

2020-2021



# The Fairview Resource Centre Annual Report



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## A Message from our Board Co-Chairs

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It has been an honour to serve on the executive committee for the Fairview Resource Centre. We couldn't have imagined a year ago that we would still be dealing with a global pandemic and the significant challenges that has brought to the organization.

It's not possible to properly express the thanks due to our Executive Director, Natalie Brown for her leadership throughout the ups and downs this year, and to the staff at the centre who have continued to provide services virtually and in person. Everyone has done their best, to not just continue running existing services, but to change and expand to meet the needs of the community.

This has been a year of transition for our board of directors. With the departure of several veteran board members at last year's AGM we found ourselves with a majority brand new board of directors. A big thank you goes out to those new members for their willingness to step up and fill in wherever needed.

As we move into a new, hopeful, year we are excited to see the Fairview Resource Centre continue to grow with our community as we settle into our new, post-pandemic reality.

Erin Raine & Ken Sampson

Handwritten signatures of Erin Raine and Ken Sampson in black ink.

# A Message from our Executive Director

This year marks 35 years (est.1986) of operation for the Fairview Resource Centre (FRC). The organization continues to be a crucial resource in the community. The centre, also known as the community hub offers a welcoming and supportive environment to all participants. The FRC remove barriers to provide opportunities and support, where and when participants need it most.

The 2020–2021-year end statistics show 312 different adults and 62 different children/youth under 19. The children/youth total does not include the 72 families who participated in our virtual programs, 12 families who received activity bags, 26 youth who participated in the Youth Program, and the 32 families who participated in the Parenting Journey Program. The centre employed 9 staff members (including 2 summer staff), many volunteers and students from our local Universities and high schools. In 2020-2021, we were able to expand our Parenting Journey Program (PJ) and welcomed Sherry Atkins as our new part time PJ worker.

This last year we faced a global pandemic, COVID-19 and are still impacted by the public health restrictions. The global pandemic amplified how marginalized populations are at the greatest risk. Many community members faced unemployment, transportation challenges, challenges for food and basic needs, social isolation, no childcare/school, no access to technology and no access to mental health/addictions treatment and supports. The staff pivoted to provide virtual programs, phone support, deliveries, food, gift cards, basic needs distributions, COVID-19 kits and more.

This year we are excited about the New Horizon's Senior's Program, new partnership with the Halifax Public Library, and working with a professional fundraiser. Lastly thank you to all the staff, volunteers, board members, community members and funders for all their support and dedication. It is truly a collaborative effort and I look forward to the upcoming year full of possibilities.

Respectfully Submitted,



# Meet our Staff



## **Natalie Brown | Executive Director | BSW, MSW, RSW**

Natalie Brown has been the *Executive Director* at FRC since 2005. The center has provided a very rewarding career for Natalie as she loves seeing participants reach their goals and expand their support network. When not at the Center she can be found keeping busy with interior design, home improvements and live concerts.



## **Deborah Marriott | Program Manager**

Deborah Marriott has been the *Program Manager* at the centre since 1990. The biggest pleasure Deborah has received from her career at the Fairview Resource Centre is seeing the children laughing and enjoying themselves. Deborah enjoys relaxation music and can be found walking through nature when not at the Centre, and at the beach when it's warm enough.



## **Ruth Power Byrne | Program Resource Staff**

Ruth Power Byrne is a *Community Resource Worker* with FRC and joined the team in 1998. Her biggest enjoyment from being a part of the Centre is having the opportunity to support community participants in reaching their fullest potential. An avid gardener, reader, and lover of softball, Ruth finds her work at the FRC incredibly rewarding.



## **Naime Mert | Family Education Coordinator | B.Ed.**

Naime Mert has been with the FRC since 2010; spending her first 5 years as a *Child Development Worker* and the last 4 as a *Family Education Coordinator*. Naime's favorite part of her work is working with the little future builders of our communities and our Country. If you can't find Naime in the Centre, she is likely on the sidelines of a soccer field, cheering on her daughter and husband.

