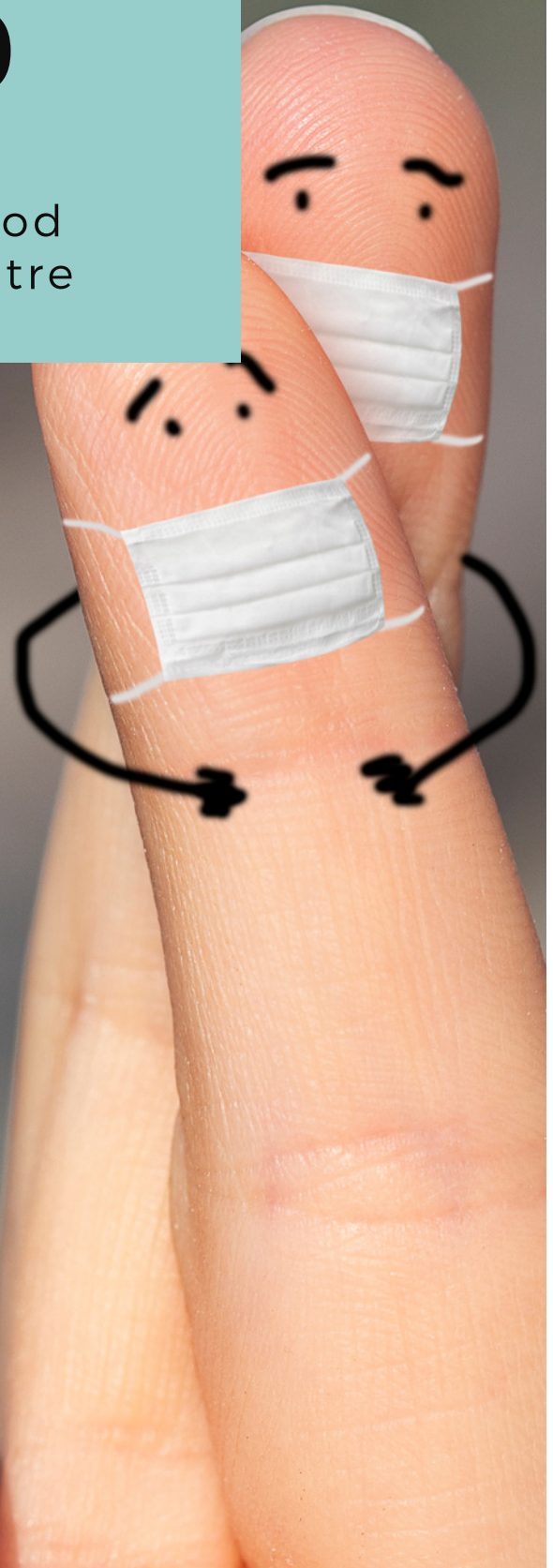


ANNUAL REPORT 2020

Crouch
Neighbourhood
Resource Centre





INTRODUCTION

Crouch Neighbourhood Resource Centre is a neighbourhood-based organization located in the "heart" of the Hamilton Road community. The Crouch staff team and Board of Directors strive to ensure that all members of our community thrive through access to basic needs and advocacy supports, participation in programs and activities, and opportunities for input, collaboration and volunteerism. 2020 was a year of significant impact, with more than 2,500 unique individuals served.

OVERVIEW

MISSION

Crouch Neighbourhood Resource Centre is a neighbourhood organization that brings diverse people together to plan, develop, and provide services and activities that support, build community capacity, and nurture the well-being of all residents in the Hamilton Road Community.

VISION

The vision of the Crouch Neighbourhood Resource Centre is to be a strong, dynamic, and diverse community organization that supports a process of neighbours helping neighbours through programs, services, and projects that benefit the Hamilton Road Community.

CORE SERVICES

- Neighbourhood Support Services (Advocacy and Basic Needs)
- Child and Youth Programming
- Community Development



2020: A YEAR OF EMERGENCY RESPONSE

In 2020, Crouch Neighbourhood Resource Centre focused on providing wrap-around supports for individuals and families who have been made particularly vulnerable by the socio-economic impacts of the pandemic. Low-income or precariously employed households and families faced extraordinary challenges in 2020. Crouch responded to the needs of residents by providing basic needs supplies, learning materials for children and youth, referrals to seasonal supports and opportunities for neighbourhood engagement.

