



Annual Report

2019–2020

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



**Lowertown
Community
Resource
Centre**

Thank You to Our Funders and Our Partners!



Fier membre de:



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

Testimonials

“We wish to thank the Lowertown Community Resource Centre and the entire team for your assistance, care, love, for holding our backs throughout our stay in the emergency family shelter. The food, laundry, toys, calls, the kitchen. We are grateful for your show of love for humanity which I can never forget. Thank you guys. We love you all so much.”

– CHIMELO

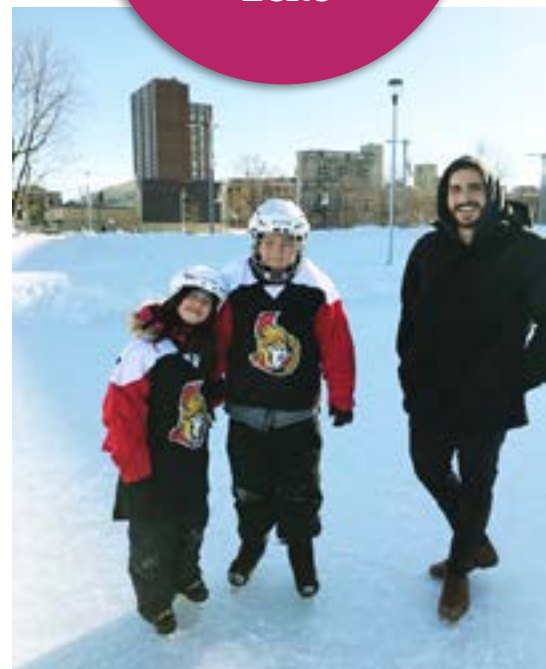
96%
of services
meet customer
needs



96%
of clients feel
respected at the
LCRC

“No matter what kind of day I’m having, I always light up at the thought of going to the after-school program at the end of the day. It is such a nurturing and supportive environment, and I am so glad to have found it (...) Programs like these form lifelong bonds. I am very glad to be able to attend.”

– AVA



“Without their help over the past year and a half I would have been lost I would recommend their services to anyone who is struggling to find the help that is needed. There is always a friendly face there to listen to and help without judgement... keep up the great work and know that LCRC has been a big help to me.”

– TEENA



A Word

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



Rosanne Emard, Matthew Beutel and Yolande Cremer

What a strange time to look back on a year in the life of an organization. We have been living through the all-encompassing shared tribulation that is the COVID-19 pandemic; it is a global phenomenon but its effect is felt most poignantly at the local level. The end of our 2019-20 fiscal year was consumed with the slowdown, with isolation and with uncertainty; but it was also marked by the resilience of our staff, of our volunteers and of the Lowertown neighbourhood. The importance of the Lowertown Community Resource Centre has never been as evident as over the past several weeks. Our centre has answered the bell and we are proud to have been able to do it!

However, this unusual period must not stop us from celebrating the LCRC's accomplishments in 2019-20 and from noting the highlights and challenges we faced over the course of the year.

The following bear witness to the Centre's success and impact:

- We supported a multitude of residents which resulted in over **67,000 service offerings**, interventions or program participations. Our intake counselors supported over **550 households** through individual appointments.
- With the support of the Sens Foundation and Telus Foundation as well as the summer jobs

programs of the Employment Ontario and the federal government, our 2019 summer camp was bigger than ever! We were able to add a week of camp (for a total of seven weeks) and we welcomed over **135 campers** – an increase of 52% over summer 2018!

- The community house continues to be a beehive of activity with, for example, more frequent community kitchens and the continued popularity of the How Do You Like Your Eggs breakfast on Mondays. Over **650 different households** representing, most on multiple occasions, were helped by our food bank last year. Our partnership with Ottawa Community Housing and the Ottawa Food Bank and our ongoing financial support from the City of Ottawa make the house a roiling hub of positive energy in the community.
- Empowerment, inclusion and mutual help are important values of the LCRC. We were witness to a group of dedicated residents (LERC) lead the organization of **Winterfest** which was attended by 240 residents. Others joined organizing committees. Residents learned how to use a toolkit for building and maintaining good mental health through participation in the **WRAP** and **Road to Recovery** programs.