# Meet our Staff Continued...



## **Deborah Odell | Child Development Staff | ECE**

Deborah Odell has been an *Early Childhood Educator* with the Centre since June of 2018. A passionate reader of historical fiction and forensic science, as well as a long time Halifax Mooseheads Fan, Deborah enjoys interacting with the children and the multicultural nature of the families who make Fairview Resource Centre a part of their lives.



## **Rebecca | Parenting Journey Staff | BA**

Rebecca Gilligan has been with the Centre as a Parenting Journey Home Visitor since 2015. The variety that her position offers is truly enjoyable for Rebecca and allows her an opportunity to give back to her community. Her family is at the forefront of her life outside of the Centre and she can be found camping, fishing and gardening in her free time.



## **Sherry Atkins | Parenting Journey Staff | BA, A.Ed.**

Sherry Atkins has been Parenting Journey Home Visitor since January 2021, after working at the HRCE for past 9 years. Sherry was very excited to join the team, as she found the centre has been a great fit. She enjoys working one on one with families help setting and achieving their goals. When not at centre she can be found gardening, doing home improvements and traveling with her family.



## **Aisha Esse | Support Staff | BSc**

Aisha Esse has been working at the centre since September 2020. Aisha has recently graduated from Dalhousie University with a bachelor's in biology. She began working at the resource centre this previous fall semester as support staff. She appreciates the opportunity to work with adults and children of all ages, expanding her social skill set. Aisha's interests revolve around reading, baking, and being active.

# Meet our Staff Continued...



## **Chanel Zhouri | Support Staff | BSc**

Chanel Zhouri has been working at the centre since September 2020. She has obtained a biology degree with distinction from Dalhousie University. Hired on as support staff, she enjoyed how her role was multidisciplinary and allowed her to work with various members of the staff and community. She will be heading to Toronto to begin her Doctor of Chiropractic Program in the Fall.



## **Carolyn Scovil Brown | CPA, CA**

Hello, my name is Carolyn! I am a chartered professional accountant specializing in Not-for-Profit organizations. I have been working with The Fairview Resource Centre since 2018. I feel very proud to work with an organization that is contributing to a thriving community.

# Meet our Board Members

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## **Erin Raine | Co-Chair**

Hello, my name is Erin! I am a Lean Six Sigma process improvement professional working with VON Canada. I have a Master's in Health Administration and over 10 years' experience working in the non-profit sector. I am excited to lend my time and experience to help the FRC to grow. I can generally be found at the rink during the winter playing hockey.



## **Ken Sampson | Co-Chair**

Hello, my name is Ken! I am a fellow Haligonian and proud Cape Bretoner! Professionally I am a CPA, and personally a husband to a great wife, and father to 2 amazing children. I joined the FRC board in 2018 with hopes of helping the organization and their ability to reach the growing needs of the great community of Fairview and surrounding areas.



## **Cara Pfeffer | Treasurer**

Hello, my name is Cara! I currently work as a Financial Analyst where I have 12+ year's experience in the accounting industry. I have also earned a French Immersion Certificate from Université Sainte Anne, an Accelerated Accounting Certificate of Achievement from SAIT Polytechnic, as well as a Bachelor of Commerce (Accounting) from Athabasca University. The lack of financial expertise available to not-for-profit boards struck a chord as inspiration to begin volunteering my time.



## **Madeline Kubiseski | Secretary**

Hello, my name is Madeline! I joined the FRC Board in February 2020, as a way to get more involved in my community. I have a Masters in Health Administration and have been working in long-term care for 2 years. I will begin pursuing medical school at Dalhousie in September 2021. I have previously volunteered with Special Olympics in Nova Scotia and Ontario, and with McMaster Children's Hospital in Hamilton, Ontario.

# Meet our Volunteer Board Members Continued...



## **Corinne Boudreau**

Hello, my name is Corinne! I joined the Fairview Resource Centre Board in June 2020. I am a business lawyer, specializing in helping online businesses to create a solid legal foundation. My children have gone to school in Fairview and our family participates in many activities in the community. I am happy to contribute to the great work of the FRC.



