



Norwood

Child and Family Resource Centre



2024 Annual Report





Norwood
Child and Family Resource Centre

Vision

Healthy Children • Healthy Families • Healthy Communities

Mission

Norwood Centre empowers people, building on each individual's strengths through education, collaboration, and services that optimize child development, improve family functioning, and connect people to communities.

Guiding Principles

- Our work is strength based, trauma informed, responsive to need, and effective.
- Norwood is inclusive, respectful of diversity, and values every person's worth.
- Our programs and services are child centered, based on the most current understanding of how children develop and learn.
- Our work is family centered, grounded in fostering healthy relationships, the bonds between children and family, and family in the community.

A Message From Our Board Chair

As I reflect on my final year as Board Chair of Norwood Child and Family Resource Centre, I am filled with immense gratitude and pride. It has been a privilege to serve an organization that is deeply committed to empowering children and families, strengthening our community, and creating lasting change.

This past year, Norwood has continued to evolve and expand its impact, ensuring families have access to the critical support and resources they need. From early childhood development programs to family centered services, this team's dedication to fostering resilience and connection is truly inspiring.

2024 also marked the beginning of a new strategic plan with three

main focus areas; Enhancing Optimal Child Development, Empowering Families, and Increasing Our Social Impact. All in service of the vision: Healthy Children, Healthy Families, Healthy Communities. As I step away from this role, I do so with confidence in Norwood's future. The foundation is strong, and I know the organization will continue to thrive, growing its reach and deepening its impact.

Serving this organization over the last eight years has reinforced my belief that strong communities are built through collaboration, accountability, and a shared commitment to making a difference. I have been fortunate to work alongside an exceptional Board of Directors, a passionate



leadership team, and dedicated staff who bring unwavering energy to their work every day.

To our partners, supporters, and the families we serve, thank you for your trust and commitment. It has been an honour to be part of this journey, and I look forward to seeing Norwood continue to create meaningful change for generations to come.

A Message From Our Executive Director

As we reflect on another transformative year at Norwood, we are filled with immense gratitude for the support we've received and the progress we've made together.

A key focus was our ongoing reconciliation efforts while deepening our understanding of the shared history between Indigenous and non-Indigenous peoples in Canada. Norwood staff and board members participated in the Blanket Exercise, an interactive educational program that teaches the history of colonization and its impact on Indigenous communities. We were thrilled to have the Honourable Searle Turton,

Minister of Children and Family Services join us, collectively building awareness of the shared history that shapes our present and future.

Our volunteers dedicated an impressive 1,518 hours, significantly impacting our initiatives. Their commitment enabled us to reach significant milestones and continue our mission of supporting children, youth, and families.

