

# Annual Report

2017–2018



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



Lowertown  
Community  
**Resource  
Centre**



# Thank You to Our Funders and Our Partners!



We are grateful to the **Cajole Inn Foundation** and the Ottawa offices of **Cisco Systems Canada** for their generous contributions!

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

Proud member of:



LCRC outreach – Open House October 2017

# A Word

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

**Yolande Cremer**  
**Matthew Beutel**

THE PAST YEAR WAS MY (Matt's) first complete one at the LCRC and it allowed me to appreciate the the full breadth of what our organization does. And for me (Yolande), this year demonstrated once again how all of the ingredients (community, employees, partners and funders) were in place and working together to better serve the residents of Lowertown.

Despite obstacles to overcome and the departure of a few colleagues for new career challenges, we have many accomplishments to celebrate from 2017-18! Here are but a few:

- Our **summer camp** hit new heights in 2017 with over 100 youth registered each week!
- This past year was our first entire one with the **Good Neighbours Community House** as part of the Centre. In 2017-18, the level of investment, the number of hours of programming and the number of residents participating in its activities all increased considerably. Of note is the newly offered free Monday breakfast « How Do You Like Your Eggs? » which has attracted as many as 50 people each week.
- Efforts to increase promotion of the LCRC continued. We organized a caravan / open house event in September 2017 and another open house event at the Routhier Centre in March 2018. Articles and advertising placed in the new *Lowertown Echo*, an overhaul of our promotional materials, the development of a newsletter, the production of story videos and a bigger and nicer sign in front of 40 Cobourg have all contributed to **increasing the Centre's visibility** in the neighbourhood.
- The **Mac Manor Bistro**, a fantastic collaboration with Algonquin College, Ottawa Community Housing and Options Bytown at the MacDonald Manor building, was born. This initiative offers low-cost, healthy lunches to Mac Manor residents while providing a space for breaking isolation and an opportunity for young students with barriers to employment to learn job skills.

Our existing **services and programs** have been responding to the needs of Lowertown residents for many years now. They are the solid foundation that allows us to add innovative new projects. Our devoted, professional and above all compassionate and solution-oriented team make miracles with relatively little.

We are keeping our feet firmly planted on the ground but our eyes are turned towards the future. The **2019-2024 strategic planning** process is already underway. But now is the time for a short pause to thank our employees, our volunteers, our donors, our partners and our funders. We stop to take stock of the achievements of the LCRC over the past year before continuing to help build a stronger and more vibrant Lowertown!

*Yolande Cremer* *Matthew Beutel*



## LCRC Board of Directors (2017-2018)

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



LCRC staff and Board of Directors



# Intake

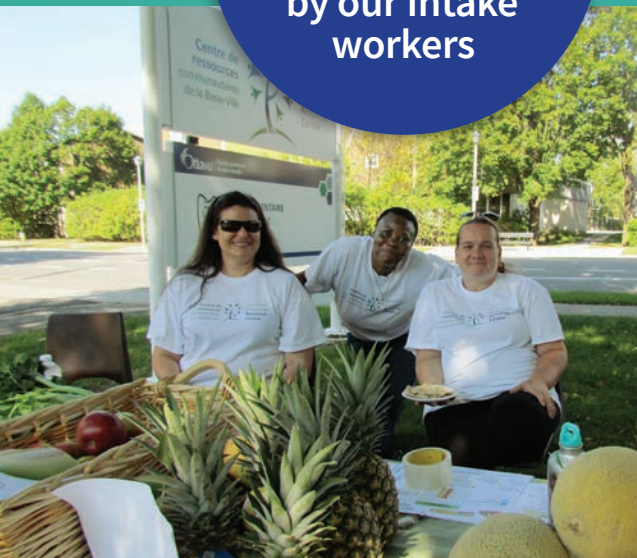
.....  
with Christina until March,  
Karine, Julie, Aysha and Sabine

Our “intake” service offers short-term support to residents facing challenges or crises.

Our 2017 **Christmas Exchange** event was exceptional – over 200 children and adults attended! Our partner **MASC** delivered a children’s workshop and a bilingual music show for all. The Ambassador of the United States addressed the room to congratulate MASC for having won a National Arts and Humanities Youth Program Award in the United States.

Our partners **Action Housing** and **CFS Ottawa** also offer counseling from our offices.

**1,074**  
clients supported  
by our Intake  
workers



*“Everyone has been courteous and kind. Karine helped me immensely.”*

– Intake client



## Multicultural Program

.....  
with Shoon and interns

For the first time, the LCRC and four other partners offered **five bilingual performances** to seniors (41 individuals) in the community as part of the New Horizons federal funding.