## **Allen Neilsen**

Hello, my name is Allan! I am literacy and teacher educator with Bachelor of Education and PhD degrees. I am new to Fairview and joined the FRC Board in order to get to know the community better and to contribute to the critically important work of the FRC. I previously volunteered as an English Language tutor at the Keshen Goodman public library.



## **Jill Clairo**

Hello, my name is Jill! I have a BA in Psychology (Mount Allison University, '16) and a Masters in Education and Development (University of Cambridge, '18) with interests in mental health support, gender equity, and the transformative power of education. I have been honoured to partner with non-profits and educational services in 6 foreign countries since 2009, mostly working with youth support and skills training.



## **Mohammad Eshan**

Hello, my name is Mohammad! joined the board of directors 3 years ago as a Member at Large. As a first generation Canadian, I find very satisfying to remain engaged in the community and to continue to work with the centre as it grows. When I am not working with the Centre, I enjoy collecting stamps, coins and different currencies.

# Our Response to COVID-19

In response to COVID-19, our in-person programs were postponed for several weeks at a time. However, our dedicated staff quickly adapted and provided support via phone, email, virtual, and through curbside service and drop-offs. We knew we needed to adapt in order to move forward, as we recognized our community needed us now more than ever.

## Parenting Journey Program

Parenting Journey Program swiftly changed their home visits into scheduled **virtual meetings**, **phone calls**, and/or **texting**.



319 HOME VISITS



1275 COMPLETED PHONE INTERVENTIONS  
12 COMPLETED VIRTUAL MEETINGS

## Community Drop-Ins

Programs such as community meal, drop and shop, food resources, etc., transitioned into **delivery** and **curbside pickup**. All organized by our staff members via email and phone calls.



312 PARTICIPANTS



189 DISTRIBUTED KFC HARVEST FOOD  
281 TAKEOUT MEALS

## Early Childhood Programs

Early childhood programs were remodeled to be delivered **online** via **virtual classes**, and **Facebook**. These platforms allowed children to still get face to face interaction they needed.



27 ENROLLED CHILDREN



72 FAMILIES REGISTERED ONLINE

# Our Response to COVID-19

In addition to the previously mentioned regular programs and services, the FRC also aided members of the community with sanitary supplies to help keep them and their families safe. COVID-19 safety kits, emergency funds, gift cards for basic needs, and food boxes were made available and dispersed throughout the year. The Fairview Resource Centre was able to offer additional support to over **217** families during these difficult times.

## COVID-19 Emergency Supply Kits

Over the course of the last year, COVID-19 safety kits were distributed upon request to families in need. Packages included a variation of hand sanitizer, medical safety masks, medical gloves, and toilet paper. Over **~200** COVID-19 kits were distributed.



**437 BOTTLES OF  
SANITIZER**



**246 BOXES OF  
MASKS**



**538 BOXES OF  
GLOVES**



**99 PACKAGES OF  
TOILET PAPER**

## Basic Needs

Basic needs and food security is an ongoing health determinant, COVID-19 amplified those hardships by affecting both access to food, job security, and employment. To aid families in securing their everyday needs, over **~\$10,000** of gift cards were distributed over the course over the year.



**OVER ~115 GIFTCARDS**

## Food Security

The Fairview Resource Centre adapted to deliver food boxes for those in need or those having to isolate due to the ongoing pandemic.

