



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.

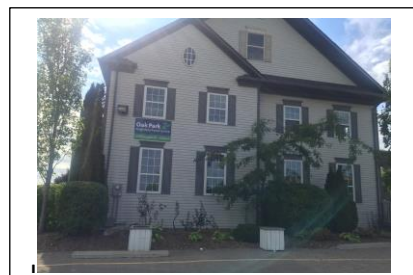
Our centre has various programs including, multicultural programs (German, Spanish, Japanese, South Asian) ; food bank, community garden, utility bill payments, support groups and financial literacy. We run infant, toddler, preschool, school-age, family and seniors programs.



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.

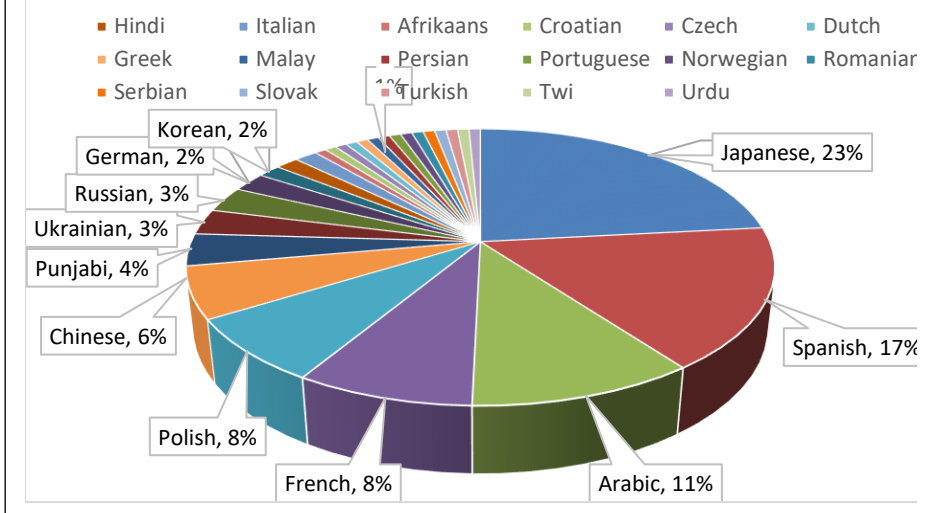
61% of our members were not born in Canada compared with 32% in Oakville.

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)

Languages Spoken Most Often At Home Besides English



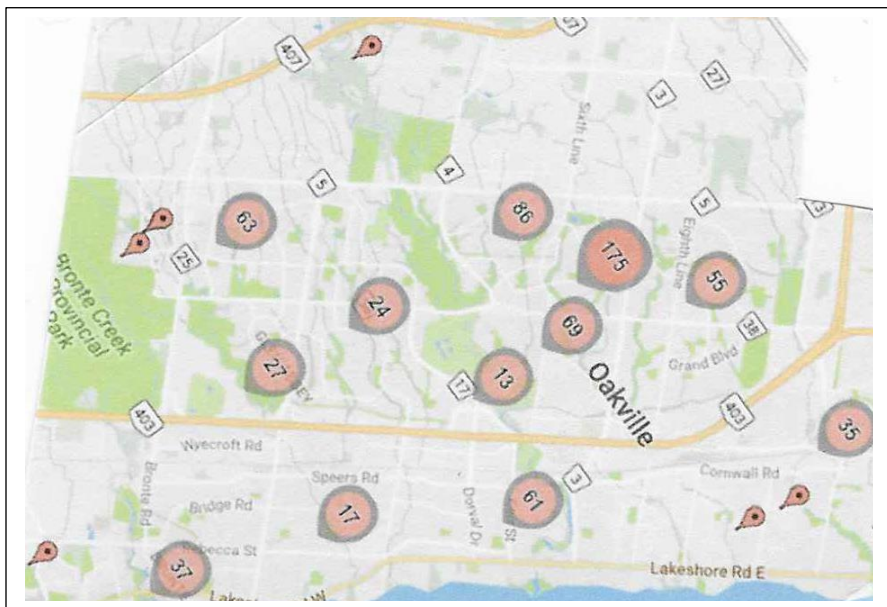
We have become a very multicultural centre. Our members speak 28 different languages.

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

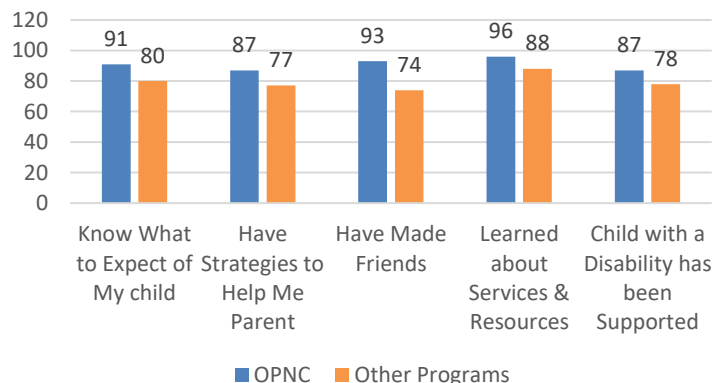


How Did We Do?

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.

OPNC Survey Responses Compared to other Canadian Family Resource Programs



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.

Connect

Connecting is what OPNC is all about. We connect families to other families, creating new friendships and a welcoming atmosphere. We are inclusive to all.

96% of our members agreed through our survey that OPNC is welcoming to diverse groups of people.

97% of our members agree that OPNC's environment is welcoming.

96% of our members agree that OPNC helps them learn about services and resources available in the community.

Our family drop in programs and Preschool served 280 families this past year



Community Events

We hosted Swing into Spring in May & Fall Fair in September.



Our Renters

Our renters are part of our team. They provide diverse programs that reflect our community cultures, arts, needs and values. They connect us to each other and help OPNC meet our financial obligations. Our regular renters are... CYAN, HIPPY, Down Syndrome Assoc., Russian Creative Studio, Baby Wearing, La Leche League, Rock Positive Spaces, Oak Med Family Health Team, Massage Evolution, The Meeting House, Scouts Canada, Posse Project, Girl Guides Canada, Support & Housing Halton, Halton Families, and Ventures.



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

Government of Canada

Ontario Ministry of
Tourism Culture &
Sport

Film.ca

Food For Life

Counselor Jeff Knoll

The Oakville
Community
Foundation

Sunrise Cleaning
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The Meeting House

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Marsh & McLennan
Companies

CM2 Media

Steam Whistle

Halton Childcare
Providers Association

Finelli Hair

Dorisa Nachla Law
Office

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.