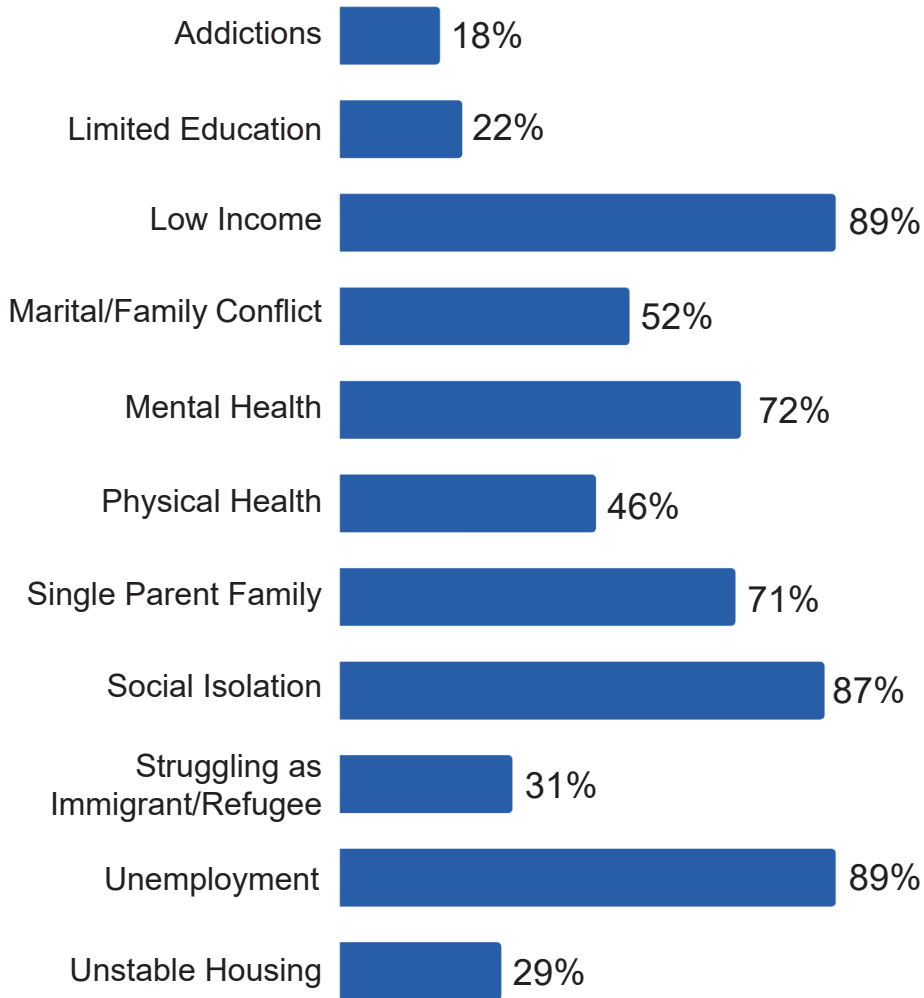
At our last AGM, we welcomed Emily Milne to our Board of Directors. This year, we will bid farewell to Whitney Shaw, a tireless advocate for our organization. During her eight-year term Whitney contributed over 3,300 hours making



invaluable contributions to our work.

As we move forward, we remain steadfast in our mission and committed to strengthening the bonds we have built within the community. Thank you for being a part of our journey.

Circumstances Reported by Families



Community Involvement

1,518
Volunteer
Hours





2024 By The Numbers

Total Participants Served **3,949**



2,236 Children and Youth Served

Referrals Provided **9,412**



6,503 Visits

Snacks and Meals Served **39,734**



Impacts

Participants report that as a result of Norwood Centre programs:

“ It is fantastic to connect with other Dads and receive information about child development. Services provided here transcend social class, and focus on child rearing as good as possible.”

-Norwood Centre Participant



89%

My child is better at using their words to communicate with others.

91%

My child is better at playing cooperatively with other children.



95%

I know how to discipline my child without hitting or spanking.



“

Parent respite helped me a lot when I was living in a shelter and looking for someone to look after my child.”

-Norwood Centre Participant

“

Since starting Head Start I've seen significant development in my child's speech. He is able to clearly communicate messages to me and others. His confidence to express himself has greatly increased.”

-Norwood Centre Participant

“

The program helped me become closer with my child.”

-Norwood Centre Participant

93%

I have confidence in my parenting skills.





“The girls have received so many compliments when we’ve been out: how smart they are and well behaved. As a single mom with no other support I contribute these compliments to not only how I’m parenting them but as a group effort with Norwood. Everyone has helped the girls through every interaction, welcoming us into Norwood. After leaving family violence, knowing we were alone I was worried about the future. Norwood and everyone there has changed it.”

-Norwood Centre Participant

“Back before I was introduced to Norwood I was struggling mentally and physically. I was taken in with open arms to the respite program where I gained some time to start therapy.”

-Norwood Centre Participant

“I travel two hours each way now (two buses, two trains) to come to Norwood from the Southwest side because Norwood is like a second home for us. We love it here and are glad to be part of the family.”

