



**ANNUAL
REPORT
2023**
Crouch
Neighbourhood
Resource Centre





INTRODUCTION

Crouch Neighbourhood Resource Centre (Crouch) works to build a healthy community where everyone belongs and can access resources with dignity. Our organization has a 50-year history of community development and food security initiatives within the neighbourhood surrounding the London, Ontario, main street of Hamilton Road. In 2023, more than 3,432 residents accessed programs and services through Crouch.

MISSION

To build a healthy community where everyone belongs and can access resources with dignity.

VISION

A thriving community where everyone reaches their potential.

VALUES

Accountability: We manage resources with transparency, efficiency, and care.

Compassion: We meet community members where they are at and walk with them on their journey to meet their goals

Dignity: We recognize the right of all residents to live in dignity and to participate fully in society. Our interactions with community members and collaborators are centred on the right of each person to be valued and respected for their own sake.

Creativity: We evolve along with the needs and dreams of our community

Collaboration: We work closely with residents and partners to achieve strong outcomes for the community we serve.

Equity: We provide services in a way that honours the diverse lived experience, talents, and needs of each resident. We address equity gaps by providing basic needs supports that allow residents to focus on other pressing challenges and opportunities.

CORE SERVICES



NEIGHBOURHOOD SUPPORT SERVICES (ADVOCACY AND BASIC NEEDS)

Crouch Neighbourhood Resource Centre provides basic needs, advocacy, information and referrals to residents experiencing the effects of poverty within the Hamilton Road neighbourhood. These services lessen the financial and emotional burden on community members, allowing them to use their limited resources to meet other urgent needs. The goal of the program is to empower residents so that they are in a position to increase their housing and income stability and move themselves out of poverty - a challenge that first requires that their basic needs are met.

COMMUNITY DEVELOPMENT

Crouch Neighbourhood Resource Centre utilizes a community development approach to build social capital through activities that foster social connection and belonging. Residents are also empowered to play a leadership role in their neighbourhood. Crouch works closely with the Hamilton Road Community Association, the Hamilton Road Area Business Association, the Hamilton Road BIA, the Indigenous Fellowship of Hamilton Road and the Crouch Library Branch to ensure that the programs and services provided are responsive to local wants and needs.

CHILD AND YOUTH PROGRAMMING

Crouch Neighbourhood Resource Centre supports children and youth through activities that emphasize social inclusion, leadership and healthy living. Empowerment and engagement are central to this approach, with a reduction in isolation and barriers to inclusion as central outcomes.

During the school year, Crouch operates a daily, no-cost, afterschool program. In July and August, the Crouch "Summer Splash" day camp operates 5 days a week, emphasizing physical activity, gardening, hygiene and health, emotional and social regulation, and nutritional equity.

2023: A YEAR IN REVIEW

One can not help but be moved by this community's resilience and strength. The shared support and dedication among residents, staff, volunteers, and partnering organizations are inspiring. Our donors and funders have ensured that Crouch remains vital to the community. Together we supported 3432 unique individuals through our various programs.

Our year began and ended with the Winter Warmth Program, distributing 620 coats, boots, and 100 warming kits to those in need, providing warmth and dignity to 192 adults and 115 children. Partnering with 519 Pursuit, we also distributed over 4,100 pairs of socks, doubling the previous year's total.

Food insecurity remains a significant issue, and Crouch has been a steadfast source of support. In 2023, we distributed nearly 44,900 food items to 2,945 individuals who visited the food cupboard 5,663 times. Our Pop-Up Fresh Produce Market, in partnership with Urban Roots and Public Health Harvest Bucks and our Green Thumbs Garden Program, provided the greens!

Food is not only sustenance but also a way to build trust and address other challenges.

Despite the pandemic halting our lunch program, we provided residents one hot meal a week, ending the year with RCMP officers serving lunch and assembling warming kits.

In Spring 2023, volunteers filed over 3,300 income tax returns for low-income residents, helping them access financial support. A daunting task addressed with due consideration.

Hamilton Road is a community filled with warmth and pride. Our programs, such as the co-ed Cards and Games group and the Women's Art Club, foster skills, creativity, and emotional support. The Women's Art Club Mosaic was featured in The Resilient Londoners Exhibit.

Increased participation and partnerships in our after-school and summer camp programs enhanced the children's experiences.

