



**THE HUB**

FAMILY RESOURCE CENTRE

# 2020-2021 ANNUAL REPORT

**Healthy Children, Healthy Families,  
Healthy Communities.**





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# EXECUTIVE DIRECTOR REPORT

The past year has been one of adaptation and change for The Hub Family Resource Centre (the Hub); but, despite the many challenges that the 2020-2021 year presented, the Hub remained stable in its mission to encourage the best possible development of children and families in Wood Buffalo. This year once again highlighted the resiliency of our agency and community.

I would like to thank the Hub staff, board, volunteers and stakeholders for their continued commitment to the families of Wood Buffalo. Without you, many families would not have had the opportunity to access support in the face of adversity this year.

The Hub Family Resource Centre had the opportunity to become a part of the Wood Buffalo Family Resource Network, this year. Family Resource Networks are a province-wide Government of Alberta initiative offering programs and services that promote healthy environments and positive experiences during infancy, the early years and adolescence. In Wood Buffalo we are proud to partner with the YMCA of Northern Alberta and WJS Canada to offer these services. This opportunity allowed the Hub to expand our services to support families with children 0-18 years old.

The Hub Family Resource Centre was quick to adapt programs and services throughout the year to align with the everchanging pandemic guidelines. The team started the year with daily songs and stories that kept families connected to the Hub and the community, began offering individual family play sessions, take-home development kits, park programs and online individual and group programming. Whether we were doing kids yoga in nature, playing with bins of coloured spaghetti while socially distancing, or discussing postpartum mental health on stroller walks, Hub programming never stopped. Although we missed seeing the smiling faces in our centre each day, we were able to maintain a connection with families and provide flexible support.



Recognizing that the first six years are critical to lifelong health, we developed and distributed 800 Healthy Home Development kits for families with children 0 to 6 years old. While being unable to access critical programming, with these kits, families could engage in numerous activities that encouraged learning through play, social-emotional learning, and literacy.

We continued to hear from families that Hub programs were crucial to supporting their mental health, provided normalcy and routine, and were essential to their child's social-emotional learning. We found that online caregiver education programs provided families with the flexibility to learn and connect with other caregivers/parents without worrying about childcare.

Throughout the pandemic, the Family Access Services department worked diligently to ensure Safe Visitation and Safe Exchange remained available to those families who needed it, allowing children to maintain stable relationships with both of their parents/caregivers. Services like these are critical for families who have experienced domestic violence, substance use, and custody and access issues.

I am extremely proud of the Hub team for their patience, flexibility, and ability to adapt to current community needs. This year has been difficult and each and every team member showed up each day determined to support families in any way we could. I am eager to continue to work with this amazing team to reach our vision of healthy children, healthy families, and healthy communities.

Sincerely,

**Samantha Simpson**  
Executive Director



# MESSAGE FROM THE PRESIDENT

The Hub Board of Directors are so proud of the entire staff and volunteers of The Hub Family Resource Centre who have worked so hard at providing essential services to the families in the RMWB. We are also tremendously grateful for the support we have received from the community, the social sector, our partners, and our investors. It is through this support that we can deliver programs which strengthen capacities that aid in the development of families in Fort McMurray and the surrounding communities.

These past 12 months have been one of the more challenging years this organization has ever faced. The COVID-19 pandemic crisis continues to plague our community, our province and everyone on the planet. There is not a single day that goes by that this isn't the topic of discussion, whether at the dinner table or those Zoom calls we've all become so familiar with. Despite the backdrop of this global crisis, this message captures a year at the Hub defined by resilience, courage, innovation, and dedication.

As Board Chair, I have the opportunity to highlight some of the successes we've seen over the past year, but also some of the challenges.

This was the initial year of the Hub being the Wood Buffalo representative for the Provinces Family Resource Network program, which allowed us to offer services to families with children up to 18 years of age in collaboration with the YMCA of Northern Alberta and WJS Canada.

As the provincial restrictions evolved, we were able to adapt and continue offering programs. This ranged from on-line, to outside and eventually indoors at are our location. Demand from the public continued to be very high which was evident by the overwhelming response to those who signed up to come and visit us. We were also able to start getting back into the rural communities who were very eager to welcome us back. With support from our Federal Government and the Wood Buffalo Community Foundation, we were able to distribute over 800 Healthy Home Development Kits. These kits were created in house by our talented staff.