In March through August 2020, families received home-delivered care packages of fresh and non-perishable goods, hygiene items, and literacy materials for children. In July and August, residents were invited to participate in community picnics and a collective mural initiative, in addition to no-cost summer day camp activities. In the fall, engagement moved online, with the first virtual Soul Food Collective, providing food, nutritional education and a point of connection between 11 families and 45 family members. Residents were also connected to various seasonal supports, with Crouch acting as one of two Free Tax Clinic in-person sites in London, a referral and distribution partner for Toys for Tots and a Christmas Hamper program in partnership with Impact Church. Crouch also served as a distribution site for the Koats for Kids program in collaboration with the Boys and Girls Club and provided winter boots to residents through the Neighbourhood Resource Centre Boot Drive.

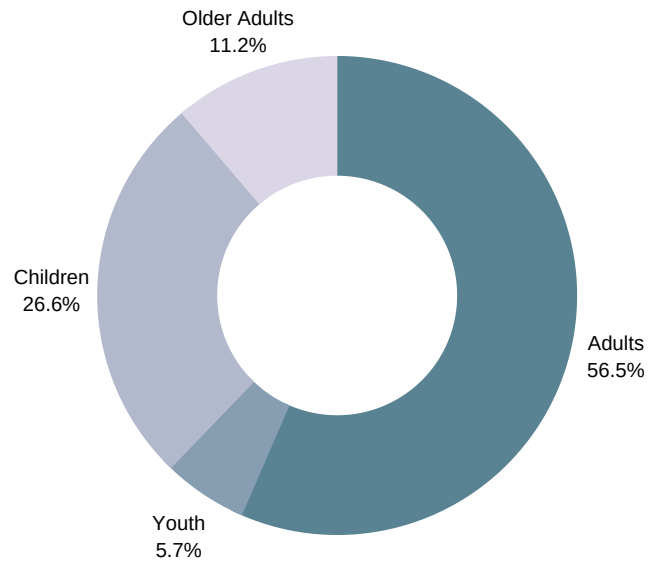
Although it has been a challenging year for the residents of Hamilton Road, they have done an excellent job of advocating for their needs and taking advantage of a wide variety of neighbourhood-based supports. None of these supports would have been possible without the dedicated efforts of volunteers, students, staff, board members, community partners and funders. Thank you for all you do!

IMPACT: BY THE NUMBERS



UNIQUE INDIVIDUALS SERVED

	2020	2019
Adults	1413	1055
Youth	142	165
Children	665	384
Older Adults	281	
Total	2501	1700



50+
**Neighbourhood
Volunteers**

1,240
**Volunteers
Hours**

2,805
**Meals
Served**

1,826
**Covid Care
Packages Delivered**

INNOVATIVE IMPACT: NEIGHBOURHOOD SUPPORT SERVICES



2020 provided a significant opportunity for Crouch to support residents with basic needs and advocacy in new, creative and impactful ways. The Covid Care Kit project allowed residents to access basic needs from their homes for the first time, with weekly deliveries to more than 100 households each week in the height of the first wave. When it became possible to re-open the emergency food cupboard in late August, innovations included maintaining delivery to the Senior's subsidized housing building on Hale St. and providing curbside service four days per week at the Crouch Library.

The long-standing Men's Lunch program also saw creative re-iterations, beginning with a mobile meal program in August using bikes to reach street-involved residents of Hamilton Road. Between 75 and 125 residents accessed a weekly hearty and nutritious meal curbside in front of the Crouch Library from September to December while engaging with staff around more complex needs. Warming kits with winter wear, hygiene and first aid items, emergency blankets, bus tickets, snacks and Tim Horton's gift cards were distributed to 85 of the hot meal attendees, many of whom were experiencing homelessness.

