



**HEARTWOOD HOUSE: AU COEUR DE LA VIE**  
**Annual General Meeting – Executive Director’s Report**  
**October 7 2008**

**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 work. We seek to find ways to create opportunities that benefit each other and our community.

**Board of Directors – 2007-2008**

Fran Childs, Marilyn Evans, Allison Moores, Jackie Swedlove, Keenan Wellar

We thank you for your many hours of dedicated service to the ongoing development of Heartwood House.

**Auditor** – Jeffrey Bee – Chartered Accountant

**Full – Time Staff:** Executive Director – Maureen Moloughney

**Everybody Wins Coordinator:** Nicole Colbeck (March 2007 to August 2008)

**Part-Time Maintenance Staff:**

Carole Brown, Angela Hanes, Lisa Mousseau, Warren Murphy, Lucas Rodgers, Lise Vien, David Wade

**Volunteers:**

Sarah Albert, Michael Bee, Brennan Cullum, Sara Girard, John DeLamos, Paul Hamilton, Amanda Hayward, Beth Hayward, Angela Hanes, Jennifer Harris, Grace Hudson, Jeanette Kanyandekwe, Mai Le, Amanda Manuel, Carolyn Matte, Josh Mousseau, Lisa Mousseau, Steve Nancekivill, Melissa Ottway, D'Arcy Quartermaine, Sr. Huguette Raby, Robert Read, Lucas Rodgers, Rose Saikley, Salem Saikley, Jeff Smithson, Heather Wynn

**Heartwood Unclaimed Sales Volunteer Inventory Team:**

Grace Hudson – Coordinator – Assistant – Anthony Stratton

**Volunteers "The Team":**

Paul Hamilton, Jennifer Harris, Sarah Albert, Ryan McBride, Linda Grey, Carolyn Matte, John Cholmondeley, Cooper Gage, Melissa Cunningham, Heather Wynn,

## HEARTWOOD COMMUNITY LIFE

**CCM Summer Barbeques:** Many thanks to Timothy, Bob, Matthew and the entire CCM staff and volunteers for the delicious summer feasts that we have enjoyed in the memorial garden.

**Memorial Garden Team:** Thank you *Isobel Bisby (ALSO)* for your many hours in the garden that have resulted in a beautiful and peaceful place for all to enjoy; and to *Mark Bisby* for building the beautiful circular bench around the tree in the garden. We also thank Heartwood members for their many plant contributions to the garden. On June 7, 2007 the Garden was dedicated to the memory of Mike Ward and a garden bench to the memory of Lawrence Freedman.

**Heartwood Gallery:**

Thank you **Kae McColl (PWC)** for your dedicated service as Heartwood's Gallery Curator. 70 art shows have been held in the Heartwood Gallery since 2001.

**\*\*Everybody Wins Electronics Recycling Program:**

Many thanks **Nicole Colbeck**, former EW Coordinator for your work in the establishment of the E.W. program. Over 165,000 pounds of electronics were collected in 2007 and \$7,400 was raised. We also extend our thanks to **Ray Long** owner of RD Long Computers and our business partner in this initiative, for his support of Heartwood and to the many donors whose support of Heartwood has also protected the environment.

**\*\*“Community Works” Grant Partnership – OCCL-ALSO-Heartwood House:**

Grant obtained by Ottawa Community Coalition for Literacy from Ministry of Training, Colleges and Universities. Goal of project – to develop a model of supported volunteering for marginalized and/or disadvantaged learners to develop essential skills, work habits and self-esteem. Heartwood supported 7 learners during the grant period and received \$25,000 for its participation in this project.

**OC Transpo Lost & Found Program:**

Heartwood is very grateful to our 33 volunteers who are the reason why Heartwood has been so successful in its operation of this program since 2001. 30,000 items were received in 2007; 8,462 items returned to happy customers. This unique partnership with the City of Ottawa raises \$44,200 for Heartwood House each year.

**OC Transpo Unclaimed Items Sales:**

Many thanks to **Grace Hudson** and the **8 volunteers from LWP** for the excellent coordination of the unclaimed items inventory for the sales. Over \$7,700 was raised at our 2 annual sales.

**Special OCT L&F Thank you to** Jeremy McConnell of MBNA for the donations of new t-shirts, cups, hats and other items to the OCT sales!