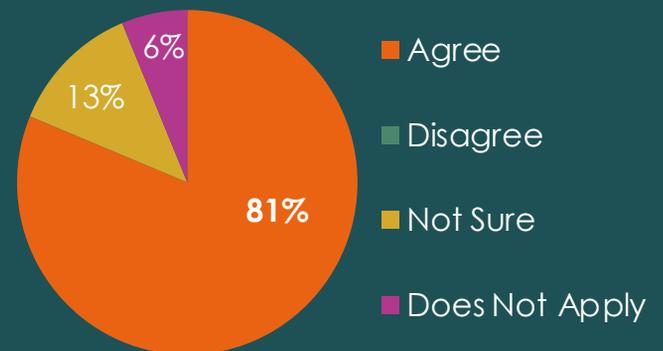


**111 BOXES OF PACKAGED FOOD WERE DELIVERED**

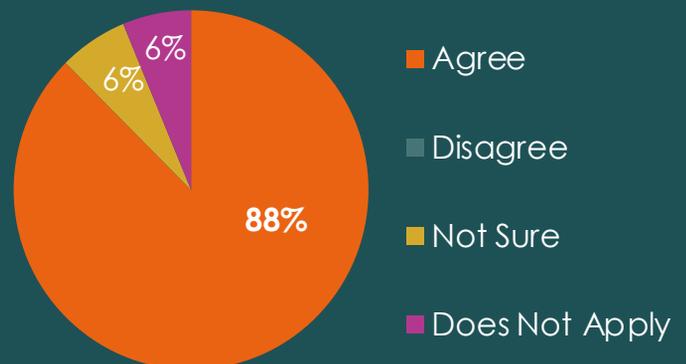
# Parenting Journey Program

Parenting Journey (PJ) is a program that provides in-home, goal-based support to families experiencing complex issues. The program is unique in that it is not curriculum based and is tailored to meet the specific needs of each family. PJ Staff, Rebecca Gilligan and Sherry Atkins, work with the entire family and offer support in a variety of ways including developing a family plan, connecting with resources, parenting programs, transportation, system navigation, crisis support & advocacy. In just this year alone, the program has recorded **319 visits**, serviced **32 families**, and exchanged **350 phone calls and 925 text messages** with registered participants.

Since taking part in the PJ program, **81%** of parents agree that they have gained a better understanding of what to expect of their child at their given age.



Since taking part in the PJ program, **88%** of parents agree that their relationships with their children/family members and/or friends/ others have improved.



*"I feel more confident now, Sherry helped me with my self-esteem and gave me the tools I needed to move forward"*  
-Participant

*"Rebecca helped save my family. She has offered me support as an ex-addict and single parent, helping me regain custody of my children."*  
- Participant

# Parenting Journey Success Stories

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A single parent of 3 children had been battling serious mental health issues, along with a long-term drug addiction. They had reached out to child protection in the province they had been living in and asked for help. Their children were placed with a family member residing in NS. The parent took this opportunity to attend a rehab program in NS to be closer to her children. After connecting with DCS in NS, the parent was referred to Parenting Journey (PJ). After working alongside a PJ Home visitor, they developed strategies for parenting their children after trauma, connecting with resources in the community, rebuilding relationships of trust and attachment with their children and developing solid parenting skills. Today, the parent is two years sober, regularly accesses mental health supports as needed, has regained full custody of their three children, is confident in their ability to parent on their own, and no longer has an active file with child protection.



A single parent was referred to Parenting Journey (PJ) by Public Health. In the past they had custody only every second weekend and was struggling with their confidence in their parenting skills. Since starting the program they have set goals and with the help of the PJ home visitor has new parenting skills. Some of the new skills are parenting with positivity, what to expect at different stages of development and where to find help/resources when needed. As a very eager participant they wanted as much knowledge as they could get and chose to complete three different curriculum-based parenting programs. Since completing the PJ program, they have gained permanent full-time custody of their child, their confidence in their parenting ability has skyrocketed, and they can confidently access supports when needed within his community.

# United Way Funded Program: Spotlight on the Community Drop-In Café

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The Fairview Resource Centre would like to share the impact Community Café, which is one of the funded programs under the United Way. The staff have had the pleasure to get to know a group of community members and have seen the group flourish.

## What is it?

Overseen by Ruth Power Byrne, the café takes place on Wednesdays. The centre hosts a morning and afternoon coffee drop in that serves 12-16 adults from the community. The setting is **welcoming, relaxed** and **informal**. Hot coffee and tea are provided, along with nutritious snacks. Despite the unforeseen circumstances of the pandemic, the café welcomed **21 adults** into the program this year, which resulted in **183 visits**.

