

ROOTED IN RESILIENCE



**2025
Annual
Report**



CROUCH
NEIGHBOURHOOD
RESOURCE CENTRE

INTRODUCTION



Crouch Neighbourhood Resource Centre (Crouch NRC) 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 main street of Hamilton Road in London, Ontario. In 2025, more than 9,900 residents accessed programs and services through Crouch NRC.

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 experiences, 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.

A YEAR IN REVIEW

A Year of Growing Stronger Together

As we reflect on 2025, one word stands out: resilience.

This year brought growing challenges for many in our community. Rising food costs, housing instability, and increasing financial pressures meant more neighbours turned to Crouch NRC for support, connection, and a sense of belonging. Across all of our programs, we saw increased demand and more people navigating difficult circumstances.

Yet alongside these challenges, we witnessed remarkable strength.

We saw neighbours helping neighbours, volunteers stepping forward, and community partners coming together to meet emerging needs. We saw children build confidence, families find support, and individuals overcome barriers that once seemed impossible. Every day, we are reminded that resilience is not something we build alone; it grows through connection, compassion, and community.

Throughout the year, Crouch NRC remained a place where people could access practical supports, form meaningful relationships, and find opportunities to participate and thrive. Whether through food programs, advocacy services, community events, afterschool programming, or volunteer opportunities, our focus remained the same: creating a welcoming community where everyone feels valued and supported.

The numbers in this report tell a story of growing need, but they also tell a story of hope. They reflect countless acts of kindness, determination, and collective action. Behind every statistic is a person, a family, a volunteer, or a community member whose story helped shape this year.

As we look ahead to 2026, we know the challenges facing our community will continue. We also know that our greatest strength lies in the relationships we build and the support we provide one another. Together, we will continue creating opportunities, strengthening connections, and helping our community grow stronger through whatever lies ahead.

Thank you for being part of a year rooted in resilience.



Steacy Martin, Executive Director



Carrie Charters, Board Chair

CORE SERVICES

NEIGHBOURHOOD SUPPORT SERVICES BASIC NEEDS AND ADVOCACY

Crouch Neighbourhood Resource Centre (Crouch NRC) supports residents who are experiencing the effects of poverty by meeting basic needs and by increasing income stability through access to social benefits. Providing for immediate basic needs such as food, clothing, hygiene and baby items and doing so in ways that convey our respect, value, dignity, and care for all community members not only bridges urgent gaps but helps to develop relationships and social networks.

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 (Crouch NRC) uses a holistic, community focused approach to its work that is grounded in the principles of empowerment, inclusion, justice, self determination, and collective action. Working with residents, local organizations, and partners, Crouch NRC ensures that, across the neighbourhood, residents and groups have opportunities to 'know and be known', to engage and participate in local initiatives and to ensure that the programs and services provided are responsive to local wants and needs.

CHILD AND YOUTH PROGRAMMING

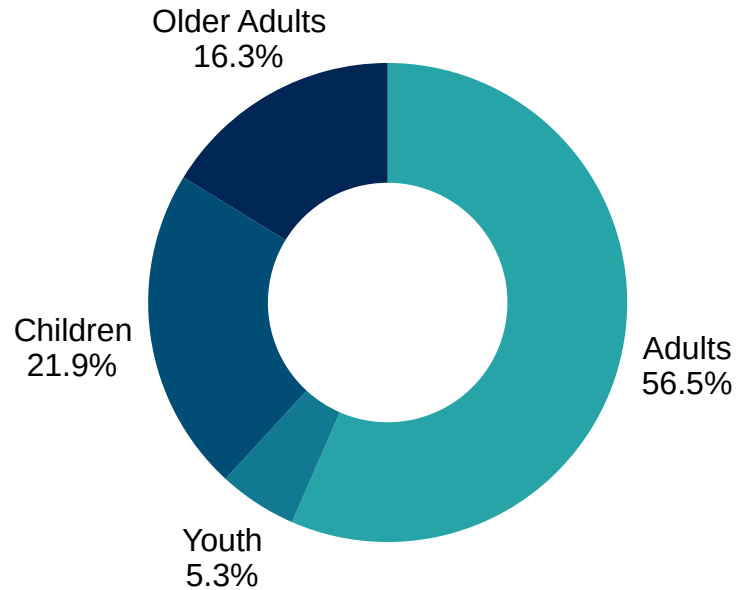
Crouch Neighbourhood Resource Centre plays an important role in extending low-barrier, supportive, and safe recreational opportunities to children, youth, and families. They meet participants where they are at and take the time to identify and develop their unique talents and interests. Through this program, children, youth, and families living in the Hamilton Road and area neighbourhood are supported with equitable access to recreational programming that develops skills, increases self-esteem, and builds social capital.