**\*\*\*Ontario Trillium Foundation:**

In June 2007 Heartwood received a request from the O.T.F. to provide its feedback on the development of a OTF program to create Economic opportunities for marginalized populations through social enterprise programs. ALSO, CTLC, EcoEquitable, Heartwood and Hopewell met to respond to the questions from O.T.F. Heartwood was one of four organizations consulted in the province about this initiative.

In March 2008 the Ontario Trillium Foundation recommended that Heartwood House be asked to speak at the *Sharing for Social Change* conference organized by the Social Innovation Centre in Toronto June 18, 2008. Heartwood is one of four organizations in Ontario that has been successful in the operation of a community concept based on shared space/shared services amongst non-profit organizations.

**Heartwood Concert Series:**

Nicole Colbeck’s gifts not only benefited Heartwood in the life of the Everybody Wins program but in the development of the Heartwood Concert Series. Thanks to her vision the gallery can be transformed into a sweet café with a wonderful ambiance for any performer. Three successful shows were held between February and early May 2008 featuring Jennifer Noxon, the Ottawa Storytellers and Terry Tufts. The concert series format is currently under revision. We look forward to more wonderful entertainment in the future.

### **Thank you to Heartwood Business Service Providers:**

- Andrew Denofrio Vending Services
- Boss Electric
- Drain Away Plumbing Inc.
- Energy Plus
- Gaston and Jayson Lepine Carpentry Services
- Grand & Toy
- Industrial Cleaning
- Mike's Lock and Safe
- North American Security
- Nerds on Site
- Primus Communication
- Signs in 23 hours
- Tamara Campbell computer repair services
- WSI Waste Services

### **COMMUNITY OUTREACH AND GOOD NEIGHBOUR SUPPORT**

- Good Food Box program during its search for a new home. The group used the gallery 1x monthly to pack up an average of 150 boxes of produce.
- Frontier College volunteer training sessions held at Heartwood House.
- School Board Summer program assisting newcomer youth with English and Math.
- Ottawa Community Coalition for Literacy monthly meetings held at Heartwood House.
- Family Literacy meetings held at Heartwood House.
- Space to Beth Shalom for special board committee meetings.
- Sexual Assault Support Group Weekly Art Therapy Classes.
- World Federalist Movement.
- ACE Links – Academic and Career Entrance training for people who want to complete grade 12 equivalency part-time.
- Physicians for Global Survival
- SAW video production.
- John Howard Society staff retreat.
- Sexual Assault Centre staff training workshop.
- Ottawa Jewish Community Centre Street Outreach Program
- Ottawa Torah Institute.
- Congregation Beth Shalom.
- Ottawa Vagina Monologues Group

## **PROPERTY MANAGEMENT (improvements):**

- Access control system at side door moved to west side of door for easy access and upgrades to front door system;
- Furniture for the reception office;
- Wall installed in reception office to separate Hopewell from the busy life of the office;
- Contract arranged with Simmetria for the re-construction of the website;
- Construction of carts for the EW program;
- Bike Shed;
- Gravel in lot behind the dumpsters;
- Security camera system;
- New alarm system and new security lock system in reception office;
- Junk removal – dungeon area;
- New lights front entrance;
- 12 plumbing repairs to washrooms;
- Benches for the memorial garden;
- Purchase of 100% recycled paper for photocopying purposes;
- Recycling of cardboard, cans, newspaper and other materials;
- Installation of additional storage in upper level men's washroom
- Repairs to women's washroom upper level;
- Lower level hallway painted by Deloitte volunteers and new floor installed at south end section of hall;
- Rideau Street stairwell steps painted by Deloitte volunteers;
- CTLC space painted by Deloitte volunteers;
- New air conditioning system installed in ELTOC, Aphasia and PWC;
- Halifax office reconstructed following ADAO move to main level;
- New office for Results constructed;
- New laminate floor installed by Deloitte volunteers in Hopewell office;
- New door installed at back entrance to CCM and CTLC.

## **SECURITY CHALLENGE:**

Between February 1st and May 31st 2008 Heartwood House was the victim of several thefts from the OCT Lost & Found program, as well as two break-ins in the LWP computer room and main office and several acts of costly vandalism by a very persistent individual(s).

The cost of damages exceeded \$4,500. A further expense of \$3,000 will be reflected in the next budget term for security upgrades.