*“Dealing with stress, I have learned if you keep everything in you break down. I know I always have someone to talk to at the centre. I am beginning to trust people.”*  
- Participant

## The Café’s Purpose and Goal

The main goals of the café is to foster a sense of belonging and decrease isolation in a safe and judgment-free zone. Several of the attendees are living alone, living on a fixed-income, and living with health/addictions challenges. The community café may be the only time during the week they get out of their homes and talk with other people. Conversations range from a variety of topics from family, kids, grandkids, politics, health and sharing resources. By sharing resources and experiences, many of the participants have been able to access other resources and services such as subsidies, food supports and other networks.

*“If I did not have the opportunity to attend the program and meet such friendly and pleasant people, I don't think I would be coping as well as I am...”*  
-Participant

## Café’s Outcomes

Despite residing in the same community, most of the participants had not known each other before attending the drop-in program. Since the café, they have had the opportunity to socialize on a regular basis and to get to know each other on a more personal level. Friendships have been developed, community connections have been made, and other resources have been provided. Several of the participants are now volunteering and say their confidence has increased to participate in the community.

# United Way Funded Programs: Outcomes and Indicators

## OUTCOMES

## INDICATORS

1

Increase access of adequate and nutritious food to participants.



**100%** surveyed have reported having access to nutritious food.



2

Increase the number of individuals who report new social ties and connections.



**92%** surveyed have reported an increase in both their social ties and connections.



3

Increase awareness and availability of strategies for managing stress and mental health.



**100%** surveyed have reported gaining new strategies to help manage stress and mental health.



4

Increase awareness and availability of strategies to increase quality of life.



**85%** surveyed have reported gaining strategies to increase their quality of life.



5

Assist in setting personal goals and help enhance quality of life.



**85%** surveyed have reported that they have set personal goals which helped them increase their quality of life.

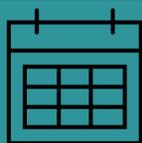


# Emergency and Basic Needs Program: Spotlight on the Drop and Shop Program

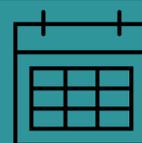
Organized and overseen by Naime Mert, Drop and Shop collects and distributes donations of household goods and clothing for all ages. With no application, documents, or fees required, all members of the community are welcome. The Drop and Shop not only gives participants the opportunity to shop for free, but also to socialize and connect with fellow community members upon their visits. Pre-Pandemic regulations, this service was offered once a week with designated appointments, averaging 10-15 persons per week. During the pandemic, the Drop and Shop was converted into curbside pickup.



**550 BOXES OF DONATION  
DROP OFFS**



**OVER 150 VISITS**



**113 CURBSIDE PICKUPS**



**175 ADULTS SERVED  
80 CHILDREN SERVED**



*"God bless those people who are helping us, this shopping was a great help and highly appreciated."  
-Participant*

*"The Drop & Shop is a wonderful platform, we could both get things we need, it saves money and reduces waste"  
-Participant*

# Family Interaction - Supporting the Early Years Spotlight on Little Learners and Creative Play Programs

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## Little Learners

Directed by, Deborah Odell, Little Learners is a play-based preschool-aged program designed for children between the ages of 3-5 years. It takes place in 3-month sessions 3 times per year; Spring, Fall and Winter. The children are accompanied to the Center by their parents/guardians but stay in the playroom on their own as they are ready. The two main goals of the program are independence and social/emotional development through play. Parents/siblings are welcome and encouraged to participate in the activities if they so choose. Children share a wide variety of cultural and language experiences.

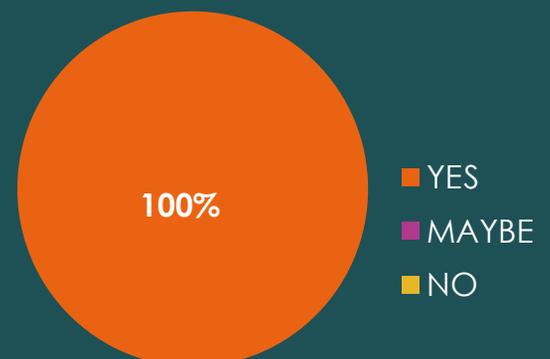
Little Learners has welcomed 11 students, 2 of their siblings, and 17 parents and guardians.