During the school year, Crouch operates a daily, flexible-fee 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.

IMPACT BY THE NUMBERS

UNIQUE INDIVIDUALS SERVED

Adults	5628
Youth	527
Children	2181
Older Adults	1618
Total	9954



66,706
Food Items
Distributed

3,260
Meals &
Light Bites

2382
Income Tax
Returns Filed

418
Winter Coats
& Boots
Fitted

STRENGTHENING STABILITY: BASIC NEEDS & COMMUNITY SUPPORT

When challenges grew across our community, neighbours continued to show up for one another.

Throughout 2025, more people turned to Crouch NRC for support with food access, housing concerns, and navigating complex systems. Families worked to stretch already limited budgets, while individuals and seniors sought help finding stability in uncertain times.

In response, we continued to work alongside the community to ensure support was accessible, respectful, and rooted in dignity. Whether through emergency food support, help accessing income programs, or connecting people to housing and health resources, the focus remained on meeting immediate needs while strengthening longer-term stability.

Resilience, in this context, is not just about getting through difficult moments, it is about knowing there is a community to turn to, and supports in place when they are needed most.

Through partnerships such as the H.O.M.E. Bus, expanded food access initiatives, and community-based tax clinics, we worked to bring supports closer to where people are, reducing barriers and strengthening connections to care.

At its core, this work is about stability through relationship, walking alongside neighbours as they navigate challenges, and ensuring no one has to do it alone.



COMMUNITY DEVELOPMENT: ROOTED IN CONNECTION

Resilience grows through relationships, and throughout 2025, we continued creating spaces where neighbours could connect, contribute, and support one another.

Our community events brought residents together to celebrate, build relationships, and strengthen neighbourhood pride. The Summer Block Party, hosted in collaboration with Crouch Public Library and supported by TD Bank Group, remained a cherished neighbourhood tradition. Through the efforts of volunteers, partners, and residents, the event created opportunities for connection, laughter, and community spirit, bringing neighbours together in a welcoming and inclusive space.

Our wellness programs provided more than activities, they offered places of belonging. Through the Women's Art Wellness Group and Cards and Games Wellness Group, participants found friendship, encouragement, and support. For many, these programs became an important source of connection, helping to reduce isolation and foster a sense of community. Whether through creative expression, conversation, or simply spending time together, participants strengthened the relationships that help build resilience.

We also witnessed the remarkable impact of volunteerism. Long-time volunteer and community champion Diane MacMillan was recognized with the Mayor's New Year's Honour Award for her decades of service supporting seniors through income tax clinics. At the same time, new volunteers found purpose and connection through giving back. One participant shared that after being laid off, volunteering at the Hot Meal Program helped them rediscover joy and feel connected to their community again.

These stories remind us that community development is about more than programs and events. It is about creating opportunities for people to belong, contribute, and support one another. Through these connections, we strengthen not only individual resilience, but the resilience of our neighbourhood as a whole.

NURTURING GROWTH: CHILDREN, YOUTH & FAMILIES



Children show us every day what resilience looks like.

Throughout 2025, our afterschool and summer programs continued to provide safe, welcoming spaces where children could learn, grow, and belong. As participation increased, so did opportunities for young people to build friendships, develop confidence, and explore new experiences.

Whether through creative activities, outdoor adventures, community partnerships, special events, or everyday moments of connection, children were encouraged to discover their strengths and embrace new challenges. From trying something for the first time to stepping into leadership roles among their peers, we witnessed countless moments of growth throughout the year.

Inclusion remained at the heart of our programs. By meeting children where they were and providing individualized supports, we worked to ensure every child had the opportunity to participate fully and experience success. For some, that meant attending camp independently for the first time. For others, it meant building social connections, developing self-confidence, or finding a place where they felt understood and valued.

Behind every registration, attendance number, and program activity is a child discovering what they are capable of and a family finding support within their community. These moments remind us that resilience is nurtured through relationships, encouragement, and opportunities to succeed.

When children feel seen, supported, and connected, they don't just participate—they thrive.



