



Annual Report

2016

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Who We Are

We are a community based agency that began 17 years ago with 6 women meeting together and last year served 772 individual households and 758 individual children in our programs. Our centre has been set up to be a non-institutional, barrier free space, so that it is welcoming to everyone. It is a reflection of the needs, talents and gifts of our neighbours and friends so that it is relevant to the whole community.

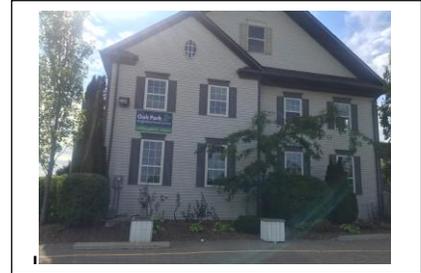
Our centre has various programs including, multicultural programs (German, Spanish, Japanese, South Asian); food bank, community garden, utility bill payments, support groups and financial literacy. We run infant, toddler, preschool, school-age, family and seniors programs.



A welcoming gathering space supporting our community through diverse programs and resources to build friendships, strengthen each other, and create healthy neighbourhoods.

**People Belong,
Families are Strong,
Neighbours Care,
Everyone Shares**

SUPPORT, CONNECT, CONTRIBUTE



We replaced all our windows and painted the exterior this year thanks to Charis Foundation & The Painters Place.

We added a new outdoor natural playground thanks to Oakville Community foundation.



Our Members

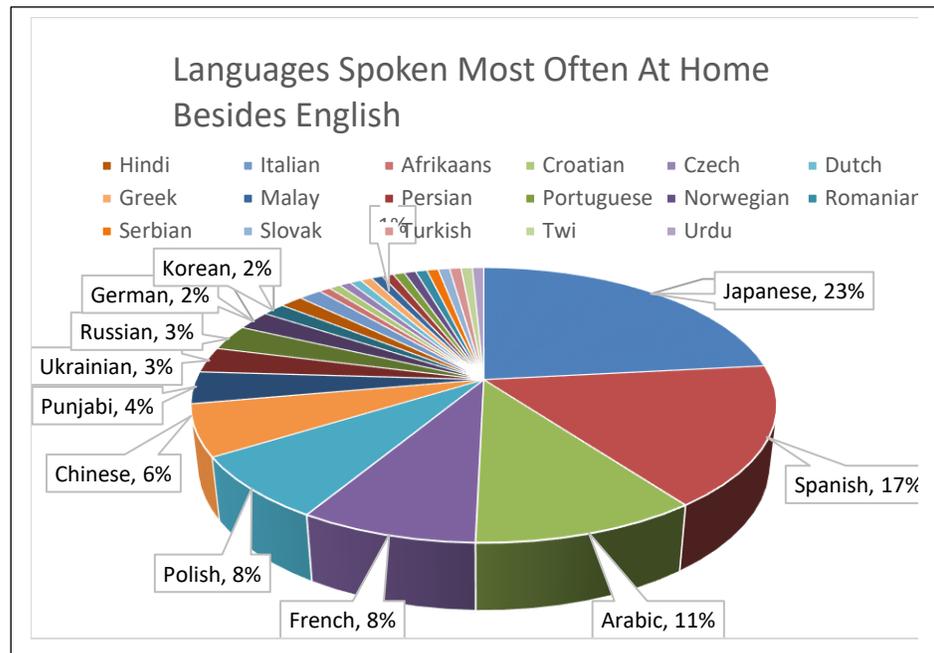
20% of our members are new immigrants (under 5yrs in Canada) compared to 4% in Oakville.

61% of our members were not born in Canada compared with 32% in Oakville.

38% of our members do not speak English or French most often at home compared with 12% in Oakville

39% of our members live below the poverty line compared with 12% in Oakville

23% of our adult members do not have a post secondary education. (2011 Census Statistics Canada & Tax Filer Data)