The 2019-20 year also saw the Centre deal with some setbacks. The overhaul of EarlyON programming, financed by the province of Ontario and now administered locally by the City of Ottawa, resulted in the LCRC losing its early childhood play groups. However, we are collaborating with the Vanier Community Service Centre so that families can still access some play groups at the Jules Morin fieldhouse. Our early years worker, Maria, has been able to well adapt by taking on a new role in support of our programming for children and youth and continuing to offer a Spanish-language support group for families with young children.

The provincial government applied budget cutbacks which had a devastating effect on some of our programming for youth and seniors. Our seniors would dearly love to see the return of yoga, Zumba and aquafitness activities. Many of our youth activities were forced to wind up: multisport for 9-14 year-olds, the basketball, young women's and swimming programs, Keeping Youth Connected (homework help with computer access for teens) and the focused homework club for 6-12 year-olds. Together, these programs served over 200 kids and their coming to an end leaves a large hole to fill for Lowertown families. We are actively searching for other sources of funding and developing new strategies to meet the needs of youth and families.

MATT: Although my progressive return to work began in late February, 2020, Rosanne was the one with the steady hand at the wheel for all of 2019-20. The LCRC is much in her debt. I am so grateful for her attention to detail, her leadership and her adherence to our organization's values.

ROSANNE: Over the past year, I have had the privilege of working with a generous, committed, devoted and most of all resilient team. We have faced many challenges together, but have also shared moments of enrichment and warm humanity.

YOLANDE: It has been an honour and privilege to serve as a member and President of the Board of Directors of the LCRC. In the course of my career in social services, I had the chance to collaborate closely with agencies from Lowertown. I have always supported the essential contributions of the Community Resource Centres and of Lowertown's in particular—which led me to volunteering here upon retiring. During the course of the past nine years, the Centre has lived through many changes, each accompanied by its own concerns and hesitations. Despite all of these, there has been one constant: the devotion of the team to the residents of Lowertown. All members of the team have played their part, individually and collectively, in ensuring that the Centre has remained true to its mission.

And we are so happy to welcome back Matt and his usual enthusiasm. Matt, with his openness and strategic approach, will keep us on the road down which we are already headed.

I would also like to my fellow board members past and present for their confidence in me all these years. And I am most grateful for the collaborative relationship I have had with the different executive directors during my time.

I wish nothing but the best for the LCRC in the years to come. Thank you.

ROSANNE AND MATT: The final mandate of our esteemed President, Yolande, as a member of the Board of Directors is coming to an end. On behalf of all of the employees and members of the Board, we extend a heartfelt thank you to Yolande for her unwavering support, her devotion and her love of the LCRC for so long. Yolande, you have left your mark here for the better and for always.

The LCRC team is strong and resilient and ever ready to tackle new challenges. The 2019-20 year was testament to that. We are happy with our successes, but we are never satisfied. We move forward, as ever, with pride and a spirit of fostering mutual help but without relent towards our mission of improving the quality of life of the residents of Lowertown.

LCRC Board of Directors (2019–2020)

Yolande Cremer, President
Marty Mudie, Vice President
Stéphane Viau, Treasurer
Sally Arsove, Resident Member
Christopher Knight, Resident Member
Martha Labarge, Member
Jolane T. Lauzon, Member
Herman Ntawe, Resident Member
Valerie Proctor, Resident Member
Ulrich Sokambi, Resident Member
Muhammed Zaman, Member
Rosanne Emard, Executive Director (*ex officio*)
Matthew Beutel, Executive Director (*ex officio*)
Marie-Christine Gauthier, Staff Representative (*ex officio*)



Rosanne Emard
INTERIM EXECUTIVE DIRECTOR



Matthew Beutel
EXECUTIVE DIRECTOR



Yolande Cremer
PRESIDENT



Intake

The **WRAP / Road to Recovery** peer program was helpful in providing tools to those recovering from mental health challenges that can be used on a daily basis. **17 participants** were present for the **20 workshops**.

Our Intake workers/crisis counselors, Sarah and Karine, participated in **training** offered to residents party to difficult events in the community that led to invoking the Post-Incident Protocol (coordinating the response of the City, community organizations, police and citizens). They facilitated two debriefing sessions for these incidents which took place at 380 Murray (February and June).

In partnership with the Renewed Computer Technology (RCT) program, we helped Lowertown families access discounted **computers**.



Multicultural Program

The monthly **Coffee houses** for residents of the OCH building at 160 Charlotte remain an important source of socialization for seniors. Our multicultural worker, Shoon, developed themes and organized workshops on: home takeovers (a problem experienced by several residents and source of fear for many), community policing (with Constable Sebastien Lemay), stress management, equipment to help with mobility and safety problems for people with physical disabilities.