TEAL HEART AWARDS

The Crouch Teal Heart Leadership Award

Recipients of the Crouch Teal Heart 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 Teal Heart Leadership Award.



Angi Woodcock



Max Bodnar

TEAL HEART AWARDS

The Crouch Teal Heart Award

The Crouch Teal Heart Award honors volunteers and community members or organizations who support the neighbourhood through their service and connection to Crouch NRC. These individuals demonstrate compassion, dedication, and a generous spirit, often stepping up to meet community needs - sometimes behind the scene - to make a positive impact.



Terri Hollyer



Farzad Sepharom



Lizzy Knott



Sara Lake



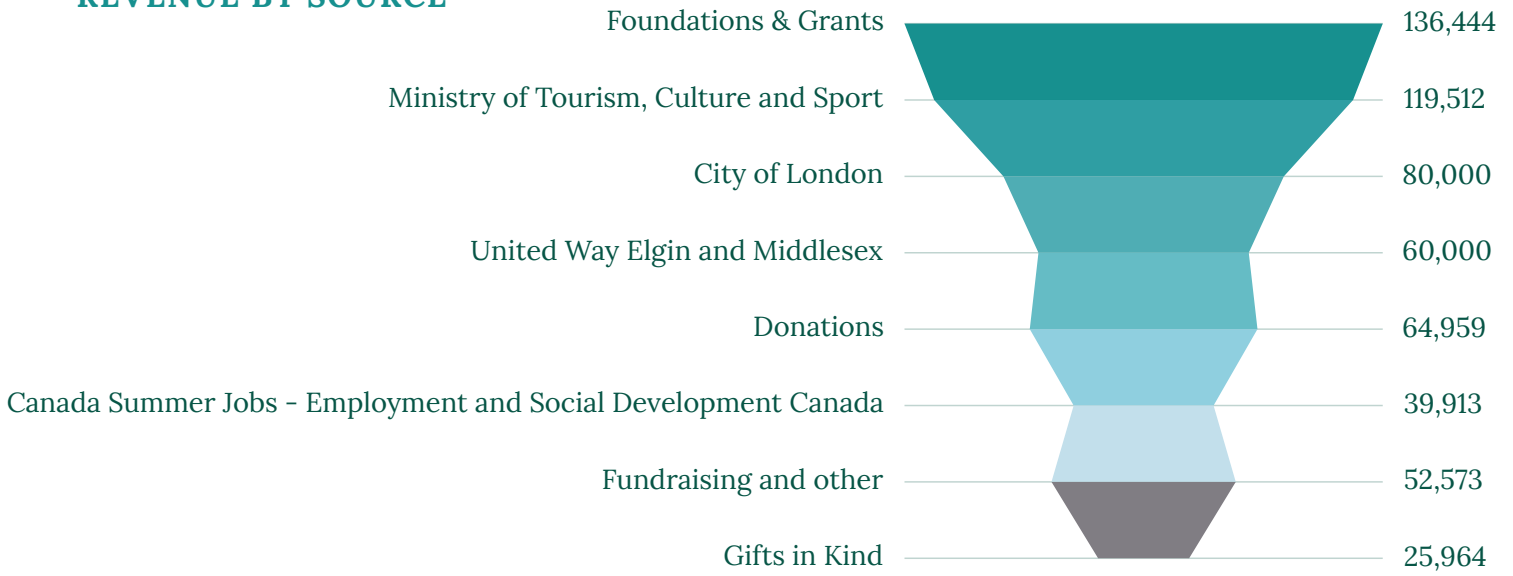
Cassandra Tingley

FINANCIAL OVERVIEW

Year-end December 31, 2025

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

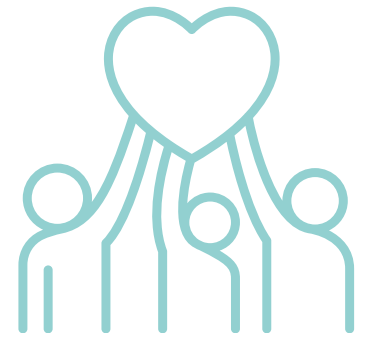
REVENUE BY SOURCE



EXPENSE BY CATEGORY



OUR SUPPORTERS - 2025



Crouch Neighbourhood Resource Centre was honoured by the generous support of the following funders and partners in 2025:

- AQUEDUCT FOUNDATION
- BRENT & JENNIE'S NO FRILLS
- BALBONI'S
- CANADA REVENUE AGENCY - COMMUNITY VOLUNTEER INCOME TAX PROGRAM
- CANADA SUMMER JOBS -EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA
- CANADIAN MENTAL HEALTH ASSOCIATION- THAMES VALLEY ADDICTIONS SERVICES
- CANADIAN TIRE JUMP START
- CHELSEA GREEN COMMUNITY CHURCH
- CHILD AND YOUTH NETWORK/ AGE FRIENDLY LONDON
- CITY OF LONDON
- LONDON DIAPER BANK
- DARRYLL & TRACY'S NO FRILLS
- DIGITAL CREATIVE ARTS CENTRE
- DOUGH EV
- EGERTON BAPTIST CHURCH
- FANSHAWE COLLEGE
- FIRST STUDENT BUS SERVICE (ST. THOMAS)
- FOREST CITY COMMUNITY CHURCH
- FRESHCO (ADELAIDE AND HURON)
- FRIENDS OF THE LONDON CIVIC GARDEN COMPLEX
- GIANT TIGER (SPRINGBANK DRIVE)
- GRAHAM FAMILY ECO-PARK
- GRAND THEATRE
- HAMILTON ROAD BUSINESS ASSOCIATION
- HAMILTON ROAD COMMUNITY ASSOCIATION
- HAMILTON ROAD SENIORS AND COMMUNITY CENTRE
- HOME DEPOT
- IMPACT CHURCH
- INVESTING IN CHILDREN
- 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 SPORT
- NO EMPTY BOWLS - HUMANE SOCIETY
- ONTARIO TRILLIUM FOUNDATION - RESILIENT COMMUNITIES FUND
- SLATE FOUNDATION
- TD BANK GROUP - COMMUNITY ENGAGEMENT
- TD GENNEXT
- THE BETTER BIN COMPANY
- THE CONGREGATION OF THE SISTERS OF ST. JOSEPH, LONDON
- TOYS FOR TOTS
- TRY RECYCLING
- TWEEDSMUIR PUBLIC SCHOOL
- UNITED WAY ELGIN-MIDDLESEX
- URBAN ROOTS LONDON
- WESTMINSTER COLLEGE FOUNDATION

TO OUR INDIVIDUAL AND CORPORATE DONORS,
THANK YOU FOR BEING SPECTACULAR NEIGHBOURS!



EXECUTIVE

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PAST CHAIR

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TREASURER

Maksym Bodnar

SECRETARY

Corrine Morris

DIRECTORS

Susan Dunn

Ainsley Graham

Paul Kitson

Rachel Weisdorf

Angi Woodcock
(Executive Director)



LOOKING AHEAD

Looking Ahead to 2026

The realities facing our community will not disappear overnight. Food insecurity, housing instability, and financial pressures continue to affect many of our neighbours in deep and ongoing ways.

And yet, as we move into 2026, we do so with hope that is grounded in what we have seen and experienced together.

This past year has reminded us that even in difficult times, communities can remain strong. We have witnessed what is possible when people come together with compassion, determination, and a shared commitment to one another. Across our neighbourhood, resilience has taken root—in individuals working through hardship, in families doing their best to stay afloat, and in neighbours who continue to show up for one another in meaningful ways.

We have seen resilience not as a single act, but as something that grows over time. It grows when someone is met with dignity instead of judgment. It grows when support is accessible and consistent. It grows in the relationships formed through shared spaces, programs, and everyday moments of connection. And it grows when people are reminded that they are not alone.

As we look ahead to the year, we remain committed to investing in programs and supports that strengthen well-being, reduce barriers, and foster a strong sense of belonging. We will continue to create spaces where connection can flourish—where children, youth, adults, and seniors can participate fully in community life, and where every person is valued for who they are and what they contribute.

We will also continue to adapt to emerging needs with care and responsiveness, working alongside community members and partners to ensure that supports remain accessible, respectful, and rooted in dignity. Our work will continue to focus not only on meeting immediate needs but on strengthening the conditions that allow resilience to grow. Because resilience is not built alone.

It is nurtured through relationships. It is strengthened through support. And it takes root in communities where people choose, again and again, to care for one another.

As we move into 2026, we carry forward the lessons, relationships, and resilience that will continue to guide our work and strengthen our community.



**CROUCH NEIGHBOURHOOD
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