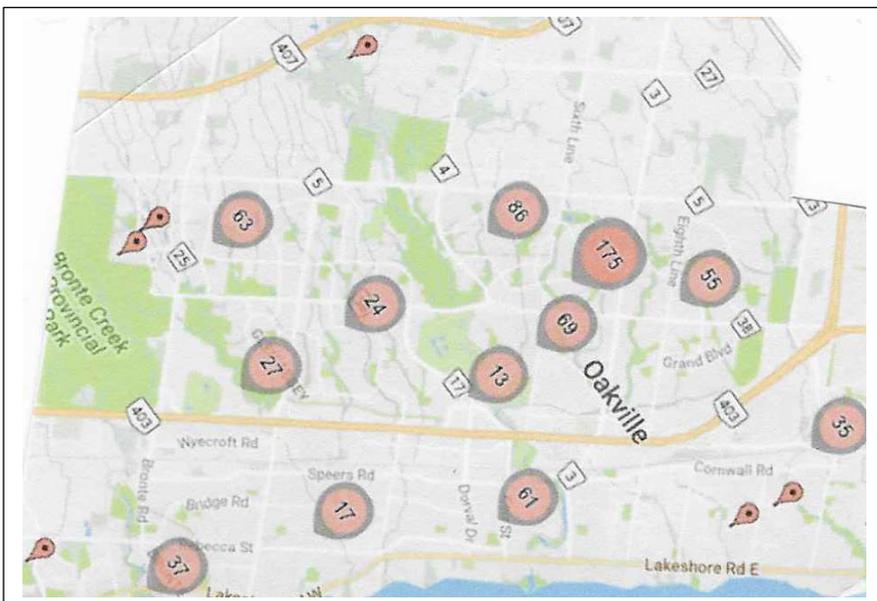
We have become a very multicultural centre. Our members speak 28 different languages.

Our membership statistics reflect that we are welcoming our neighbours into our centre, especially those who are most vulnerable.

96% of our members say we are welcoming to diverse groups of people.

93% say we are focused on meeting the needs of the community.

97% of our members say that our environment is welcoming, safe, and supportive.



Our Members by Household Location

Making a Difference

How have we made a difference for you and your family? Parents have responded...

SUPPORT 32%

“The staff wish you best of luck always”

“I really benefited from staff kindness and their support, both emotional and financial.”

PROGRAMS & RESOURCES 32%

“I have a really good time with my baby everyday!”

“Who knew so much could happen in such a small space.”

“Look forward to every week with lovely meals and exercise program.”

COMMUNITY CONNECTIONS 35%

“Awesome opportunities to get involved”

“I love the accessibility of staff and the willingness to hear & incorporate ideas. It feels like the sky is the limit as to what can happen here”

“There is a community feeling, although not promoting one faith there is an awesome unspoken "Christian" feeling in the atmosphere while at the same time an openness to welcoming all faiths & belief systems.”

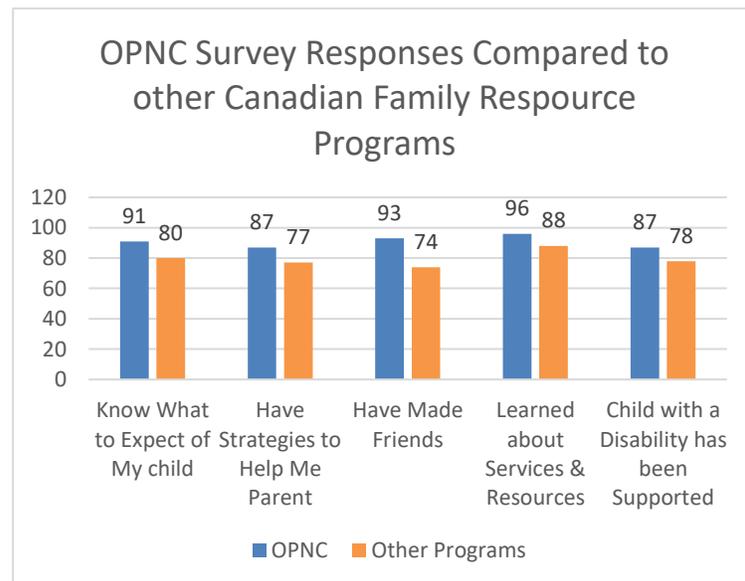
It gives you the idea that you are living in a community



How Did We Do?

Last year we set a goal to provide more training for staff and we are happy to report that our staff attended more training than ever before and this helped us fine tune our staff structure which was another goal. We also wanted to be come better at tracking our outcomes at the Centre. We updated job descriptions and changed how we report to the Board of Directors to be able to tie into our outcomes in a clearer way.

We set two parenting goals to improve on this year and were successful. 91% of parents said they were more aware of what to expect their child to be capable of this year vs 85% last year. We saw a 3% jump in the number of parents who said they had learned strategies to help manage their child’s behaviour.



When compared to other Canadian Family Resource Programs, OPNC meets or exceeds respondent’s satisfaction in all areas.

Support

In our food bank this year we served 65 households with 82 adults and 86 children. We provided over 1900 meals, handed out over 300 pieces of clothing, and 28 pairs of skates.

We are thankful for the support of the Oakville Optimists, Food For Life and groups who donate food and holiday hampers to us like River Oaks Public School, St. Simons Anglican, Munns Church, Knox 16 and The Meeting House.



Through our utility support program we have helped 294 low income households pay their overdue bills and sign up for the Energy Support Program.

We supported 40 people in our Tax Clinic.