150 residents participated in the **monthly collective kitchen** program that takes place on the last Thursday of each month at the Centre. A member of the community plans the menu with our social worker and interns, preparing recipes from all over the world.

For the first time, we offered a series of **ten workshops to homeless families** at the Econolodge Motel. 62 children and adults participated in this project funded by the Ontario Ministry of Citizenship and Immigration. The topics of the workshops were chosen by the adults and they reflected their great desire to integrate into the community.





# Community Development

with Alain and interns

In community development this year the LCRC enabled ten residents to participate in **training** on municipal government and on the budget consultation process.

- 13 new residents joined the **community gardening** projects
- 444 people from Lowertown benefited from the **free tax clinics** we organized to complete their income tax returns this year.



**96%**  
of clients felt  
respected at  
the LCRC



**444**  
tax returns  
prepared by  
volunteers

# Lowertown Our Home (LOH)

with Aysha

The partners and residents who are members of Lowertown Our Home have completed their **Strategic Plan for 2017-2020** with the financial support of Crime Prevention Ottawa. A one-year project funded by the Ontario Trillium Foundation was also launched to strengthen our work with peers in the **DUAL drop-in center** – a project serving people who have lived or are living with substance use (1,265 visits in 2017).



Winterfest 2018

**88%**  
of clients feel  
closer to their  
community

**92%**  
of clients found  
the help they  
needed

**Nancy, Program Manager**

(Intake, Multicultural, Community House, Youth Counseling & Community Development) with Aysha







Community House food bank volunteers

Food  
bank use:  
**1,346**  
individuals

**8,876**  
Food bank visits  
(28% increase)

*“Complete lifeline  
– do not know how  
I would manage  
without your help.  
I have always been  
helped, never turned  
away and I am sooo  
grateful.”*

– Lowertown resident



Anne-Marie and Mehdi (OCH Community developer) at the Community House mural unveiling

## Community House

with Anne-Marie and Ibrahima, interns and volunteers

We acknowledge the contribution of our **volunteers** (university students and committed residents) who help us better serve the community. Over the last year, several **renovations** have made the space more welcoming. The **food bank** received 8,800 visits in 2017, a considerable increase over the previous year. In addition, we are now able to give milk and bread every week.

**Breakfast Program** – this program runs every Monday and operates like a restaurant – participants are greeted at the door and offered a menu. The program has been a huge success – over 800 meals were served!

*For Laura, volunteering at the house has been a rewarding and wonderful experience that has enabled her to connect with her neighbours and help in a meaningful way. Laura loves the breakfast program because it is truly unique – residents are treated like valued customers and in a friendly and respectful environment.*

**64**  
Community  
House volunteers  
contributing  
**5,254**  
hours!





# Early Years Program

with Maria and Ifrah

During this pilot project, **playgroups** in Arabic, Somali and Spanish were offered to families and caregivers in the community. These weekly playgroups provided an opportunity to learn more about the programs and services we offer as well as programming for children aged 0-6 in their native languages.

The Arabic and Somali playgroup welcomed **6 adults** and **16 children** in our Early Years room. The new Spanish playgroup was a huge success – **27 families (50 adults** and **46 children)** attended and the Centre was bouncing with energy!

*“I am writing to let you know how incredibly happy we are with such a playgroup, and that we really hope it will continue in 2018. I feel that having such a playgroup epitomizes what Canada has to be proud of: respect, encouragement and the integration of a multicultural society.”* – Iratxe Flores, mother of triplets



# Youth Counseling

with Marie-Claude and Fouad early in the year, followed by Alanna and Sabine

In 2017, the LCRC offered **workshops** on body diversity and on safe use of the internet to 136 children (8-11 years old) participating in the Ottawa Patro Summer Camps.



*“A home steps away from home.”*

– Thusanth, Lowertown youth

*“Thank you so much for helping me out in difficult times.”*

– Lowertown resident







*"I always feel at home here. It's like a community."*

– Lowertown volunteer

## Volunteer Program and Special Projects

.....  
with Catherine

**17,108**  
volunteer  
hours

*"I am convinced that this experience will be very useful to me in my future job search."*

– H      , ITP (Internationally Trained Professional) volunteer

## Children and Youth Program

(Transitions, Club 310, Homework Club, Girls Group, Keeping Youth Connected, Swordfish Swim Club, Basketball, Mixed Sports Club)

with Stephen and the youth worker team: Alana, Alanna, Anabelle, Chanelle, Dominique, Hamda, Jacob, Rebecca, Saeed, Salma, Sarah A, Sarah M, Veronica, and Zakaria

This year the LCRC won the Ottawa Carleton District School Board **"Excellence in Equity Award"** for all of the work we do, in particular at CLUB 310 and TRANSITIONS for youth.

