

2020 ANNUAL REPORT



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<http://bright-ideas-software.com/NRFS>

OFFICE HOURS:

Monday-Friday 9am - 4pm

Walk-in Clinic: Wednesday 1 - 6pm

STAFF

Jeff Juby -Executive Director /Counsellor

Kelly Hawley - Counsellor

Susan Patterson - Office Manager

Report from the Chair Julie Laderoute

North Renfrew Family Services is a vital and critical component of our communities in North Renfrew. Our agency has been operating for 53 years, serving to help individuals and families of North Renfrew become stronger and healthier. NRFS continues to be a not-for-profit community based agency providing counselling, advocacy, education and support for people from Deux-Rivieres to Chalk River area.

The year 2020 has been an anomaly with the COVID-19 global pandemic becoming full blown early in to March. Our office was greatly affected by this virus,. The provincially mandated lockdown and DRDH protocols have shifted how our organization operates but thanks to our dedicated staff, NRFS changed and adapted - for a good part of 2020, clients have been receiving counselling via telephone appointments with some face-to-face counselling happening at an alternate location. Though different, our agency continues to work at full capacity utilizing our community partners to support some of our less fortunate client (i.e. gift certificates, gas cards etc.) I would sincerely like to thank the staff, Jeff Juby (Executive Director/Consellor), Susan Patterson (Office Manager) and Kelly Hawley(Counsellor) for their hard work and dedication to the agency, our clients and community partners over the past year.

Despite our concerns over finances surrounding COVID, we would like to thank the Ministry (MCCSS), United Way- East Ontario, the Walk-in-Clinic Program, Towns of Deep River and Laurentian Hills and most of all our local businesses, groups, churches and individual donors for their generous financial support this year. With mental health needs on the rise, people have

answered the call. To name a few, thank you Tim Horton's for your Smile Cookie Campaign, Value-Mart for their Save-a-Tape and Cashier-Check-Out donations, Valley Belle for your Silent Auction, Community Church for yearly donations and many more. As shown in the attached financial statement, we increased our contingency fund,needed in case of loss of future funding and which allow our doors to stay open for a period of time. We are grateful for the strong support received from our generous donors, local clubs and businesses, and churches, that made up 42% of our revenue this year. We also gratefully acknowledge the emergency COVID-19 funding received from Renfrew County and the Federal Government. A generous bequeath was also left to NRFS (to be received in 2021).

I would like to take this opportunity to thank NRFS staff and Board of Directors (BOD) for the opportunity to serve as Board Chair. The last 5 years have been an enriching learning experience. Working with the staff and BOD has been my honour. Unfortunately, I am unable to continue in this role yet will continue to serve as BOD member in a different capacity. We look forward to this upcoming year, with Dé Groeneveld taking on the interim position as Chair until a new candidate is selected. His experience on the NRFS BOD as the head of fundraising and active member of the team make him an excellent candidate for the job.

NRFS is currently seeking candidates to join our Board of Directors. We are looking for individuals that are keen and ready to work on committees (i.e. fundraising) and make a difference in our North Renfrew communities. The Board's main roles is to provide oversight, accountability, planning and direction for the Agency. We are looking to expand our team and broaden our pool of expertise and knowledge through individuals with varied skills and experience that will broaden our scope while reflecting the diversity of the communities we serve. If you are interested in joining our Board, please contact nrfs@drdh.org for more information.

Thank you to the constituents of North Renfrew for your continued support. We look forward to another successful year.

Report from the Executive Director: Jeff Juby

NRFS has experienced another successful year serving our community, recognizing its ever-changing needs while delivering a supportive and caring service to residents from Deux Rivieres to Chalk River.

