



# 2025 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.

"I am happy my son is at this program. I feel he is in safe hands and teachers who care for him and his development. I am lucky I found this program for my son."  
-Norwood Participant

# A message From Our Board Chair and Executive Director



We are pleased to present this annual report and extend our sincere appreciation to Norwood’s funders, partners, and community members. Your support helps children, youth, and families thrive while strengthening our community.

Norwood’s impact is driven by a dedicated team whose compassion, professionalism, and commitment guide everything we do. Their work reflects a deep respect for the families we serve and a shared focus on meaningful, lasting outcomes.



Over the past year, Norwood supported more than 3,500 children and parents, many of whom face challenges related to income, housing, health, education, and social connection. While some indicators show progress, the complexity of family needs continues to grow, reinforcing the importance of accessible, coordinated, and culturally responsive supports.

At the core of our organization is an exceptional team of staff whose professionalism, dedication, and compassion guide our work each day. Their resilience, collaboration, and unwavering belief in the potential of every child and the strength of every family are foundational to our mission. Through their collective efforts, they strengthen our community and advance positive, lasting outcomes for children and families.

We work closely with community partners to make sure children and families can access the right support at the right time. By collaborating with other organizations, service providers, and systems, we strengthen connections, reduce barriers, and make the most of shared resources. These partnerships help families receive more coordinated, responsive support and allow us to have a greater impact together than any one organization could achieve alone.



Norwood is also a place of belonging. Initiatives like the community mural developed last summer — created alongside children, parents, and neighbours — celebrate connection, pride, and community strength. Together, we are creating pathways for children and families to thrive.

**“It is helpful for me! Norwood Centre is my second family. I feel very supported as a parent.”**  
-Norwood Participant



Our commitment to culturally responsive services is central to our work, recognizing that culture, identity, and lived experience shape how supports are most effective. The diversity of the families we serve informs how we design and deliver programs rooted in respect, inclusion, and meaningful partnership.

Our volunteers play a vital role in advancing our mission through their commitment, service, and generosity of time. Their contributions support our daily operations, strengthen our programs, provide thoughtful guidance that strengthens governance and accountability across the organization and extends our reach within the community.

This year, we welcomed two new members to our Board of Directors, Elissa Harrison and Lauren Patterson, who bring a wealth of knowledge and expertise to the organization.

We also extend our sincere thanks to two departing board members. Doug Kelly concluded three years of service, during which he was an active contributor to the Finance Committee and the C5 partnership. Peter Schalk completed the full eight-year term and played a key role in the redevelopment of Norwood's board by-laws and policies. Peter also led the implementation of the Norwood Endowment Fund. His strong governance expertise, active involvement in the C5 partnership, and ongoing support have made a lasting contribution to our organization.



Guided by our Strategic Plan, Norwood remains focused on accountability, learning, and continuous improvement, while regularly assessing our work to ensure services are responsive to community needs and grounded in evidence and collaboration.

The Norwood Team Charter, SPIRIT was developed by staff who practice the following:

- Support:** We utilize on another's strengths to take on challenges and opportunities using positive communication, collaboration, and compassion.
- Passion:** We have the energy, attitude, and enthusiasm to be fully committed and engaged in our work with each other.
- Integrity:** We are honest, trustworthy, transparent, and accountable to each other.
- Respect:** We accept others without judgement and recognize that every individual is a person of value.
- Inclusivity:** We celebrate diversity and welcome people of all abilities, backgrounds, cultures, and perspectives.
- Team:** We are all one group working towards improved outcomes for children and families.