This was a very difficult, highly stressful and costly period in Heartwood's history. The positive outcome was the strength of our community and new security measures that provide significant protection for the future.

## HEARTWOOD HOUSE: AU COEUR DE LA VIE - "Better Together!"

Executive Director Time investment 2007-2008 overview

<u>ITEM</u>	<u>NUMBER</u>	
<b><u>VISITORS</u></b>		
Visitors to Heartwood House	24,100	avg. 551 per week July -Aug.-Dec - 258 per week
OCT visitors for claims	8,462	annual
OCT visitors searching for items	6,000	
	<b>38,562</b>	***
<b><u>RECEPTION DESK</u></b>		
Volunteer hours	6,480	avg. 2.5 volunteers per hour - 54 hours per week number of packages received for members
courier packages	360	
<b><u>EXTERNAL COMMUNICATION</u></b>		
Website hits	233,818	number of hits - May 07-to March 08
Brochures	700	given to interested visitors
EW brochures	685	given to interested visitors
	<b>235,203</b>	
Media coverage	4	Metro, CTV, Ottawa Sun, CBC
<b><u>COMMUNITY LIFE</u></b>		
Code of Conduct issues	72	total hrs. breach of conduct issues
Member Group evening-wkends	828.5	avg or 69 hrs per m.
Outside Groups evening - wkends	485.5	avg of 40.5 per m.
Member Group support/contacts	2,638	contacts with member grps. *
Members' meetings	18	hours mtgs/followup
Website management	41	number of management hrs.
Deloitte	12.5	total hrs. of coordination of volunteers
Beth Shalom-Ottawa Torah	12	total hrs. good neighbour support
Contact with outside grp users	10	number of hrs over the year
Consultation	6	total hrs.
Community events	5	total hrs. planning
Memorial Garden	10	hrs.for planning and ceremony
<b><u>SECURITY ISSUES</u></b>		
Security threat	16	total hrs. in response number of contacts with Police - HH
Security protection plan	108	board number of hours in consultation with
Security installations	9	NASS
<b><u>PROPERTY MANAGEMENT</u></b>		
Repairs	62	total hrs. to coordinate repairs

Emergency response	6	total hrs. response time
Maintenance staff	72	total hrs. supervision
Supplies	12	total hrs. inventory management
Beth Shalom	48	total hrs contact with superintendent
Internet system	5	total hrs. trouble shooting
Photocopier/fax	12	total hrs. coordination

#### **LEGAL - HH BOARD - BETH SHALOM**

Beth Shalom	137	lease negotiation contacts
Lease proposal	10	total hours proposal development
Board communication	609	total number of email communications
Board meetings and reports	90	total hrs. meetings and report preparation
Financial	104	total hrs. per year
Auditor	10	total hrs. with auditor
Insurance	5	total hrs. - insurance claims.

#### **HEARTWOOD INITIATIVES**

Gallery	22	total hrs. with artists -curator and upkeep
Everybody Wins	346	email communications
Everybody Wins calls	920	telephone inquiries about program
Everybody Wins project support	264	hours in meetings with Coordinator and partner training and support hours with
OCT program volunteer support	960	volunteers
OCT administration	84	contact with City of Ottawa - total hours
OCT sales X 2	24	total hours coordination
Community Works Grant	312	total hrs. reports - meetings - supervision
Donors	6	hrs with HH donors
Personnel Policy Manual	15	total hours to development
Clear Language OCT manual	14	total hours in partnership with OCCL
Concert Series Development	9	total hours
Shared Space Conference Plan	6	total hours planning prior to conference
Heartwood website revision	8	total hrs. meeting with website developer
Trillium Foundation	4	total hours social enterprise advice response

#### **Many thanks to the following Heartwooders:**

- To **Gillian (Aphasia)** for your daily support of our volunteers.
- To **Chris, Dee, Hoppy and Kae (PWC)** for your daily support of our volunteers.
- To **Misty (Hopewell)** for her daily support of our volunteers.
- To **John (Beth Shalom)** for his constant support of me and our volunteers.
- To **Sr. Huguette Raby** for her many acts of kindness to Heartwood and for her constant support with French language training.
- To **Julie (LWP)** for her ongoing support of LWP volunteers in the OCT L&F program.
- And to all Heartwooders for your investment in our community. We truly are BETTER TOGETHER!