Over the last year, we have been fortunate to receive grants or funding from the Ministry of Community Social Services, the Champlain LHIN, United Way, and The County of Renfrew COVID Relief Fund. The Towns of Laurentian Hills, and, Deep River, Churches, clubs, and organizations continue to support NRFS as a local charity. As well as local businesses have

contributed to NRFS in various ways: , Jan's Valu-Mart (Save-A-Tape program, "May is NRFS Month"; check-out donations), Tim Horton's (Smile Cookie Campaign), Deep River Police (community drives to collect school backpacks for children) Canadian Tire (children's bike to a family in need). Current and past residents of our catchment area have made significant donations both on-line, by cash or cheque. I remain overwhelmed with the generosity of our community.

In 2020, NRFS, the COVID pandemic forced NRFS to close our physical offices in the Deep River District Hospital (DRDH) for the safety of our clients. Our office continued to stay closed for the remainder of the year. We were able to continue operations with minimal interruptions to service by adapting to work remotely - this has been challenging, but has also provided opportunities that have helped streamline some of our services and created unique collaborations that have helped strengthen community services. I would like to recognize Community Church for opening space for NRFS to use and our local business owners with their dedication to NRFS and our community during the COVID pandemic. I would like to especially thank our Board of Directors including past and present. I would also like to acknowledge our staff, Kelly and Susan for their dedication and sacrifice. They ensured that NRFS services would continue through the ever changing protocols, service delivery challenges that COVID brought. I would also like to thank Doreen Clements who has dedicated many years as NRFS's volunteer accountant.

As NRFS navigated the COVID pandemic, we were successful in continuing our Core Counselling services and basic needs program. NRFS saw a decrease in financial needs for Children and youth programs that could not be offered. Our furniture bank program Community Sharing Tree was greatly impacted by COVID as we were not able to accept donations. NRFS staff worked diligently to connect donors with people in need, when possible. Although there were many changes in the operations of the Christmas Basket program, 2020 saw another successful year in helping community families and individuals at Christmas. I would like to thank the Deep River Sorority and especially Lucille Levinski for their many years of dedication to Christmas Basket Program. 2020 would have marked the 10th Annual Old Fashioned Christmas Dinner hosted by Wendy Dolan. Due to COVID and the safety of our community, the difficult decision to cancel the dinner was made. I would like to thank Wendy for her many hours spent looking at creative ways to offer the program, while faced with the challenges of COVID.

NRFS continues to occupy a seat at Renfrew County's Moving on Mental Health (MOMH) and Addictions Planning Table where we represent the Violence Against Women sector. MOMH is a strong team with sectors including mental health, addictions, law, medical, police and education, sexual assault services and gender diversity, all facilitated by the lead mental health agency for Renfrew County, The Phoenix Centre for Families and Children. As

NRFS moves into 2021, we are looking forward to continuing to do our best to meet our community needs. Thank you!

2020 ANNUAL FINANCIAL REPORT

VIOLENCE AGAINST WOMEN – COUNSELLING/SUPPORT

Revenue	
Local Grant	\$ 7,404
Local government Grants	16,500
Deep River&District Community Foundation Interest	4,495
Deep River&District Community Foundation RBC Grant	15,000
United Way (includes Emergency Community Support Funds)	29,928
Ont. Min. Community & Social Services - Counselling	50,264
8773 Counselling Service	45,159
8777 Performance Mgm't Framework VAW	2,100
8783 BPS –Other – Adult Social Services	3,005
Other Income	913
User Donations & EAP Program	500
Walk-In-Clinic (LHIN funded project)	<u>20,931</u>
Total Revenue	\$ 145,935

Expenditures	
Rent	7,404
Counselling & Support Salaries	184,743
8773 Counselling Service	45,159
8777 Performance Management	2,100
8783 BPS – Other – Adult Social Services	3,005
Other sources – Counselling & Support Services	<u>134,479</u>
Mandatory Benefits (CPP, EI)	8,735
WSIB	1,276
RBC Challenge (equipment and materials)	1,621
Staff Training	68
Advertising	284
Memberships	1,554
Insurance	3,487
Office & Computer Supplies & Expenses	7,557
Psychological Consulting	1,742
Transportation and travel	<u>2,521</u>
Total Expenditures	\$ 220,992
Balance before donations and fund raising	\$ (75,057)

