



HEARTWOOD HOUSE: AU COEUR DE LA VIE
Executive Director's Report for the period of April 2006 to March 2007.
Annual General Meeting
September 26, 2007

Mission Statement:

To be an outstanding model of community development by providing a **home** for non-profit organizations to work together, share ideas, space and resources, and empower the people served to reach their goals.

What makes Heartwood a model of community development?

Heartwood offers affordable space to non-profit charitable groups as do a few other facilities in Ottawa. What makes us different is our mutual belief that we are **better together**. On a practical level we share meeting rooms, photocopiers, fax machines and other resources on a daily basis.

Heartwood is a village of community minded people who take the time to know and support each other, resulting in a welcoming environment where people feel valued and respected. We share a mutual interest in learning about each other, our struggles and accomplishments and we support each other in our respective works and we seek to find ways to create opportunities that benefit each other and our community.

Board of Directors – 2006-2007

Fran Childs, Jackie Swedlove, Keenan Wellar

Staff Members:

Executive Director – Maureen Moloughney

Everybody Wins Coordinator: Nicole Colbeck

Part-Time Maintenance Staff:

Carole Brown, Lisa Mousseau, Warren Murphy, Lise Vien, David Wade

Volunteers:

Sarah Albert, Michael Bee, Brennan Cullum, John DeLamos, Paul Hamilton, Beth Hayward, Brooke Hayward, Angela Hanes, Jennifer Harris, Grace Hudson, Jeanette Kanyandekwe, Mai Le, Amanda Manuel, Carolyn Matte, Ryan McBride, Kae McColl, Lisa Mousseau, Suzanne Myers, Steve Nancekevill, D'Arcy Quartermaine, Sr. Huguette Raby, Robert Read, Christine Robertson, Rose Saikley, Jeff Smithson, Lucas Rodgers,

DEDICATED SERVICE:

To the Heartwood Board of Directors for their dedicated service over the 2006-2007 term, and to the staff and volunteers of Heartwood for their dedication to the ongoing development of the House. And a special thank you to the Heartwood Founders (Lucile Champagne, Gillian Gailey, Chris Girard Julie Kingstone, Kae MCColl, Robert Read, Hoppy Roy, Kathy Stiell, Keenan Wellar and Maureen Moloughney for their vision to establish the dream of Heartwood House in March 2001.

Executive Director's Report for the period 2006-2007

Community Development:

From the beginning, Heartwood's life has focused on being a model of community development.

In 2006-2007 Heartwood adopted the John Carver governance model, which has significantly strengthened the already healthy working relationship between the Heartwood board and the Executive Director.

Heartwood's governance model focuses on the understanding of the importance of the board's role to be responsible for the ENDS development of Heartwood, while as Executive Director I focus my attention on the MEANS in pursuit of the ENDS, as guided by the board's governance policies.

Some of the most significant changes in the board/ED working relationship include:

- A board agenda that is developed for the year by the board, based on the Heartwood governance policies, which determine the reporting schedule for the year.
- Focused attention on the governance policies as a "living/breathing" document that guides the board and the ED at each meeting, in the review of reports and/or discussions about the development of Heartwood House.
- A clear understanding of the E.D.'s role in the management of the day to day administration of Heartwood House, as guided by the governance policies.

I am thrilled with our new governance life, as it clearly defines our working relationship, resulting in strength and focus for the board and me in the continued development of Heartwood.

2006-2007 Heartwood Contributors:

Special thanks to:

- Ø People, Words & Change for partnering with Heartwood to obtain financial support from the Ontario Trillium Foundation for the "Everybody Wins" Computer Recycling Program.
- Ø The Ontario Trillium Foundation Board of Directors and regional staff who visited Heartwood House on October 25, 2006. The visit was a tremendous honour for our community, and recognition of the development of Heartwood House as a model of community development. Many of our Heartwood groups have received Trillium support that has result in new growth and development for the work of their programs.
- Ø RD Long Computers Limited for its interest in establishing a partnership with Heartwood House to operate the "Everybody Wins" recycling program with the highest level integrity and interest in the recycling of computer equipment in an environmentally sensitive manner. Our goal is to raise \$7,500 in 2007-2008.
- Ø Nicole Colbeck, Coordinator of the Everybody Wins Program. Nicole has already made a HUGE impact on community awareness of Heartwood through the promotion of the computer recycling program. Nicole is an excellent ambassador for Heartwood and we are thrilled that she is part of our Heartwood community!
- Ø The Heartwood House website has also been reconstructed thanks to the efforts of Nicole Colbeck and her work with Simmetria to upgrade the site. The website is an excellent "welcome mat" to Heartwood House, inviting people to come in and learn about our Member Groups, programs and other services at Heartwood.
- Ø Keenan Wellar who has quietly dedicated countless hours to the management of the Heartwood website since 2001. And to Keenan's parents for sponsoring the website all these years. Where would we be without Keenan!
- Ø Our Heartwood volunteers whose dedicated service makes Heartwood a wonderfully welcoming place and for their contributions to the development of our various fundraising initiatives and programs.