## Creative Play

Directed by Naime Mert, Creative Play is an interactive program designed for children between 2-4-years-old. It is a planned program with themes that have connection with ongoing holidays, seasons, happenings which aim to promote social interaction and valuable social/emotional development. Each session includes a 'Circle Time' with reading/singing and activities/crafts that foster early literacy skills. Free Play is also offered, providing the opportunity to build social skills and positive interactions. All activities are aimed to provide development of not only cognitive skills but also fine and gross motor skills.

Creative Play has welcomed 16 students, and 16 parents and guardians.

Parents & guardians of our early childhood education programs were surveyed if they would recommend these programs to a friend, the results showed an overwhelming response of **100%** stating 'YES' they would.



# The Impact of Supporting the Early Years

To ensure the goals of both Little Learners and Creative Play programs were being met, parents were surveyed the following questions and asked to rate their response a scale of 1-10 .

## Have you noticed growth in your children(s) social skills since participating in the program?

Out of the 16 parents surveyed, 100% agreed that they had noticed an increase in their children(s) social skills since participating in the program. Progress varied from  $\geq 70\%$  - 100%.

- **11 PARENTS VOTED 100%**
- 3 PARENTS VOTED 80%
- 1 PARENT VOTED 70%
- 1 PARENT VOTED 90%

*"My child's speech and language skills have improved significantly" – Participant*

## Have you noticed a growth in your children(s) level of independence since participating in the program?

Out of the 16 parents surveyed, 15 had noticed changes in their child's level of independence. Progress varied from  $\geq 60\%$  - 100%.

- **9 PARENTS VOTED 100%**
- 2 PARENTS VOTES 90%
- 1 PARENT VOTED 80%
- 2 PARENTS VOTED 70%
- 1 PARENT VOTED 60%

*"I've noticed big changes; my child will now ask questions if they need something" – Participant*

In addition to the children receiving a well-rounded curriculum, parents also had the opportunity to socialize and meet fellow members of their community. In fact, while waiting for their children to finish class, **88%** of parents acknowledged that the program provided them opportunities to make social connections for both themselves and their children.

# Summer Youth Program

The Summer Youth Program is normally a seasonal program which provides week-long summer camps in July and August. However, due to the pandemic, in person programs and large gatherings were prevented. Due to these circumstances, the Summer Youth Program had to be reinvented.

In the Fall of 2020, the **Youth Support Program** was created, a new initiative aimed to financially aid youth during these trying times. Developed and overseen by the Director, Natalie Brown and the Support Staff, Aisha Esse and Chanel Zhouri, they collaborated with community workers and created an application process to either provide 14+ youth 6-month memberships to a local recreational center and/or gift cards to help with their basic needs.



## STEP 1

FRC contacted the African-Nova-Scotian Student Support, Youth Advocacy, YMCA, and Mi'kmaq Indigenous Students workers, along with guidance councilors of Halifax West High School, Fairview Jr. High, and Clayton Park Jr. High.



## STEP 2

FRC asked each worker if they could nominate a student that they believed would best benefit from our Youth Support Program. Selected students were then required to fill out a short application.



## STEP 3

Applications were processed and a total of 26 nominees received support from the program.

# CAPC and Health & Wellness Programs

Deborah Marriott – Program Manager oversees and organizes the Community Action Program for Children (CAPC). Funded by the federal government, **CAPC** is a program designed to give community groups like The Fairview Resource Centre the tools to promote healthy development of young children from birth to age six who face circumstances such as poverty, teen pregnancy, social and geographic isolation, substance abuse, and family violence.

