we coordinated information workshops on themes that reflect their priorities: housing rights and housing search process, budget management, police rights, CAS rights and responsibilities, and post-secondary education options. The last workshop was a visit to the Canadian History Museum.

Our multicultural worker continues to offer programs for seniors: monthly coffee houses (**365 contacts**), exercise programs, artistic workshops (**366 contacts**) and one-on-one interventions with more than **200 residents** this year.

“The Resource Centre has been very helpful and supportive to newcomers.”

— Resident of Lowertown



334
residents
participated in
various collective
kitchens

407
tax reports
were filed at
the LCRC

97%
of clients feel
respected at the
LCRC

4,133
contacts with
residents (both
younger and
older) in the Early
Years program



19,121
contacts with
residents at the
Community
House



Community Development

Thanks to a grant from United Way, we offered **3 evenings** of *World Music*. This event, open to everyone, brought residents together around music that they chose to share with the rest of the community. Dancing, snacks and a lot of fun was had by the **233 participants**.

Our community developer worked closely with a resident to set up the Lowertown Community Youth Soccer League. Several young people and parents participated in the soccer games that took place in Jules Morin Park (**485 contacts**). **17 volunteers** supported this project, which will continue in the summer of 2019.

“Discovering life, the organizing of life, in Canada...”

— Resident of Lowertown

Community House

The Community House’s programming continues to grow and resident participation is increasing – it offers a range of ways to meet the growing need for access to food, including lunches and soup meals, snacks are offered during any and all programs, the Food Bank (**1464 individuals, 669 households last year**), community kitchens and access to the kitchen for families living at the shelter. It is also an inviting place where anyone is welcome to volunteer (**58 volunteers**) or chat with their neighbours during a visit to the Clothing Bank (**2752 contacts**).

“I love the Monday breakfasts and the community kitchens, especially the new cultural food experiences.”

— Resident of Lowertown

Collective Kitchens

The LCRC has always offered collective kitchens as a way to bring residents together, break isolation and share a communal meal. We coordinated **5 different kitchens** in different locations in Lowertown to reach residents in welcoming and easily accessible locations. **334 residents** participated in these cooking activities.

CAWI (City for All Women Initiative)

Making Voices Count won the United Way Community Builder Award "From Poverty to Possibility" on May 16, 2019, for their unique contribution to civic engagement.

"We must open doors and we must see to it they remain open, so that others can pass through."

– Rosemary Brown



669

unique households
needed our Food
Bank services in
2018

1,464

unique individuals
visited our Food
Bank



Financial Reports

End of financial year March 31, 2019

INCOME STATEMENT

| | 2019 | 2018 |
|--|---------------------|---------------------|
| PRODUCTS | | |
| Grants and contributions – operations | 1 626 196 \$ | 1 586 152 \$ |
| Grants and contributions – projects | 381 517 | 296 050 |
| Donations, fundraising, etc. | 27 127 | 27 545 |
| Rentals | 2 025 | 16 050 |
| | <u>2 036 865 \$</u> | <u>1 925 797 \$</u> |
| OPERATING COSTS | | |
| Salaries and social benefits | 1 594 480 | 1 486 010 |
| Office costs | 32 545 | 40 390 |
| Program supplies | 133 683 | 133 501 |
| Maintenance and repairs | 13 879 | 13 679 |
| IT costs | 21 393 | 10 682 |
| Emergency fund | 20 754 | 18 305 |
| Telecommunications | 13 620 | 13 948 |
| Rent | 12 035 | 12 644 |
| Travel and meeting costs | 10 550 | 12 806 |
| Insurance | 7 911 | 9 322 |
| Training | 4 777 | 8 330 |
| Community projects | 4 132 | 2 595 |
| Fundraising costs | – | 603 |
| Professional fees | 49 356 | 32 096 |
| Service fees | 4 811 | 4 273 |
| Amortization of capital assets | 2 798 | 3 538 |
| Operational expenses – charged to projects | (248 986) | (207 591) |
| | <u>1 677 738 \$</u> | <u>1 595 131 \$</u> |
| EXCESS OF REVENUE OVER EXPENSES BEFORE PROJECT EXPENSES | 359 127 | 330 666 |
| PROJECT EXPENSES | 382 412 | 298 253 |
| EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES | <u>(23 285) \$</u> | <u>32 413 \$</u> |

STATEMENT OF FINANCIAL POSITION

| | 2019 | 2018 |
|--|-------------------|-------------------|
| ASSETS | | |
| Current Assets | | |
| Cash and bank | 469 257 \$ | 484 212 \$ |
| Debtors | 11 934 | 12 363 |
| Fixed deposit – 1,40 %, redeemable and expires February 2020 | 50 000 | 50 000 |
| Prepayments | 10 877 | 4 993 |
| | <u>542 068</u> | <u>551 568</u> |
| Fixed Assets | 1 568 | 4 366 |
| | <u>543 636 \$</u> | <u>555 934 \$</u> |
| LIABILITIES | | |
| Current Liabilities | | |
| Accounts payable and accrued liabilities | 78 879 \$ | 75 679 \$ |
| Deferred contributions | 229 633 | 221 846 |
| | <u>308 512</u> | <u>297 525</u> |
| NET ASSETS | | |
| Restricted fund | | |
| Contingency reserve | 104 561 | 104 561 |
| Reserve for contingency wages | 46 022 | 46 022 |
| Reserve for IVTF/CAWI contingency | 37 339 | 37 339 |
| Invested in capital assets | 1 568 | 4 366 |
| Unrestricted fund | 45 634 | 66 121 |
| | <u>235 124</u> | <u>258 409</u> |
| | <u>543 636 \$</u> | <u>555 934 \$</u> |



40 Cobourg St. (the Centre)
145 Beausoleil St. (Community House)
reception@crcbv.ca
613.789.3930 (the Centre)
613.562.2925 (Community House)



Recognition Award from the Ontario Trillium Foundation for "Positive Discipline"