- Ø Kae McColl our Gallery Curator whose efforts have established Heartwood's Gallery as a wonderful venue for local artists to display their work. In fact, the gallery is booked until 2009! And Angela Maxwell who created the Gallery in 2001 for her work with Kae to select artists for the Gallery.
- Ø Isobel Bisby for her commitment to the development of our beautiful Memorial Garden. The garden has become a place of rest and reflection for all Heartwooders. We also thank the donors of flowers for the garden.
- Ø Deloitte volunteers who donated their time and skills to help several Heartwood member groups with various tasks that needed to be done on their Impact Day on September 7th, 2007.
- Ø All Heartwooders for their ongoing support in making Heartwood House a welcoming environment for all people who participate in member group programs or who visit our House.
- Ø Mary Wiggin the Executive Director of the Ottawa Carleton Coalition for Literacy for her on-going support of Heartwood House and for her extraordinary efforts in creating a partnership opportunity for Heartwood and ALSO in 2007.
- Ø Patrick Curran, Danielle Ranger, Jamie Duckett and all the customer service staff at OC Transpo for their ongoing support of Heartwood's administration of the OCT Lost & Found program.
- Ø John DeLamos, superintendent of Beth Shalom for his tireless support of our community.
- Ø Lawrence Freedman's family and Paula Whaley for their involvement and support of the dedication of the Memorial Garden and the garden benches to the memory of Mike Ward and Lawrence Freedman in June 2007.
- Ø The Ottawa International Airport Authority Community Giving Program for its generous support of Heartwood House with the Project Clear Skies grant of \$4,500 to purchase house maintenance supplies and for upgrades to the reception office and lower level upgrades in 2007.
- Ø Sr. Huguette Raby for her tireless efforts in teaching our Executive Director to be functional in the French language.
- Ø Chris Girard, Kae McColl and Hoppy Roy for the very kind support and patience with our Heartwood volunteers. They are always there to lend us a helping hand and we are very grateful to them.

- Ø PWC for making it possible for Heartwooders to use their photocopy machine each day. Nine Heartwooders use your photocopier, resulting in a cost effective win-win for everyone!

- Ø Gillian Gailey the ED of the Aphasia Centre for her support of our Heartwood staff and for her cheerful and welcoming manner with all visitors and Heartwooders who pass by her office that is located just left of the Heartwood side entrance.

- Ø The Heartwooders who moved on from our community to new adventures in 2007 – Clifford Clark of ADAO and Cheryl Stevenson and Karen of ALSO and Mary Hutchings, Leah Stinson and Ann Thomson of ELTOC and Andrea Cooper of Hopewell and Labibe El-Ali of Results. We thank you for your support of our community.

- Ø Heartwooders for making our OCT sales such a huge success. Thanks to your support we raise over \$7,000 each year selling thousands of items to hungry customers who scoop up unbelievable bargains each year.

- Ø Capital City Mission for its surprise treats for our Heartwood volunteers at special times of the year. And to Timothy the E.D., for his constant “duck clacking!” Just remember, the Senators will definitely win the cup this year.

- Ø Rita, who has faithfully come for coffee each day since September 2001. She reminds us of the reason for Heartwood, to act with our “hearts” first and all else will fall in place as it should. Thank you Rita.

- Ø The companies who support us with cost effective service each year: Boss Electric, Door Doctor, Gaston Letine Carpentry, Energy Plus, Drain Away, Grand & Toy, Controlled Openings, Bell Canada, WSI Waste Services, Mike’s Lock & Safe, Industrial Cleaning Supplies.

- Ø To our donors, your support and investment in our community means everything as we continue live our mission each day.