"This program was amazing! Keep up the fantastic work."  
-Norwood Participant

# 2025 By the Numbers

7,266



Referrals  
Provided

3,364



Participants  
served in 2025

30,000+



Meals Served

3,724



Accessed Parent  
Respite

911



Family Education  
Groups

1,080



Volunteer Hours

85



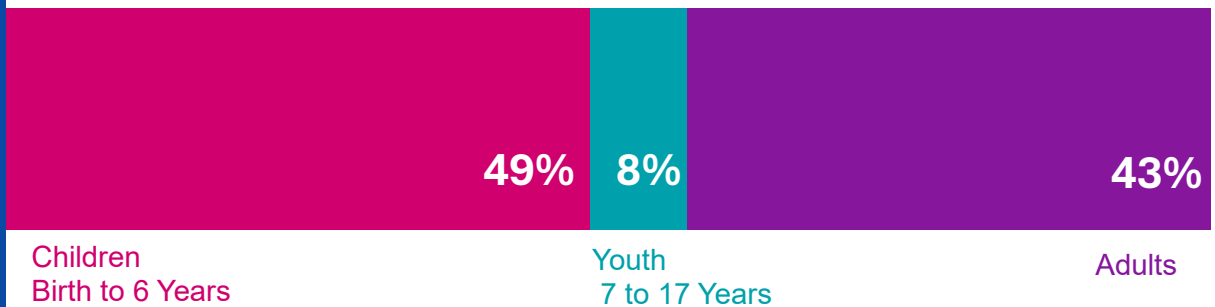
Total Volunteers

"I am grateful for all the programs and support that my family receives. The connections my children and I have made are incredibly valuable to us and my mental health has improved directly because of what is available at Norwood."

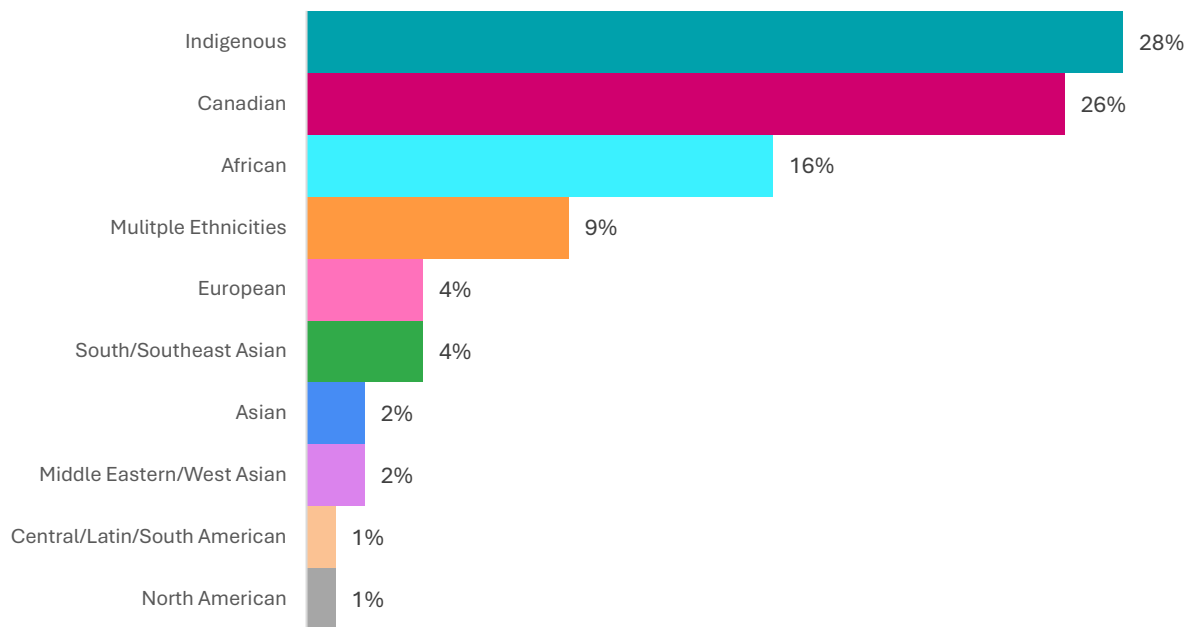
-Norwood Participant

# Impacts

## Participants Served by Age



## Ethnicity at Norwood



“My new success was brought on with huge support of Norwood Staff. I truly couldn't have done so well in a new home and province without you.”  
-Norwood Participant

# Impacts

Participants report that as a result of the Norwood programs

**92%**

I have learned about new resources for my family.



**98%**

I take time to play or talk with my child.



**99%**

I was welcomed and respected in this program.



**99%**

I received information that was useful for my family.



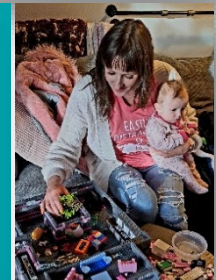
**90%**

I have someone to talk to when I need support.