Community events like Spring Eggstravaganza, Summer Block Party, and Fall Harvest Fest showcased our community spirit. Collectively, these events engaged approximately 800 residents of all ages.

Strengthening our foundations, we modernized governance, communications, and fundraising and launched a successful Direct Mail Campaign raising close to \$10,000.

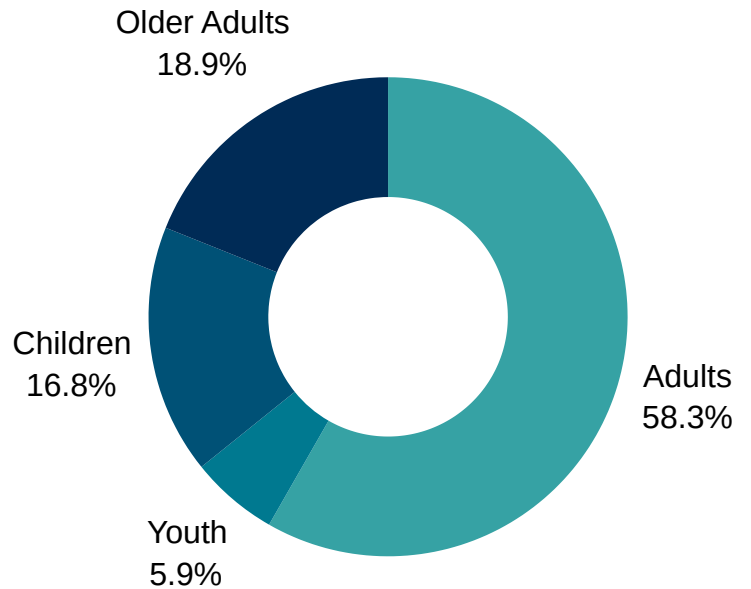
Couch's story is enriched by the stories of our residents, volunteers, staff, and supporters alike. A story that began 50 years ago and has no end in sight!

IMPACT: BY THE NUMBERS



UNIQUE INDIVIDUALS SERVED

Adults	2000
Youth	204
Children	578
Older Adults	650
Total	3432



44,900

**Food Items
Distributed**

3,225

**Meals
Served**

3301

**Income Tax
Returns Filed**

620

**Winter Coats
& Boots
Fitted**

COMMUNITY DEVELOPMENT INITIATIVES



Thanks to our partners, volunteers, and residents, community spirit was in full force during our Spring Eggstravaganza, Summer Block Party, and Fall Harvest Fest. Harvest Fest was born of a genuinely resident-led activity, and Block Party, in partnership with Crouch Public Library, is a summertime staple event! The Crouch team, both volunteers and staff, supports future resident-led community-building initiatives in the Hamilton Road neighbourhood.

Over 800 community residents felt more socially connected to their neighbourhood due to these festivities, as the streets became alive with music, fun and food!

Community conversations led to tangible improvements, such as increased police presence and the installation of a speed-tracking device, resulting from our Traffic Safety Community Conversation. This issue came to light through a concern and a viable solution brought forward by a neighbourhood resident demonstrating that community voices matter.

Artist Bronagh Morgan coordinated a multigenerational collective door mural project that brought together the artistic talents of the Hamilton Road Seniors' Community Centre seniors and a group of youth from the Beal High School Art Program. This masterpiece, which depicts familiar scenes from Hamilton Road Neighbourhood, was unveiled at our 2023 HarvestFest and was met with both wonder and a sense of home. This project, funded by a community development grant, exemplifies the creativity and collaboration in our community.



IMPACT STORY: CHILD AND YOUTH



In the heart of the Hamilton Road area, where many families face economic challenges, our no-fee recreation-based afterschool program has become a beacon of hope and transformation for children and youth. The program's multifaceted approach, encompassing mental wellness, academic support, recreation, and social connection, has created profound and lasting impacts on the lives of our participants and their families.

Social connection is at the heart of our afterschool program. For many participants, it is a place where they feel seen, heard, and valued. "Emily," a shy and introverted 8-year-old, found it difficult to make friends before joining our program. Through group activities, team projects, and social events, Emily blossomed into a sociable and confident young girl. She formed meaningful connections with her peers and mentors, which significantly boosted her social skills and self-worth.

The impact of our no-fee recreation-based afterschool program on the Hamilton Road community is immeasurable. By addressing the holistic needs of children and youth through mental wellness, academic support, recreation, and social connection, we are changing individual lives and strengthening the community as a whole. Our program provides a safe, nurturing environment where young people can thrive, dream big, and work towards a brighter future.