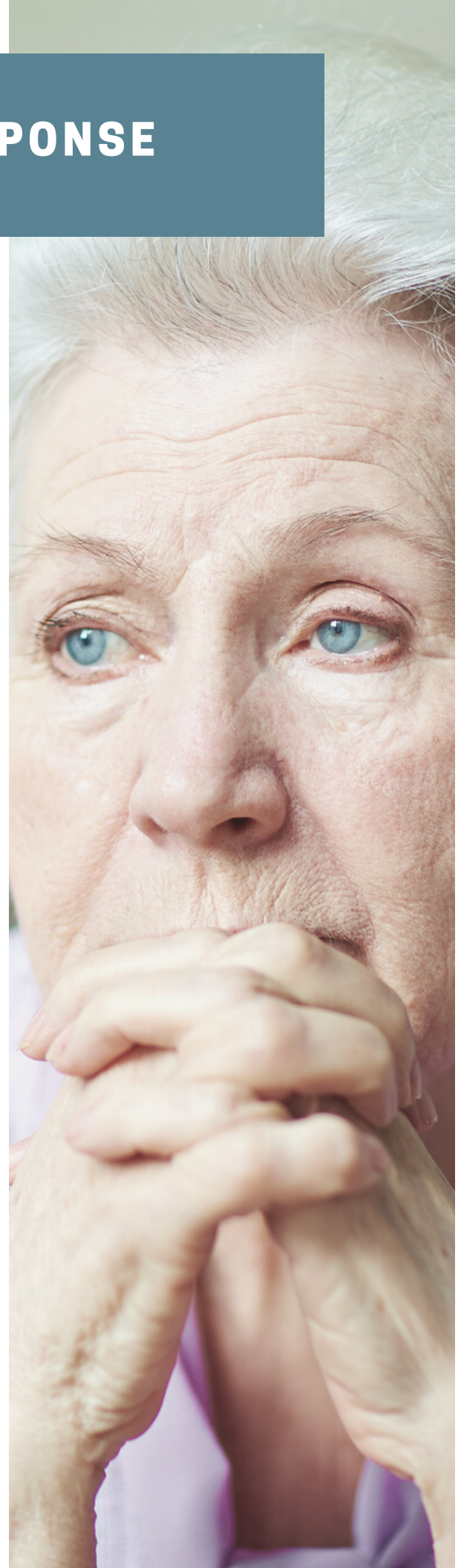
Other basic needs and advocacy activities include:

- Boot Drive (244 residents fitted with warm winter footwear)
- Toys for Tots (49 families; 120 children/youth)
- Christmas Hampers (118)
- Free Tax Clinic (394 residents, 738 returns)
- Self Care Kits for Seniors (77)
- Research project with the Centre for Health Equity and Social Inclusion (UWO) to determine the impact of Covid19 and desired future supports of neighbourhood residents through both surveys and in-depth interviews

IMPACT STORY: COVID RESPONSE

At the height of the first wave of the pandemic, a Senior from the Hamilton Road neighbourhood contacted Crouch Neighbourhood Resource Centre to request emergency food through the Covid Care Kit initiative. When her son was laid off due to Covid19, this resident was joined in her two-bedroom home by her son, his partner, two teenagers and two children, including a 6-week old baby. The resident's son and family were unable to relocate or sustain themselves by relying exclusively on the Canada Emergency Response Benefit and depended on the grandmother for support with housing and food. Furthermore, the family was self-isolating due to the health of vulnerable family members and was struggling to obtain groceries and supplies for the newborn.

The grandmother expressed great relief at receiving a weekly care package of fresh produce, non-perishable goods and hygiene supplies, including diapers through the Crouch Covid Care Kit initiative. By summer 2020, the son had returned to work, the newborn's health was stable, and the family was no longer in need of weekly food and hygiene support. CNRC is proud to have supported this family and many more, none of which would have been possible without the support of donors and funders.



SUPPORTERS - 2020

Crouch Neighbourhood Resource Centre was honoured by the generous support of the following funders, companies and community groups in 2020:

BEATRICE NOFTLE FUND
BOYS AND GIRLS CLUB LONDON
CADILLAC FAIRVIEW CORPORATION
CANADIAN TIRE JUMPSTART
CASEY'S KITCHENS
CHILD AND YOUTH NETWORK
CIBC MELLON
CITY OF LONDON
COMMUNITY FOOD CENTRES CANADA
ELGIN CONTRACTING AND
RESTORATION LTD
ENBRIDGE
E-SUPPLY CANADA
FAMILY CENTRE ARGYLE
FOODRESCUE.CA/SECOND HARVEST
FOREVER LEGACY FOUNDATION
FORRAT'S CHOCOLATES
FRIENDS OF THE LONDON CIVIC
GARDEN COMPLEX
GLEN CAIRN COMMUNITY RESOURCE
CENTRE
HAMILTON ROAD BUSINESS
ASSOCIATION
HAMILTON ROAD COMMUNITY
ASSOCIATION
HUMAN RESOURCES DEVELOPMENT
CANADA
IMPACT CHURCH
INTACT INSURANCE
KOHNS MEAT MARKET
LONDON CHILDREN'S CONNECTION
LONDON FOOD BANK
LONDON FOOD COALITION
LONDON PUBLIC LIBRARY