This wouldn't be a wholesome report if I didn't mention a few of the challenges we are continuing to face. Certainly, the pandemic continues to be front and center. In addition, our community is still in recovery mode from the recent economic crisis that is affecting the energy sector. We are seeing a significant increase in families that need help. The Hub is doing its best to help those in need and looking at collaboration opportunities with other agencies to be able to offer more.

Although challenging; the upcoming year will be an exciting one for the Hub. We have a well establish strategic plan which will guide us on our path. We continue to look for new and different ways to offer programs and services all in support of our vision of healthy children, healthy families, and healthy communities.

The Hub has been a part of this community for many years and we remain committed to this community.

Please continue to stay happy and care for each other.

Sincerely,

**Derrick Trottier**  
Board President



*The Hub has been a part of our daily routine every day. It has been great for my baby to be with other babies. He has learned a lot with all the activities the Hub provides and we have met lots of friends at the Hub*  
~ Hub Parent

## BOARD OF DIRECTORS



**Derrick  
Trottier**  
President



**Kate  
Buczulak**  
Vice President



**Jadene  
Spitzer**  
Secretary



**Amanda  
Stuart**  
Treasurer



**Farhat  
Pervin**  
Director

### **Past Board Members:**

Navishta Budaloo – Past Director  
Natalie Bourque – Past Director







# THE HUB TEAM



**Adewunmi  
Odetundun**



**Alana  
Hansen**



**Cindy  
Julaton**



**Cordella  
Welshman**



**Crystal-Lee  
Combdon**



**Ifra  
Ahmed**



**Jennifer  
Champion**



**Julie  
Penney**



**Lauren  
Odland**



**Magnifique  
Umutoni**



**Maira  
Khan**



**Marie  
Castro**



**Melissa  
Redden**



**Monique  
Williston**



**Samantha  
Simpson**

## **Missing:**

Cavell Griffiths-Blair  
Hilaryann McCoriston  
Katarina Semancikova  
Rojy Andrews

## **Past Staff:**

Marie Lane  
Shannon Kiyam  
Jenny Graham  
Alisha McKay





# 2020-2021

## PROGRAM OUTCOMES



### INCLUSION

**100%** of respondents agree that The Hub Family Resource Centre is inclusive (1).



### CHILD DEVELOPMENT

**100%** of respondents are more aware of what supports are available for their family because of the Hub's Resource Navigation (1).

**80%** of respondents have connected to new supports because of the Hub's Resource Navigation (1).



### CAREGIVER CAPACITY

**92%** of respondents learned new tools to encourage positive interactions with their child(ren) (7).

**92%** of respondents learned new tools to manage their child(ren)'s behaviour (7).

**93%** of respondents agree that they engage in more self-care and well-being activities (5) (7).



### COMMUNITY

**100%** of respondents agree that because of Hub programs they are less isolated (2)(3)(4).

**100%** of respondents agree that because of Hub programs their children are more involved in their community(4).



### SUPPORTS

**89%** of respondents agree that because of Hub programs their children had an opportunity to practice useful skills (3)(4).

**92%** of respondents agree that because of Hub programs they have more information on how to support their child's development (2).

**92%** of respondents agree that because of Hub programs their child(ren) have more opportunities to develop independence (2).



### WHY PLAY?

When asked why they were attending Individual Family Play **60%** reported early learning supports, **40%** reported social supports, and **20%** reported parenting supports (6).

1. The Hub Family Resource Centre Resource Navigation survey September 2020 - March 2021. Five survey respondents.
2. The Hub Family Resource Centre Individual Family Play and Child Development survey January - March 2021. Twelve survey respondents.
3. The Hub Family Resource Centre Outdoor Child Development survey July 2020. Six survey respondents.
4. The Hub Family Resource Centre Parent Child Play survey October 2020. Thirteen survey respondents.
5. The Hub Family Resource Centre Caregiver Capacity survey April - June 2020. Two survey respondents.
6. The Hub Family Resource Centre Individual Family Play intake forms March 2021. Twenty five unique families responded.
7. The Hub Family Resource Centre Caregiver Capacity survey January - March 2021. Twelve survey respondents.