-Norwood Centre Participant



90%

I feel our family is less isolated.

89%

I feel less stressed.



“This is my little one’s second year. He has come so far this year, thanks to Norwood. He spent his first year having separation challenges and the teacher helped us make him feel comfortable. This year he’s exploded: potty trained, playing with others, and finally started talking.”

-Norwood Centre Participant

Diana cares for herself to better care for Artemis

Diana and Artemis first connected with Norwood Centre when they were invited by a Norwood facilitator at the library.

They attended Parent and Child Groups and accessed the Parent Respite Program. However, Diana still wasn't receiving the support she needed from her family.

"There's two types of loneliness that I experienced. There's one as a postpartum mom who's completely reliant on strangers. And that can be very lonely and scary. And then there's also the loneliness that comes with being with family, but they're constantly rejecting you."

Eventually, she moved into her own apartment but continued to struggle with mental health.

"I remember Artemis was screaming constantly while I was trying to give him a bath," she recalled. She hadn't slept for days and she couldn't handle it. "I stood up, I turned off the lights while he was in the tub, and I slammed the door."

She told her Family Support Worker about the incident. Recognizing that it was part of a larger pattern of struggle, together they called Child and Family Services. The fear of Artemis being taken away was unbearable, but the woman



on the phone was kind and understanding.

Artemis went for temporary overnight respite care for a few days while Diana spent time taking care of herself. When she got Artemis back, she was functioning much better.

"I was able to smile and enjoy his presence instead of dreading the responsibility that came with it."

Diana started seeing a counsellor for her mental health

and found a daycare for Artemis to prioritize taking care of herself.

Ten months later, Diana is focused on her relationship with her son. Together they use the Kimochis tool to communicate their emotions and do developmental activities based on his interests. Diana role models and practices the behaviours she wants to see in Artemis.

INDEPENDENT AUDITOR'S REPORT ON SUMMARY FINANCIAL STATEMENTS

To the Members of Norwood Child & Family Resource Centre

The accompanying summary financial statements of Norwood Child & Family Resource Centre, which comprise the summary statement of financial position as at December 31, 2024 and the summary statement of revenue and expenditures for the year then ended, are derived from the audited financial statements of Norwood Child & Family Resource Centre for the year ended December 31, 2024. We expressed a qualified opinion on those financial statements in our report dated March 18, 2025.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Norwood Child & Family Resource Centre.

Qualified Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Norwood Child & Family Resource Centre for the year ended December 31, 2024, are a fair summary of those financial statements. However, the summary financial statements are misstated to the equivalent extent as the audited financial statements of Norwood Child & Family Resource Centre for the year ended December 31, 2024.

We expressed a qualified audit opinion on the audited statements in our report dated March 18, 2025. The basis of our qualified audit was that in common with many not-for-profit organizations, the Centre derives revenue from fundraising activities, the completeness of which is not susceptible to satisfactory audit evidence. Our qualified audit opinion states that, except for the effects of the described matter, those financial statements present fairly, in all material respects, the financial position of Norwood Child & Family Resource Centre as at December 31, 2024 in accordance with Canadian Accounting Standards for Not-For-Profit Organizations (ASNPO).

Responsibilities of Management and Those Charged with Governance for the Summary Financial Statements

Management is responsible for the preparation and fair presentation of the summary audited financial statements in accordance with ASNPO.

Auditor's Responsibility for the Summary Financial Statements

Our responsibility is to express an opinion on the summarized financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.