**91%**

My family feels closer to one another.



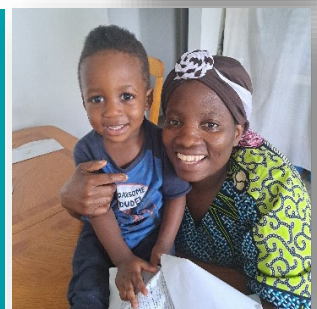
**99%**

I would recommend this program to a friend or relative.



**97%**

I do different things with my child to support them.



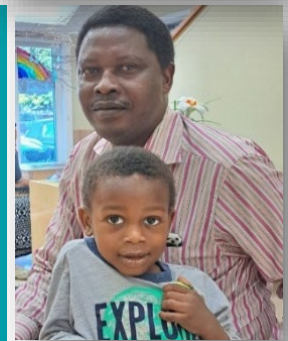
**99%**

I feel that different cultures are recognized and accepted at Norwood.



**97%**

I understand the developmental milestones for my child as they grow.



"I love Norwood and hope it continues providing services to the community for a long time to come."  
-Norwood Participant

# From Survival to Stability

## A Norwood Participant Perspective



“When I came to Edmonton, it wasn’t by choice, it was out of survival. I had just left an abusive relationship and a women’s shelter in Leduc County with my two small children, unsure of what came next.



I didn’t have much, no stability, no real support system, and no clear direction, just a determination that my kids deserved more than the chaos we came from.



When I finally found housing in Edmonton, I connected with Norwood Family Resource Centre. That connection changed everything. The truth is, my mental health had completely plummeted. I’ve battled addiction since I was 13 years old, and while I had attended NA meetings in the past, this was the first time I ever dealt with my addiction professionally. It was the first time I ever sat across from a counselor and allowed myself to actually face it. I built this life from the ground up, and it started when I could heal in addictions counseling as well as regular counseling. I would have never been able to do so, without the direction and support from my resource worker and the tremendous help from respite.



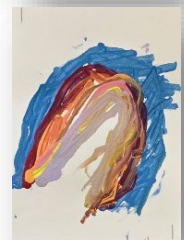
I was only able to do that because of Norwood. They helped arrange counseling for me and provided respite care for my kids, which meant, for the first time in my life, I could take care of me. I finally had the time, space, and emotional safety to start healing. I never looked back.

For once, I wasn’t being judged. I was being heard. The staff saw me as a person, not as an addict, not as a single mom, not as a statistic, but as someone trying to rebuild her life from the ground up, and I did just that.

It hasn’t been easy. There were times I felt like I was taking two steps forward and five back. But Norwood gave me something steady when life felt unpredictable. Between respite care, parenting supports, and just having someone check in to remind me that I was doing enough, I found the courage to keep going.



Today, I’m still a single mom. I’m still juggling bills, parenting, and court. But I’m stable. I’m healthy. And I’m sober. My kids are thriving, and I finally feel like we’re not just surviving anymore, we’re living.



Norwood has been more than a resource for us, it’s been a foundation. They gave me hope when I didn’t have any left, and that’s something I’ll never forget.

To the staff at Norwood. Thank you for being Angels on earth for me and my two littles.”

# Auditor Report



ROBERT L. COYLE, CPA, CA\*  
SHANNON L. CLARKSON, CPA\*  
LIANA L. COYLE, CPA, CA  
Associate

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## INDEPENDENT AUDITOR'S REPORT ON SUMMARY FINANCIAL STATEMENTS

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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, 2025 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, 2025. We expressed a qualified opinion on those financial statements in our report dated March 24, 2026.

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, 2025, 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, 2025.

We expressed a qualified audit opinion on the audited statements in our report dated March 11, 2026. The basis of our qualified audit opinion 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, 2025 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 24, 2026  
Edmonton, Alberta

A handwritten signature in black ink that reads 'Coyle &amp; Company LLP'.