**THE HUB FAMILY RESOURCE CENTRE**  
**Statement of Revenues and Expenditures**  
**Year Ended March 31, 2021**

	2021	2020
<b>REVENUES</b>		
Grants	\$ 985,928	\$ 1,870,392
Donations	57,692	34,581
Fundraising	730	54,675
Other income	-	6,949
	<u>1,044,350</u>	<u>1,966,597</u>
<b>EXPENSES</b>		
Salaries and benefits	645,899	1,253,619
Rent	161,555	365,285
Materials	43,477	33,781
Amortization	29,155	46,877
Office	28,002	33,805
Computer network maintenance	20,108	21,808
Photocopying	14,132	14,260
Training	13,748	51,074
Professional fees	12,613	19,663
Telephone	10,752	17,463
Insurance	10,466	12,684
Program development	9,941	26,068
Facility repair and maintenance	8,975	25,139
Utilities	7,575	8,753
Advertising and promotion	7,162	8,215
Repairs and maintenance	1,555	2,643
Interest and bank charges	681	1,793
Vehicle	425	2,663
Program nutrition	282	13,456
Travel	55	2,943
Fundraising expenses	-	10,906
	<u>1,026,558</u>	<u>1,972,898</u>
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS</b>	17,792	(6,301)
<b>OTHER INCOME</b>		
Government assistance <i>(Note 11)</i>	51,752	-
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES</b>	<u>\$ 69,544</u>	<u>\$ (6,301)</u>



# Financial Statements

## THE HUB FAMILY RESOURCE CENTRE Statement of Financial Position March 31, 2021

	2021	2020
<b>ASSETS</b>		
CURRENT		
Cash (Note 6)	\$ 414,861	\$ 310,174
Accounts receivable (Note 3)	41,422	-
Goods and services tax receivable	7,282	7,865
Prepaid expenses	21,708	19,730
	<b>485,273</b>	<b>337,769</b>
PROPERTY AND EQUIPMENT (Note 4)	<b>33,605</b>	<b>53,488</b>
	<b>\$ 518,878</b>	<b>\$ 391,257</b>
<b>LIABILITIES AND NET ASSETS</b>		
CURRENT		
Accounts payable	\$ 86,502	\$ 44,070
Wages payable	43,050	31,155
Source deductions payable	8,073	15,957
Deferred revenue (Note 5)	165,617	152,852
Other payables (Note 8)	147	1,278
	<b>303,389</b>	<b>245,312</b>
NET ASSETS		
General fund	<b>215,489</b>	<b>145,945</b>
	<b>\$ 518,878</b>	<b>\$ 391,257</b>
LEASE COMMITMENTS (Note 10)		
SUBSEQUENT EVENTS (Note 12)		





## FUNDERS, SPONSORS, & DONORS

### Funders/Sponsors:

Donors and Sponsors  
Government of Alberta  
United Way Fort McMurray and Wood Buffalo  
Regional Municipality of Wood Buffalo  
Suncor  
Syncrude  
Wood Buffalo Community Foundation  
Canadian Natural  
TC Energy  
CNOOC  
Enbridge  
Westjet  
Government of Canada  
CUPE Local 2545





*The programs at the Hub keep my children interested and engaged.*

*Support from Family Support Workers has helped me find different techniques to handle issues such as hitting and meal ideas.*

*~ Hub Parent*

## **Donors:**

Adam Kallstrom  
Amy Lynn Clarke  
Anna Doyle  
Angela Florez  
Aubray Kinnear  
Barbara Lewis  
Cathy O'Hagan  
Christine Currah  
Cody Stewart  
Daniel MacGillivray  
Dawneen Massinon  
Dennis Mohyluk  
Derrick Trottier  
Eden Biship  
Femi Ogunsola  
Heather McMillan  
Jacquie Beckie  
Jason Sullivan  
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Nathan Hylton  
Sandra Williams  
Scott Maguire  
Shawn Taillon  
Sonali Perera  
Steve Wallace  
Tolu Ogunsola  
Tracy Bialowas  
Ying Zhao





**United Way**  
Fort McMurray  
and Wood Buffalo

## CONTACT US

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