We are incredibly proud of the positive changes we see every day and remain committed to supporting the children and youth of Hamilton Road. Together, we are building a foundation for lifelong success and well-being.



IMPACT STORY: HOUSING STABILITY



Kathy walked into the resource center with a heavy heart. Living in a rooming house had become unbearable, with constant tensions among the tenants and a landlord who seemed indifferent to her struggles. The relentless noise, lack of privacy, and unresolved maintenance issues had taken a toll on her mental health. Kathy, an older adult with a lifetime of experiences, found herself overwhelmed and in desperate need of help.

Kathy worked closely with the Crouch Outreach Worker to address her housing crisis. They guided her through the complex process of securing affordable housing, liaising with the City of London's Housing Access Centre. It wasn't an easy journey, but Kathy remained determined and buoyed by the support and encouragement she received from the Crouch staff. Weeks of persistent effort finally paid off. Kathy was approved for a dedicated housing unit. Moving into her new home marked a significant turning point in her life. The modest yet comfortable apartment provided her with the stability and peace she had long yearned for. No longer surrounded by chaos and uncertainty, Kathy could focus on her well-being and start to rebuild her life.

The impact of stable housing on Kathy's mental health was profound. With a secure place to call her own, she felt a sense of safety and belonging that had been missing for years. The prolonged stress she had endured began to melt away, replaced by a newfound sense of calm and optimism. Kathy's mental health improved noticeably; her anxiety lessened, and she found joy in everyday activities once again.

Kathy's story is a testament to the power of comprehensive support and community resources. The collaboration between Crouch staff and the City of London's Housing Access Centre transformed her life. From a state of crisis and instability, Kathy emerged stronger, her well-being restored and her future bright. Today, Kathy is thriving in her new home. She often reflects on the journey that brought her to this point, grateful for the unwavering support she received. Her experience underscores the importance of accessible mental health services and affordable housing in fostering stability and well-being. Kathy's story continues to inspire others at the resource center, a beacon of hope and resilience for those facing similar challenges.

SUPPORTERS - 2023



Crouch Neighbourhood Resource Centre was honoured by the generous support of the following funders, companies and partners in 2023:

AQUEDUCT FOUNDATION
BOYS AND GIRLS CLUB LONDON
BRESCIA UNIVERSITY COLLEGE
CAMP OLALONDO MEMORIAL FUND
CANADA REVENUE AGENCY - COMMUNITY
VOLUNTEER INCOME TAX PROGRAM
CANADA SUMMER JOBS -EMPLOYMENT
AND SOCIAL DEVELOPMENT CANADA
CANADIAN MENTAL HEALTH ASSOCIATION
CANADIAN RED CROSS - BUILDING
COMMUNITY CAPACITY GRANT
CANADIAN URBAN INSTITUTE
CHILD AND YOUTH NETWORK
CITY OF LONDON
COMMUNITY FOUNDATIONS OF CANADA -
COMMUNITY SERVICES RECOVERY FUND
DIAPER BANK
DIGITAL CREATIVE ARTS CENTRE
DOLLARAMA
EGERTON BAPTIST CHURCH
ENBRIDGE GAS
FANSHAWE COLLEGE
FIRST STUDENT BUSING (ST. THOMAS)
FRESHCO (ADELAIDE AND HURON)
FRIENDS OF THE LONDON CIVIC GARDEN
COMPLEX
GIANT TIGER (SPRING BANK DRIVE)
GRAHAM FAMILY ECO-PARK
GRAND THEATRE
HAMILTON ROAD BUSINESS ASSOCIATION
HAMILTON ROAD COMMUNITY
ASSOCIATION
HAMILTON ROAD SENIORS AND
COMMUNITY CENTRE
HARVEST BUCK PROGRAM - LMHU
IMPACT CHURCH