CHARTERED PROFESSIONAL ACCOUNTANTS

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TEL 780-489-9923 FAX 780-489-9942 admin@coyleco.ca  
\* DENOTES PROFESSIONAL CORPORATION

# Financial Statements

**NORWOOD CHILD & FAMILY RESOURCE CENTRE**  
**Summary Statement of Financial Position**  
**December 31, 2025**

	2025	2024
<b>ASSETS</b>		
CURRENT		
Cash and cash equivalents	\$ 1,480,496	\$ 1,411,487
Short term investments	10,112	-
Accounts receivable	175	149,149
Goods and services tax recoverable	5,772	4,719
Prepaid expenses	17,193	14,212
	<b>1,513,748</b>	1,579,567
TANGIBLE CAPITAL ASSETS		
	<b>25,052</b>	8,012
	<b>\$ 1,538,800</b>	\$ 1,587,579
<b>LIABILITIES AND NET ASSETS</b>		
CURRENT		
Accounts payable	\$ 52,083	\$ 78,819
Wages payable	143,905	155,042
Deferred contributions	580,038	604,034
Deferred revenue	-	8,333
	<b>776,026</b>	846,228
DEFERRED CAPITAL CONTRIBUTIONS		
	<b>21,423</b>	-
	<b>797,449</b>	846,228
NET ASSETS		
Unrestricted	512,723	508,340
Internally restricted	225,000	225,000
Invested in capital assets	3,628	8,011
	<b>741,351</b>	741,351
	<b>\$ 1,538,800</b>	\$ 1,587,579

**NORWOOD CHILD & FAMILY RESOURCE CENTRE**  
**Summary Statement of Revenue and Expenditures**  
**Year Ended December 31, 2025**

	<b>2025</b>	2024
<b>REVENUES</b>		
Government of Alberta	<b>\$ 2,282,778</b>	\$ 2,048,272
Family and Community Support Services	<b>851,731</b>	884,490
Foundations and private funding	<b>273,025</b>	371,263
City of Edmonton	<b>70,112</b>	-
C5 Program revenue	<b>157,430</b>	110,546
Government of Canada	<b>65,020</b>	9,557
Edmonton Community Adult Learning Association	<b>57,681</b>	68,874
Interest income	<b>44,418</b>	40,522
Other	<b>28,325</b>	23,529
Donations and fundraising	<b>20,626</b>	16,811
Amortization of deferred capital contributions	<b>903</b>	3,382
Casino	<b>60</b>	15,874
	<b>3,852,109</b>	3,593,120
<b>EXPENSES</b>		
Salaries and wages	<b>2,609,681</b>	2,543,167
Employee benefits	<b>414,313</b>	381,306
C5 Program expenses	<b>157,430</b>	110,546
Repairs and maintenance	<b>144,956</b>	110,034
Consulting fees	<b>140,054</b>	45,133
Professional services	<b>91,640</b>	104,582
Program expense	<b>76,501</b>	49,700
Telephone and utilities	<b>59,864</b>	64,108
Conferences, seminars and staff development	<b>30,752</b>	38,311
Travel	<b>27,986</b>	33,434
Equipment purchases	<b>18,176</b>	27,772
Insurance	<b>17,984</b>	17,998
Office supplies	<b>17,794</b>	20,084
Professional fees	<b>15,578</b>	15,226
Transportation costs	<b>14,488</b>	15,752
Bank and payroll service charges	<b>6,081</b>	5,513
Amortization	<b>5,511</b>	7,698
Volunteer	<b>3,320</b>	2,756
	<b>3,852,109</b>	3,593,120
<b>EXCESS OF REVENUES OVER EXPENSES FOR THE YEAR</b>	<b>\$ -</b>	\$ -

# Thank you to our Funders and Donors.



Government  
of Canada

Alberta

**FCSS**

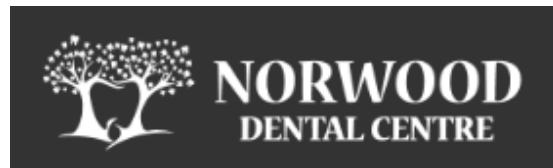
Family & Community  
Support Services



Mental Health **Foundation**



United Way  
Alberta Capital Region



Edmonton Remand Centre  
"Cram the Van" Team



"Norwood is such a helpful & understanding place,  
I'm so glad to be part of."  
-Norwood Participant