DONATIONS AND FUND RAISING

Donations Churches	7,456
Donations Where most Needed	95,506
Fund Raising: Revenue	<u>19,691</u>
Total Donations and Fundraising	\$ 122,653
Balance after Fundraising and Donations	\$ 47,596
Contingency Increase for 2020	\$ 47,596

PROGRAM BALANCES transferred to balance sheet

BASIC NEEDS PROGRAM

Revenue	
Where Most Needed Donations allocated to Program	4,100
County of Renfrew COVID Grant	9,000
Donations to Basic Needs Program	1,340
Jan's Save-A-Tape	4,172
Donations for Dental	300
Loan repayments	850
Transfers from Christmas dinner	<u>0</u>
Total Revenue	\$ 19,762

Expenditures	
Housing and Utilities support	8,059
Groceries	2,651
Transportation	2,083
Personal Needs	2,434
Prescription Needs	637
Dental	3,823
Bank Charges	<u>75</u>
Total Expenditures	\$ 19,762
Program Balance carried to 2021	\$ 0

OLD FASHIONED CHRISTMAS DINNER

No Revenue or Expenses this year because of COVID-19

YOUTH PROGRAM

Revenue	
Balance from 2019	\$5,904
Camp and other Donations	0
Stephenson/Rochon Hockey Fund	<u>0</u>
Total Revenue	\$ 5,904

Expenditures	
Registrations paid from Stephenson/Rochon Fund	1,550
Other registrations	<u>477</u>
Total Expenditures	\$ 2,027
Program Balance carried to 2021	\$ 3,877
(Balance of Stephenson/Rochon Fund \$1,564)	

XMAS BASKET PROGRAM

Revenue	
Balance from 2019	\$ 22,539
Donations	<u>13,840</u>
Total Revenue	\$ 36,379

Expenditures: Gift cards	\$21,196
Program balance carried to 2021	\$ 15,183

KIDS N CANOES PROGRAM

Revenue	
Balance from 2019	\$ 4,369
Donations	<u>100</u>
Total Revenue	\$ 4,469

Expenditures	\$ 0
Program Balance carried to 2021	\$ 4,469
TOTAL PROGRAM BALANCES CARRIED TO 2021	\$ 23,529

BALANCE SHEET AS OF DECEMBER 31, 2020

Assets	
Cash on Hand	\$ 32,813
Prepaid Expense	800
Bank Operating Balance, December 31, 2020	81,092
Emergency Account	1,705
Investments	121,182
DRCF Endowment fund	<u>13,028</u>
Total Assets	\$250,620

Liabilities and Contingency

Accounts Payable	\$ 7,836
Deferred Revenue	14,114
Contingency Fund as of January 1, 2020	157,545
Contingency Increase (Decrease) during 2020	47,596
Program Balances carried over from 2020	<u>23,529</u>
Liabilities & Contingency Fund as of Dec 31, 2020	\$ 250,620

STATISTICS (2020)

CLIENT APPOINTMENTS	1478
CHRISTMAS BASKET PROGRAM	325
COMMUNITY SHARING TREE	37
BASIC NEEDS ASSISTANCE PROVIDED (FOOD / GAS VOUCHERS, EYE GLASSES, PRESCRIPTIONS, SHELTER ETC.)	175
WALK-IN CLINIC	50
VOLUNTEER HOURS DONATED	200

HOW TO DONATE TO NRFS

- *By Mail:* NRFS, Box 1334, Deep River
- *On Line:* <http://bright-ideas-software.com/NRFS> and use DONATE NOW button
- *Donate monthly/quarterly using Pre-Authorized Chequing*
- *Make NRFS a beneficiary in your will e.g. by making the following addition to your will: "My trustees shall pay (specify amount) of my estate to North Renfrew Family Services Inc." A Legacy Gift is a highly effective way to reduce your estate taxes.*