Our after school youth program, funded by the Ontario Government cared for 70 children and provided fitness activities, learning opportunities and a healthy snack.

Our weekly reading club helped 20 children improve their reading skills, increase their grades at school and build confidence.

In our Hope Support program, made possible by funding from The Meeting House we helped 12 women move forward with goals they set to improve parenting skills, increase community friendships and find volunteer and career positions.

Our multicultural drop ins supported 50 families to build friendships and celebrate culture.

Our seniors program supported over 40 seniors with fitness, a guest speaker and light lunch.



We organized and hosted "Poverty Bootcamp" workshop to help local agencies better serve people living in poverty

Our Members Said...

98% said my child has opportunities to learn new things.

93% said OPNC programs are focused on the needs of the community.

87% said OPNC has provided support for my child with special needs by accommodating them in the progress.

83% said I feel more confident as a parent and/or caregiver.

90% said I have applied skills and knowledge I learned at OPNC to everyday life.

91% said I am more aware of what to expect my child to do at their age.

87% said I have been given strategies to help manage my child's behaviour.

Contribute

Our Members said...

89% said we give them opportunities to become involved in the centre and the community.

90% said the centre encourages the sharing of skills and knowledge with each other.

81% said there are opportunities to share our cultural values, traditions, and heritage.

Food Drive

15 faith communities collected food with support from Food for Life. 500 volunteers dropped off 24,000 bags to homes and filled 1,100 boxes with food for local food banks.



We connected families in need with local services and faith communities.

We started having monthly empathy projects to engage our members in the community. These



included a skate exchange, a coat drive, and making and delivering 250 valentines to the residents at Post Inn Village.



We had an awesome community skate hosted by Canlan Ice Sports. The Frith family built a skating rink out front of OPNC with help from Oakville's firefighters!



The local community came together and formed Thrive to sponsor a Syrian refugee family who will arrive in 2017.

The Housing supports group formed to look at local housing strategies for adults with developmental disabilities.

Volunteers

We have had 135 volunteers this year who contributed 5,130 hours!



Thank you to Food For Life for providing food for our food bank and programs. To Chartwell Seniors for food for our seniors and to the many agencies who came out as a seniors program guest speaker. Our community groups that helped included The Meeting House, the Painter's Place, Clearview Church, and The Bank of Montreal all helped us with maintenance and repairs on our buildings. Thank you to Twin Peaks Roofing for taking care of our leaks and re-shingling our roof.

Oakville Community Foundation,

Our Sponsors

Charis Foundation	Ballantry Homes	Twin Peaks Roofing
Government of Canada	LJW Tank Lines & Transport	Will Davidson LLP
Ontario Ministry of Tourism Culture & Sport	Biddington Homes	Remington Homes
Film.ca	Mattamy Homes	AA Mortgage Architects
Food For Life	CoCo Mortgage	Chartwell Retirement Residences
Counselor Jeff Knoll	Strype Barristers	Grace Academy of Dance & Performing Arts
The Oakville Community Foundation	Robert Burns & Shelley Weichell ReMax Realty Enterprises	Marsh & McLennan Companies
Sunrise Cleaning Services	Great Gulf	CM2 Media
The Meeting House	Melaluca	Steam Whistle
Team Gonin ReMax Aboutowne	Access Storage	Halton Childcare Providers Association
Krisztina Neglia ReMax Realty	Canadian Tire Trafalgar & Dundas	Finelli Hair
RBC Royal Bank	Supperworks	Dorisa Nachla Law Office
TransCanada	UPS store 8 th & Upper Middle	
	Manulife	

Our 2015/16 Team

Jamie Bay- Chairperson	Michelle Knoll- Executive Director
Michael Reid- Vice Chairperson	Penny Ward (till Dec. 2015) & Renee LeBlanc- Children's Program Manager
Joe Mauro- Secretary	Tracy Grant- Preschool Teacher
Michelle Follows- Treasurer	Staci Hall- Preschool Teacher Asst
Syzan Talo- Member at Large	Chris Weir- Youth Worker
Anjay Nirula- Member at Large	Keith Barnett- Youth Worker
Natalia Lishchyna- Member at Large	Kelly Luscombe- Facilities Support
Siobhan Juniku- Communications	
Amber Quarrington- Special Events	

A huge thank you to our 135 volunteers who contributed 5,130 hrs this year.

We couldn't provide the extensive and quality programs that we do without your involvement.

What's Next?

Support

Prepare Financial Sustainability Plan
Building Maintenance- (furnace efficiency, parking spaces, flat roof)
Build Natural Playground
Provide Poverty Support Workshops

Connect

Increase Communication with members
Social engagement for members
Increase volunteer numbers

Contribute

Engage members in Social events
Increase opportunities to integrate cultural activities.