March 18, 2025
Edmonton, Alberta


CHARTERED PROFESSIONAL ACCOUNTANTS

NORWOOD CHILD & FAMILY RESOURCE CENTRE
Summary Statement of Financial Position
December 31, 2024

| | 2024 | 2023 |
|------------------------------------|---------------------|--------------|
| ASSETS | | |
| CURRENT | | |
| Cash and cash equivalents | \$ 1,411,487 | \$ 1,132,924 |
| Accounts receivable | 149,149 | 13,689 |
| Goods and services tax recoverable | 4,719 | 5,410 |
| Prepaid expenses | 14,212 | 18,580 |
| | 1,579,567 | 1,170,603 |
| TANGIBLE CAPITAL ASSETS | | |
| | 8,012 | 9,114 |
| | \$ 1,587,579 | \$ 1,179,717 |
| LIABILITIES AND NET ASSETS | | |
| CURRENT | | |
| Accounts payable | \$ 78,818 | \$ 51,308 |
| Wages payable | 155,042 | 135,375 |
| Deferred contributions | 604,034 | 248,300 |
| Deferred revenue | 8,333 | - |
| | 846,227 | 434,983 |
| DEFERRED CAPITAL CONTRIBUTIONS | | |
| | - | 3,382 |
| | 846,227 | 438,365 |
| NET ASSETS | | |
| Unrestricted | 508,339 | 632,150 |
| Internally restricted | 225,000 | 103,470 |
| Invested in capital assets | 8,013 | 5,732 |
| | 741,352 | 741,352 |
| | \$ 1,587,579 | \$ 1,179,717 |

NORWOOD CHILD & FAMILY RESOURCE CENTRE
Summary Statement of Revenue and Expenditures
Year Ended December 31, 2024

| | 2024 | 2023 |
|--|------------------|------------------|
| REVENUES | | |
| Government of Alberta | \$ 2,048,272 | \$ 2,183,299 |
| Family and Community Support Services | 884,490 | 818,972 |
| Foundations and private funding | 371,263 | 475,018 |
| C5 Program revenue | 110,546 | 143,618 |
| Edmonton Community Adult Learning Association | 68,874 | 58,429 |
| Interest income | 40,522 | 5,192 |
| Other | 23,529 | 20,165 |
| Donations and fundraising | 16,811 | 18,190 |
| Casino | 15,874 | 50,505 |
| Canada Summer Jobs | 9,557 | 4,714 |
| Amortization of deferred capital contributions | 3,382 | 4,270 |
| | 3,593,120 | 3,782,372 |
| EXPENSES | | |
| Salaries and wages | 2,543,167 | 2,592,142 |
| Employee benefits | 381,306 | 395,389 |
| C5 Program expenses | 110,546 | 143,618 |
| Repairs and maintenance | 110,034 | 105,876 |
| Professional services | 104,582 | 127,177 |
| Telephone and utilities | 64,108 | 64,363 |
| Program expense | 49,700 | 63,700 |
| Consulting fees | 45,133 | 95,345 |
| Conferences, seminars and staff development | 38,311 | 40,774 |
| Travel | 33,434 | 31,151 |
| Equipment purchases | 27,772 | 2,102 |
| Office supplies | 20,084 | 28,280 |
| Insurance | 17,998 | 17,827 |
| Transportation costs | 15,752 | 17,616 |
| Professional fees | 15,226 | 18,253 |
| Amortization | 7,698 | 10,092 |
| Bank and payroll service charges | 5,513 | 5,073 |
| Volunteer | 2,756 | 4,759 |
| Fundraising | - | 18,835 |
| | 3,593,120 | 3,782,372 |
| EXCESS OF REVENUES OVER EXPENSES FOR THE YEAR | \$ - | \$ - |

Thank you to our funders and donors:

FCSS
Family & Community
Support Services



Alberta
Government

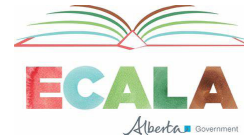


This project was funded by
the Government of Canada's
Community Services Recovery
Fund.



Mental Health Foundation

Edmonton Remand Centre
"Cram the Van" Team



Norwood
Child and Family Resource Centre
www.norwoodcentre.com

9516 - 114 Avenue NW
Edmonton, AB T5G 0K7
780-471-3737