## Goals

- Improving Parent-Child Relationships
- Decreasing Social Isolation
- Increasing Child Self-Esteem
- Providing Child-Focused Activities
- Support Vulnerable Children and their Families

## Types of Support

- Educational Workshops on Health & Wellness Topics
- Outreach Advocacy & Referrals
- Nutritional Support
- Parenting Classes and Drop-In Groups
- Child Health & Development Activities

In 2020-2021, the Centre was able to offer the following programs under the CAPC initiative. As mentioned before, all programs adapted and moved from in-person to online.

- Mental Health and Wellness (Community Health Team)
- Participant Advisory Group
- First Aid and CPR
- Healthy Heart Seminar
- System Navigation Advocacy and Referral Support
- Public Health Drop-In
- Infant Massage
- Food and Mood Workshop

# Additional Resources and Services

The 2020–2021-year end statistics show 312 different adults and 62 different children/youth under 19. The children/youth total does not include the 72 families who participated in our virtual programs, 12 families who received activity bags and the 26 youth who participated subsidized gym memberships program and gift card program. The Parenting Journey Program supported 32 families.

- **50% OF THE CHILDREN/YOUTH ARE NEWCOMERS**
  - **35% OF THE ADULTS ARE NEWCOMERS**
  - **30% OF PARTICIPANTS WERE OVER AGE 55**

*Our mission is to provide programs and support that enrich lives and foster well being.*



# 2020-2021 Budget

The Fairview Resource Centre Operating Budget Fiscal Year Ending March 31<sup>st</sup>, 2022

<u>INCOME:</u>		F22 Budget
NS Department of Community Services - Core Grant		\$ 165,486
NS Department of Community Services - Parenting Journey		\$ 100,500
United Way of Halifax		\$ 55,000
Mission and Support Grant - United Church of Canada		\$ 25,000
Halifax Property Tax Relief Grant		\$ 13,000
Other donations and fundraising		\$ 4,000
Halifax Youth Foundation		\$ 13,000
Halifax Protestant Infant Foundation		\$ 5,000
NS Department of Education - Family Literacy		\$ 5,000
Mac Fund		\$ 300
Government of Canada - Senior's Grant		\$ 18,000
Government of Canada -Human Resource and Skill Development Canada - Summer Jobs		\$ 5,000
	<b>Total:</b>	\$ 409,286
<u>OPERATING EXPENSES:</u>		F22 Budget
Wages & Benefits		\$ 284,538.71
Program Expenses		\$ 55,718.00
Interest and Bank Charges		\$ 13,200.00
Property Taxes		\$ 15,000.00
Repairs & Maintenance		\$ 9,600.00
Utilities		\$ 7,500.00
Professional Development		\$ 1,000.00
Amortization		\$ 8,400.00
Professional Fees		\$ 6,910.00
Insurance		\$ 5,598.00
Office Expenses		\$ 5,000.00
Dues and fees		\$ 750.00
	<b>Total:</b>	\$ 413,214.71
<u>OTHER NON-OPERATING/NON-CASH ADJUSTMENTS:</u>		
Deduct Principle Facility Loan Payments		\$12,000.00
Add back: Non cash: Amortization		\$8,400.00
Cash Surplus (Shortage)	<b>Total:</b>	-\$7,528.71 *
* Surplus carried forward from COVID-19 wage subsidy to cover deficit		
<u>INCOME:</u>		F22 Budget
Public Health Agency of Canada - Community Action Program for Children (CAPC)		\$ 36,112
	<b>Total:</b>	\$ 36,112
<u>OPERATING EXPENSES:</u>		F22 Budget
CAPC Wages		\$35,572
CAPC Interest & Bank Fees		\$40.00
CAPC Evaluation		\$500.00
	<b>Total:</b>	\$36,112

# Snapshots of our Year



Thank you for working for the community @ You guys are ☆ Hero ☆





# THANK YOU

TO THIS YEAR'S STAFF, STUDENTS, PARTICIPANTS, VOLUNTEERS,  
AND SUPPORTERS.

While COVID-19 may  
have closed our doors,  
our hearts were always  
open.