INDIGENOUS FELLOWSHIP OF HAMILTON
ROAD
KING'S UNIVERSITY COLLEGE
LIBRO CREDIT UNION
LILLY CANADA
LONDON ARTS COUNCIL
LONDON COMMUNITY FOUNDATION
LONDON CHANGEMAKERS
LONDON FOOD BANK
LONDON FOOD COALITION
LONDON PUBLIC LIBRARY
LUTHERAN SOCIAL SERVICES LONDON
MIDDLESEX LONDON HEALTH UNIT-
HARVEST BUCKS
MINISTRY OF TOURISM, CULTURE AND
SPORT
NO EMPTY BOWLS
ONTARIO TRILLIUM FOUNDATION -
RESILIENT COMMUNITIES FUND
SIFTON FAMILY FOUNDATION
SISTERS OF ST. JOSEPH
TD BANK GROUP - GREATER ONTARIO
COMMUNITY ENGAGEMENT
THE BETTER BIN COMPANY
THE GOOD FOUNDATION
TOYS FOR TOTS
TRY RECYCLING
UNITED WAY ELGIN-MIDDLESEX
URBAN ROOTS LONDON
URBAN LEAGUE OF LONDON
WESTMINSTER COLLEGE FOUNDATION

...AND TO OUR DONORS BOTH
INDIVIDUAL AND CORPORATE:

THANK YOU FOR BEING SPECTACULAR
NEIGHBOURS!



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 in improving their community. 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 2023 recipients of the Hamilton Road Area Leadership Award.





The Crouch Teal Heart Award

The Crouch Teal Heart Award recognizes community members for their service 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 by lending an extra hand. They work, sometimes behind the scenes, to support and uplift the community. The recipients of this award are thoughtful, compassionate, dedicated, and hard workers who want to make a positive impact in their community.

Congratulations to this year's recipients of the Crouch Teal Heart Award.



Bailey McGlone



Emily Pepping



Hamilton Road
Seniors' Centre Staff



Crouch Branch
Library Staff



519 Pursuit



TRY Recycling



EXECUTIVE

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FINANCIAL OVERVIEW



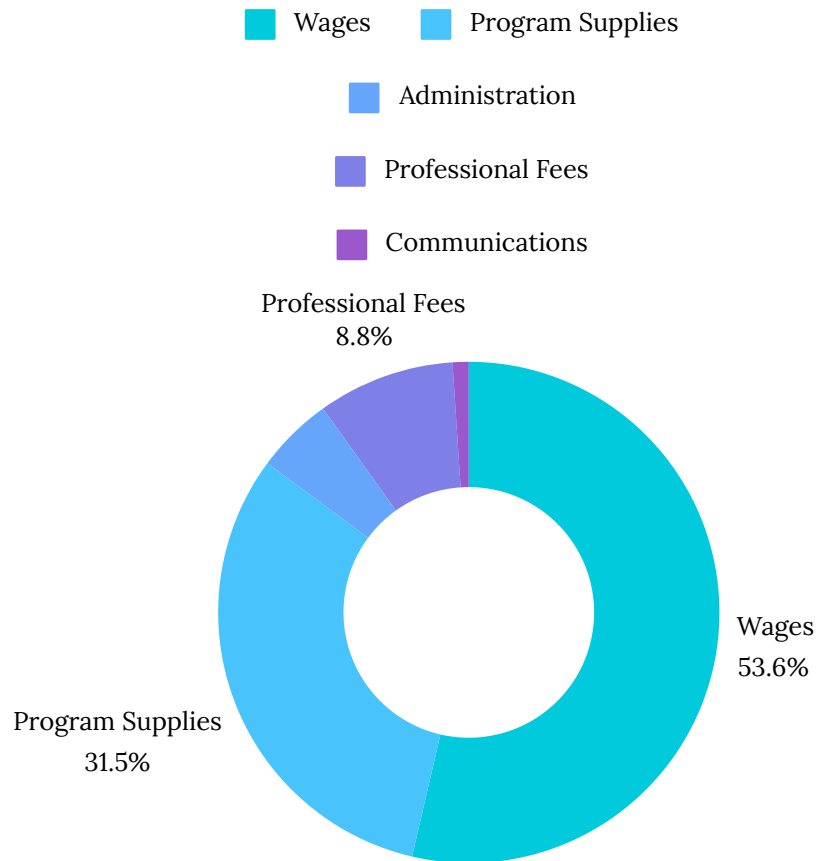
Year-end December 31, 2023

For audited financial statements, please see www.crouchnrc.org

REVENUE BY SOURCE



EXPENSE BY CATEGORY





CROUCH NEIGHBOURHOOD RESOURCE CENTRE

550 Hamilton Road
London, Ontario, N5Z 1S4

http://



www.crouchnrc.org



[@CrouchNRC](https://www.instagram.com/CrouchNRC)