We had a **record 115 participants** (aged 6 to 14) at our summer camp!

92 participants (ages 9 to 12) attended **Club 310** (one of our many extracurricular programs), 5 days a week.

In addition to our weekly **Basketball** program in Lowertown East, we now offer a weekly evening Basketball program in Lowertown West in the Routhier Community Centre gym. This year we had 47 participants (14-21 years old).

Three of our young female swimmers have progressed through **Bronze Medallion to Bronze Cross** and are now, at age 16, preparing for National Lifeguard Certification. Way to go girls!



*"A place where I can be myself and do the things I like with people who enjoy my company. It makes me proud to have a place like this to go to after school."* – Josh

*"I love this Lowertown community. I like playing basketball because it's fun and it's a good exercise and they treat us really good."* – Youth participating in the Basketball program







Lowertown Celebration 2017

## Reception

with Marie-Christine, Anabelle and Sabine

Not a program per se, but an integral part of the LCRC nonetheless. When communicating with our reception – either by phone, email, or in person – you will find a welcoming smile, a person who greets, listens, helps or redirects you to the appropriate service. Our reception serves on average **51 people per day**.

*“Welcoming and courteous reception. Friendly smile.”*

– Lowertown resident



*“The receptionists are most pleasant and helpful. It’s very clean too!”*

– Lowertown resident

## CAWI (City for All Women Initiative)

The Centre continues to offer **administrative support** to the *Making Voices Count* project. We are also proud participants!



# Finance and Administration

.....  
with Carmen

## FINANCIAL REPORTS

End of financial year March 31, 2018

### INCOME STATEMENT

	2018	2017
<b>PRODUCTS</b>		
Grants and contributions – operations	1 211 603 \$	1 187 826 \$
Grants and contributions – projects	670 599	656 979
Donations, fundraising, etc.	27 545	26 209
Rentals	16 050	–
	<u>1 925 797 \$</u>	<u>1 871 014 \$</u>
<b>OPERATING COSTS</b>		
Salaries and social benefits	1 488 910	1 395 617
Office costs	51 602	41 749
Program supplies	42 092	54 094
Emergency fund	18 305	11 930
Maintenance and repairs	13 591	13 330
Travel and meeting costs	8 072	7 766
Rent	12 593	12 683
Telecommunications	12 315	11 474
IT costs	10 682	13 563
Training	5 130	2 350
Insurance	8 306	6 864
Community projects	2 595	3 053
Fundraising costs	603	1 763
Professional fees	33 593	23 681
Service fees	4 273	4 334
Amortization of capital assets	3 538	5 914
Operational expenses – charged to projects	(532 785)	(419 180)
	<u>1 183 415 \$</u>	<u>1 190 985 \$</u>
<b>EXCESS OF REVENUE OVER EXPENSES BEFORE PROJECT EXPENSES</b>	742 382	680 029
<b>PROJECT EXPENSES</b>	709 969	714 398
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES</b>	<u>32 413 \$</u>	<u>(34 369) \$</u>

### STATEMENT OF FINANCIAL POSITION

	2018	2017
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and bank	484 212 \$	333 354 \$
Debtors	12 363	12 410
Fixed deposit – 1,40 %, redeemable and expires February 2020	50 000	50 000
Prepayments	4 993	6 425
	<u>551 568</u>	<u>402 189</u>
<b>Fixed Assets</b>	<u>4 366</u>	<u>7 904</u>
	<u>555 934 \$</u>	<u>410 093 \$</u>
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Accounts payable and accrued liabilities	75 679 \$	55 130 \$
Deferred contributions	221 846	128 967
	<u>297 525</u>	<u>184 097</u>
<b>NET ASSETS</b>		
Restricted fund		
Contingency reserve	104 561	104 561
Reserve for contingency wages	46 022	46 022
Reserve for IVTF/CAWI contingency	37 339	37 115
Invested in capital assets	4 366	7 904
Unrestricted fund	66 121	30 394
	<u>258 409</u>	<u>225 996</u>
	<u>555 934 \$</u>	<u>410 093 \$</u>

*“This centre is special – not like the others.”*

– Lowertown resident



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(613) 789-3930  
reception@crcbv.ca  
Community House:  
145 Beausoleil (613) 562-2925



LCRC staff at annual retreat