Communication and interpretation remain a challenge in **individual counseling**. Residents speak several languages and this year we needed to find creative solutions to help residents speaking Mandarin, Cantonese, Italian, Spanish, Kirundi, Russian, Farsi as well as other languages. Various members, and occasionally our community partners, acted as interpreters.

Youth Counseling

Gisèle, our child, youth and family counsellor worked with **124 clients**.

326
volunteers
gave of their
time

424
tax reports
were filed at
the LCRC



Community Development

With support from a funder, the TD Environmental Leadership Program, and students from the University of Ottawa, we have successfully supported residents of OCH buildings at 160 Charlotte and 312 Cumberland to continue their **community garden** projects. The students also coordinated the start of an information sharing network among all the gardeners of Lowertown.

We responded to a request from residents to support their creation of an association of **Canadians of Central African origin** in Lowertown. Their group now includes **50 participants**.

Our community developer, Alain, played a leadership role with community partners and residents in coordinating **training for residents (29 participants)** on the role of critical post-incident protocol.

We are proud to have participated in the Community Development Framework's **Community Acting Together** initiative which brought together residents in the creation of a play on violence experienced in the community. Residents of Lowertown chose an incident of racial discrimination as an example of insidious violence experienced on a daily basis.

Lowertown Our Home (LOH)

For the first time, four residents took over the complete coordination of **Winterfest**, and with great success: **240 people** attended the community event.

The LOH Coordinator Malika, in collaboration with partners and residents, offered a **unique celebration**. For the first time, at the dead end of Murray street, near King Edward, is a site the community calls "The Wall". Several residents living near this site participated in slam, poetry, music and networking activities. The harm reduction approach was one of the important themes given the proximity of this site to the Shepherds of Good Hope's safe injection site. All were welcome to share and learn about this approach with representatives from the Shepherds of Good Hope, SPO and Ottawa Public Health.





427
participants in
Children and
Youth Programs



Children and Youth Program

TRANSITIONS — Our Transitions program gives kids aged 12-14 a safe space to connect with their friends after school. At the Youth Centre, along with snack and homework assistance, the youth learn social, educational, practical, and mental health tools to help them in their journey to becoming young adults. All this is structured in a team environment that allows them to grow and learn alongside their peers.

CLUB310 — Club310 is more than just an after-school program for many of our participants. This year, throughout the various disruptions in our schedule due to the teacher strikes and reduced staff, it has become apparent that we are a place of comfort, predictability and growth for the **84 kids** enrolled in our program. Between the hours of 2:30 and 5:30, in addition to help with homework, the participants are provided with a healthy snack and activities that target their social, emotional, and physical well-being.

This year the **senior group** put on a fashion show, had a cultural cooking week, and as per usual, participated in many special activities to highlight the various holidays – including a turkey dinner before the Christmas break.

“As someone who has witnessed the after-school program for the last 11 years it’s hard to put into words how much this program has meant to the students of our community. The children receive swimming, skating, singing and acting lessons also. There are lots of personalities and issues with many of the kids and the staff work hard. The program offers after-school care for parents, many of whom could not afford child care. The kids are fed nutritious snacks, get help with their homework and have discussions about social and behavioural issues.”

– MR. HICKEY

“Club 310 is important to our family, because it provides my kids with a safe place to hang out after school. A place where they hang out with their friends, have a healthy snack, and get help with their homework from friendly and helpful staff.”

– RENÉE

“One of the things I think about when reflecting on my favourite moments at Transitions is snack time. All of the kids sit together at our giant kitchen table, no phones, no homework, and we all eat and chat. It’s when we have some of our funniest moments and our most serious conversations about life.”

– BRIDGETTE, Senior Youth worker who runs Transitions program



Community House

This year we made some changes to the Community House, including closing our clothing distribution program to create more storage space for our food bank. **170 people** participated in the last two clothing distribution events organized at 201 Friel with the support of OCH, nine volunteers and members of our team.

We received additional funding to increase the frequency of the **collective kitchens** serving homeless families

housed in a local motel and to continue our partnership with a chef from our community partner, ALSO.

With the restructuring and reorganization of the **laundry space** in the basement of the Community House, it is now possible to accommodate more

families from the motel. With funding from the City of Ottawa's housing program, we purchased a more efficient washer and dryer.