LUSO COMMUNITY SERVICES
MCDONALD'S (HAMILTON ROAD
AND HIGHBURY)
MEALS ON WHEELS
MINISTRY OF HERITAGE, SPORT,
TOURISM AND CULTURE
INDUSTRIES
NO FRILLS
RED CROSS
ROTARY EAST LONDON
SAFE SPACE
SCOTIA BANK
SOUTH LONDON
NEIGHBOURHOOD RESOURCE
CENTRE
SUPERSTORE - OXFORD AND
GAMMAGE
THE AGAPE FOUNDATION OF
LONDON
THE FOREVER LEGACY
FOUNDATION
TRY RECYCLING
UNITED WAY ELGIN MIDDLESEX
URBAN ROOTS LONDON
WESTMINSTER COLLEGE
FOUNDATION
YFC LONDON
...AND TO OUR INDIVIDUAL
DONORS: THANK YOU FOR
BEING SUCH SPECTACULAR
NEIGHBOURS!

2020 AWARDS

Hamilton Road Area Leadership Awards

Recipients of the Hamilton Road Area Leadership Award demonstrate a level of volunteerism, commitment, and leadership over and above the call of duty. These leaders set an example and inspire others to get involved to make their community a better place. Each year, deserving adults and youth who demonstrate leadership qualities in our community are selected to receive the Hamilton Road Area Leadership Award. Congratulations to the 2020 recipients of the Hamilton Road Area Leadership Award.



Chuck and Linda



**Free Tax Preparation Clinic
- Phydel Parsons**



**Hamilton Road BIA
- Jenny De Miranda**



Arizona Phoenix (Youth Award)



2020 AWARDS CONT.

The Crouch Teal Heart Award

The Crouch Teal Heart Award is a recognition award community members who give their heart and soul in service to Crouch Neighbourhood Resource Centre and to the Hamilton Road community. The recipients of this award are connected to Crouch and have demonstrated energetic, positive and giving attitudes toward their fellow community members. They often recognize and respond to a need for an extra hand. They can be found working, sometimes behind the scenes, enabling Crouch to go that little bit further in delivering services. Despite obstacles they may face, they see the world as open before them and are taking on the challenges of personal growth. The recipients of this award are thoughtful, compassionate and passionate, hard workers and people who see the community as their own and want to better it through their being a part of it. They are ambassadors and positively promote Crouch's services and the Hamilton Road Community. Congratulations to this year's recipients of the Crouch Teal Heart Award.



