



LADYSMITH RESOURCES CENTRE ASSOCIATION

# Heart on the Hill

The LRCA has **81** voting members and **286** active volunteers

In 2017 the LRCA celebrated **25 years** of service in our community

In 2016/17, **643 tax returns** were completed by the April deadline, **plus 134** after the deadline, making a **total of 777** returns completed by October 2017

Reception **fielded 3862 calls** and **directed 5933 individuals** for a **total of 9795 inquiries** from Oct 2016 until Sept 2017

## 2016/17 PROGRAM HIGHLIGHTS

Sept Oct

### Food Bank

**300**

individuals were served by the Food Bank each week; **41% were children**

### Soup Kitchen

In 2017, 17 Soup Kitchen volunteers donated **1895 hours** of time and **served 1482 meals**; **17% were children**

### Extreme Weather Shelter

Between November 2016 and March 2017, the Extreme Weather Shelter was open for **114 nights**, welcoming **198 guests**  
From November 2017 through January 15, 2018, the Shelter has been open for **59 nights**, welcoming **231 guests**



### Big Heart Volunteers

- LRCA Board Members
- Cathy Hyndman
  - Gerry Hyndman
  - Bea Watson
  - Pam Richmond
  - Diane Stokes
  - Myf Plecas
  - Steve and Linda Gold
  - Linda Turner
  - Griffin Russell
  - Kyle Rainone

### Christmas Cheer

Over **200 community members** attended the Community Christmas dinner

In December 2016, **over 400 hamper boxes** were filled with Christmas Cheer for **150 families**

### Volunteer Counselling

the program regularly supports **30 community members**, 20% of whom are youth between 19-29 years old

**829 individuals** have made contact for Volunteer Counselling  
*(215 phone calls and 614 drop-ins)*

### Victims Services

With **1 staff member** and **5 volunteers**, Victims Services supported **173 new clients** and **logged 5382 volunteer on-call hours** to be available 24/7 to support our community

### Early Years and Family Support Services

#### Born Healthy

has a total of **24 clients** that regularly attend the weekly program.  
**16 families** have dropped in.  
**19 professional guest speakers** have visited during the year presenting on a variety of topics that focus on family wellness

#### Mother Goose

had **40 families per week** for **24 weeks** participate with benefits extending out to multiple members of family

#### Adventures in Early Literacy

has had **33 families** and **13 guests**, totaling **121 people** who participated in the program

#### Dad's Drop-in

is in its' 10th year and sees an average of **21 participants** per week (over **1000 participants** annually), many of whom are first-time guests

#### Family Support Services

supported **23 children** and their immediate families and/or caregivers, over **100 people** were supported directly or indirectly

#### Youth Support Services

supported **23 youth**. Including family members, **52 individuals** were supported directly and indirectly

### Seniors

**540**

Seniors made contact with our Seniors Advocacy Office  
*(273 phone calls and 267 drop-ins)*

**262**

Seniors participated in Seniors Coffee Drop-In with benefits extending to multiple members of family.  
**5 dedicated volunteers** help run this weekly social

**682 hrs**

of volunteer time was donated to take and **fill 640 grocery orders** for Seniors

**744 hrs**

of volunteer time was donated for filling **186** requests for transportation to medical appointments outside of Ladysmith  
*(approximately 14.5 hours per week)*



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# Heart on the Hill

## VISION

the Centre of Social Change in Ladysmith

## MISSION

Enriching the lives of people in the community through advocacy, programs and partnerships

## VALUES

### Sustainability

We believe in providing learning opportunities for staff and volunteers. We are advocates of strategic planning for the future in alignment with our vision.

### Our Community

Our staff, volunteers, clients and supporters are the heart of our organization. We actively recognize their contributions and celebrate our individual and shared successes.

### Leadership

We strive to be the corner stone of the community where people come together to collaborate, take collective action and generate solutions to common problems.

### Integrity

We act consistently with our values of being honest and transparent in what we do and say, and accept responsibility for our collective and individual actions.

### Diversity

We celebrate, respect, and include all communities, people, cultures, and religions. Our programs offer services through all stages of life. We strive for equitable access to resources.

### Heart

Everything we do, we do with a passion for making the connections that strengthen our community – connection that make the whole greater than the sum of its parts.

## SOLID Heart