We are grateful for the active participation and integration of the **42 committed volunteers** who support all the activities at the Community House. This year we organized three volunteer recognition events. Our excellent volunteer Havzeta prepared lunch every Tuesday for those who helped prepare for our food bank.

Our Monday morning restaurant-style **lunch program** was attended by **170 residents** of Lowertown.



Our
Food Bank
served
1,326
individuals

2,505
clients served at
the Community
House

11,969
contacts at our
Food Bank

Contacts at the
reception desk:

4,913

11,935
volunteers
hours

Other Activities

Food security remains a central issue in our community. **150 residents** participated in our various **collective kitchens** that took place in Lowertown this year.

Our Spanish-language **Parental Support Group** is one of the liveliest programs at the Centre. The families (**58 participants**) have created a strong supportive network with the guidance of our Early Childhood Worker Maria.

VOLUNTEER PROGRAM – through our partnerships with Pinecrest-Queensway CHC's Internationally Trained Professionals program, the University of Ottawa's Michaëlle Jean Centre for Global and Community

Engagement, the Cité collégiale internship programs and also the many kind residents, we have a strong team of people who volunteer their time to help our community. Last year, the majority of volunteer placements were to support our food bank and our after-school programs.



Our great collaboration with **Action Housing** continues with the presence of Yarlle, one of their caseworkers, at the Centre 3 days a week.

This year, we joined as a partner with the Eastern Ottawa Community Family Health Team and the Ottawa Health Team/Équipe Santé. We want to cooperate in our efforts for a more accessible and equitable **network of quality health and support services** for Lowertown residents.

CAWI (CITY FOR ALL WOMEN INITIATIVE) continues to meet in our space to advance equity and inclusion in Ottawa by providing training, consultation and organizing public forums.



Financial Reports

END OF FINANCIAL YEAR MARCH 31, 2020

INCOME STATEMENT

	2020	2019
PRODUCTS		
Grants and contributions – operations	1 508 113 \$	1 626 196 \$
Grants and contributions – projects	101 734	381 517
Donations, fundraising, etc.	21 491	25 777
Administrative fees	15 910	1 350
Rentals	–	2 025
	1 647 248 \$	2 036 865 \$
OPERATING COSTS		
Salaries and social benefits	1 338 039	1 594 480
Program supplies	63 940	133 683
Office costs	27 808	32 545
IT costs	25 894	21 393
Maintenance and repairs	23 473	13 879
Emergency fund	19 648	20 754
Rent	11 126	12 035
Insurance	8 244	7 911
Telecommunications	7 559	13 620
Community projects	6 589	4 132
Travel and meeting costs	9 295	10 550
Training	3 874	4 777
Fundraising costs	2 424	–
Professional fees	16 024	49 356
Service fees	1 999	4 811
Amortization of capital assets	2 627	2 798
Operational expenses – charged to projects	(42 346)	(248 986)
	1 526 217 \$	1 677 738 \$
EXCESS OF REVENUE OVER EXPENSES BEFORE PROJECT AND OTHER EXPENSES	121 031	359 127
PROJECT EXPENSES	104 353	382 412
SURPLUS/DEFICIT	16 678	(23 285)
OTHER EXPENSES		
Contribution to IVTF/CAWI	(37 339)	–
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	(20 661) \$	(23 285) \$

STATEMENT OF FINANCIAL POSITION

	2020	2019
ASSETS		
Current Assets		
Cash and bank	301 984 \$	469 257 \$
Debtors	9 776	11 934
Fixed deposit – 1 %, redeemable and expires February 2025	50 000	50 000
Prepayments	3 139	10 877
	364 899	542 068
Fixed Assets	10 290	1 568
	375 189 \$	543 636 \$
LIABILITIES		
Current Liabilities		
Accounts payable and accrued liabilities	52 476 \$	78 879 \$
Deferred contributions	108 250	229 633
	160 726	308 512
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
Invested in capital assets	10 290	1 568
Unrestricted fund	53 590	45 634
	214 463	235 124
	375 189 \$	543 636 \$



A Funny Anecdote from 2019-2020

“A client called to find out about the reproductive cycle of pigeons (from the laying of eggs to the departure of nestlings), because a pigeon had made a nest on her balcony and she did not want to move or disturb the nest for fear that the mother pigeon would abandon her eggs therefore she didn't dare go out on her balcony. We do a bit of everything here at the LCRC!

– Marie-Christine, Receptionist



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