Christine Quinlan



Damien and Robin Rowe



Megan Komenda



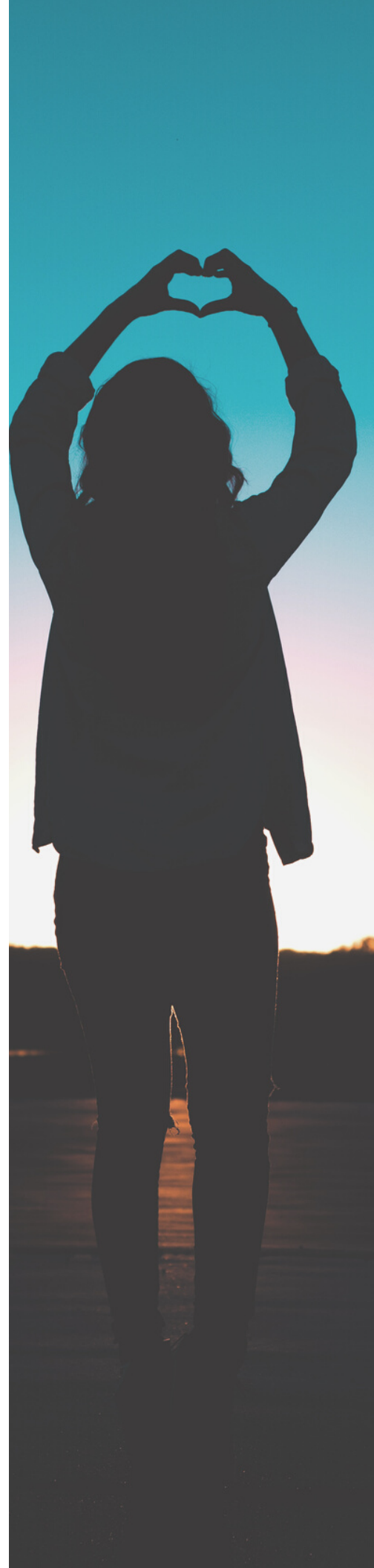
Pam and Ron Casey



Glen Cairn Community Resource Centre



YFC London



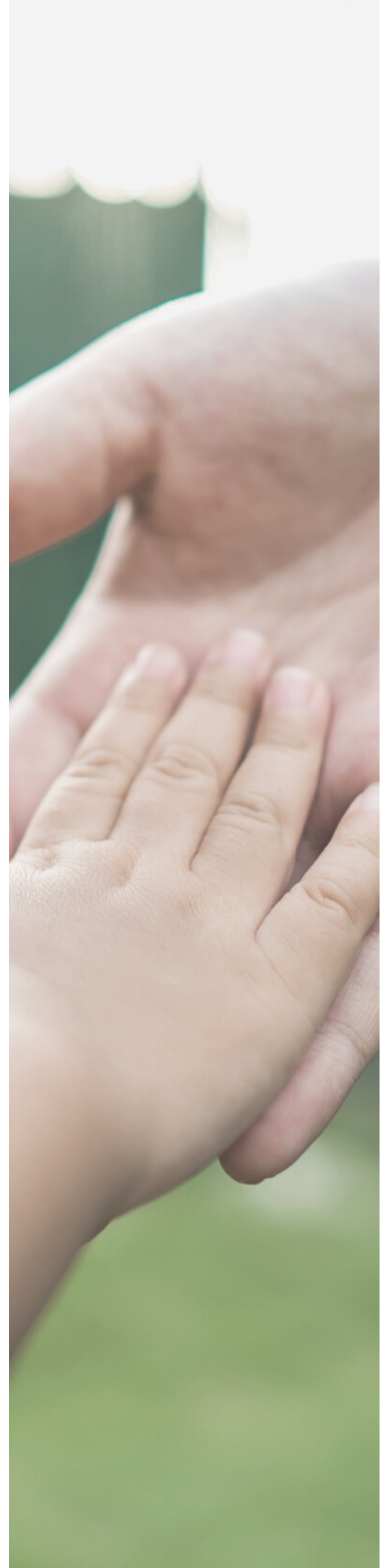


IN MEMORIAM

Peacefully at home after a courageous battle with cancer and surrounded by her loving family, Nancy Nuttall passed on May 13, 2020.

Always the life of the party, Nancy loved the outdoors, whether it was in her backyard or a campground near a sandy beach. Besides dedicating her life to her family, she nurtured the minds of young children as an ECE, ending her career as Coordinator of the Crouch Neighbourhood Resource Centre Preschool after 29 years.

Our thoughts remain with Nancy's family and every person who was lucky enough to be impacted by this exceptional community leader.



EXECUTIVE

CHAIR

Jeff Duncan

VICE CHAIR

Rebecca D'Souza

TREASURER

Diane MacMillian

SECRETARY

Kevin Davidson

DIRECTORS

Vince Jonathon

Janice Hamilton

Carolina Cahoon

Jennifer Hollis

Sean Markle

Claude Olivier

Margaret-Ann Peddle

James Dean

Jennifer Martino (Executive Director)

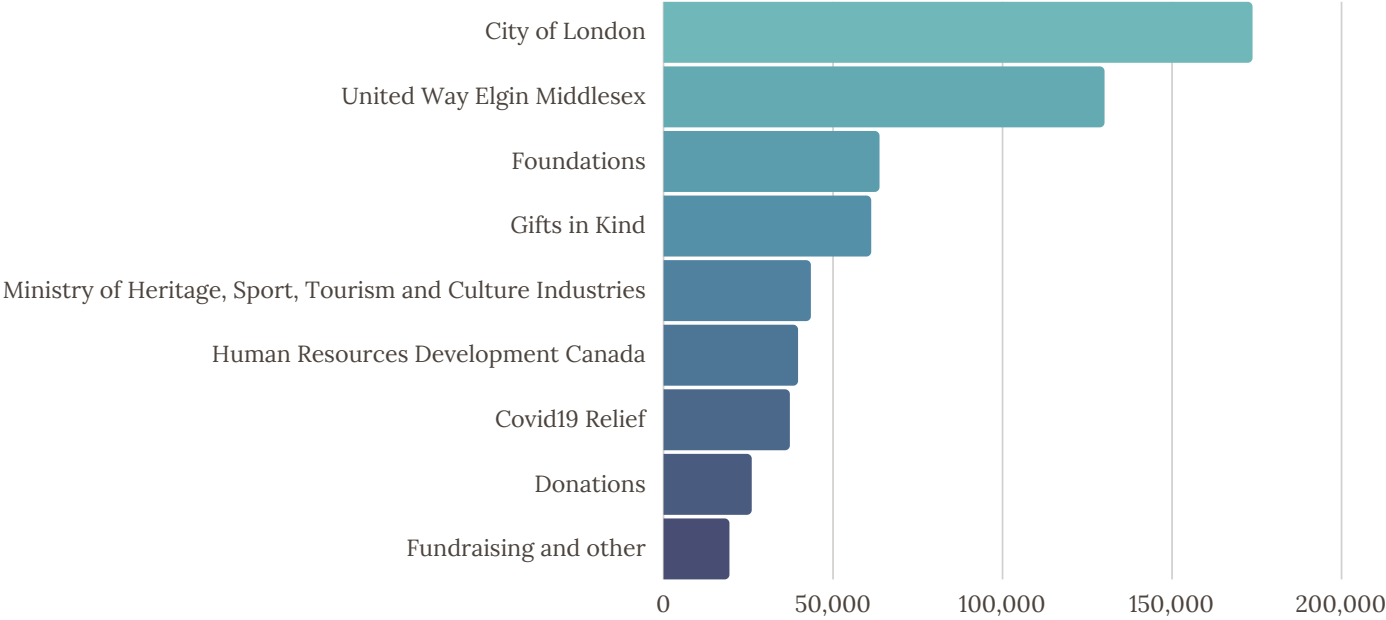


FINANCIAL OVERVIEW

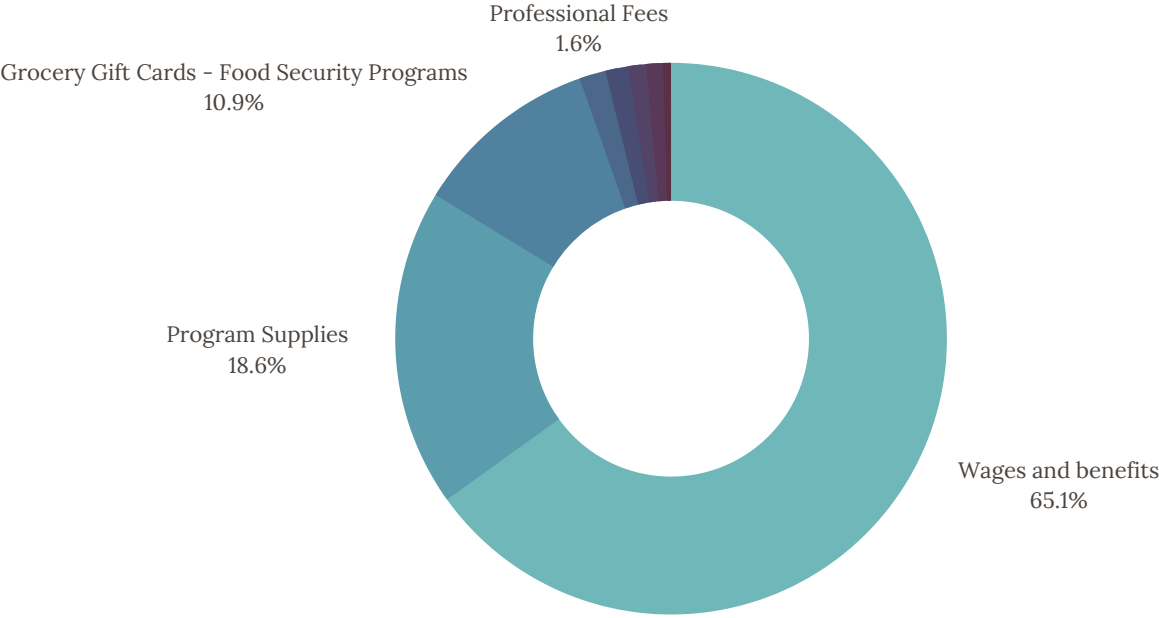


Statement of Operations Year ended December 31, 2020

REVENUE BY SOURCE



EXPENSE PERCENTAGE BY CATEGORY





CROUCH NEIGHBOURHOOD RESOURCE CENTRE

550 Hamilton Road
London, Ontario, N5Z 1S4



www.crouchnrc.org



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