



Together
Creating A

Orléans-Cumberland
Community
Resource Centre



Centre de ressources
communautaires
Orléans-Cumberland

Caring
Community

ANNUAL REPORT 2018

MESSAGE FROM OUR PRESIDENT AND EXECUTIVE DIRECTOR



Luc Ouellette
Executive Director

Hélène Quesnel
Board Chair



We are very pleased to highlight key achievements of the Orléans-Cumberland Community Resource Centre (OCCRC) in 2018.

We would like to thank our staff and volunteers whose contributions made it possible for us to provide assistance to thousands of people and improve the well-being of many children and adults in our community. We would also like to thank our Board of Directors and the Fundraising Committee for their leadership and their efforts throughout the year.

30TH ANNIVERSARY

We celebrated the Community Resource Centre's 30th anniversary in 2018. To mark this event, we brought together former volunteers and staff and the founder who played a key role in the Centre's history and development. This milestone was also an opportunity to celebrate all the Centre's accomplishments with the community.

RECOGNIZING YOUTH NEEDS IN ORLÉANS-CUMBERLAND

During public consultations, people told us that they wanted access to youth counselling services, youth groups and workshops.

In 2017, we applied for and received a grant of \$394,100 from the Ontario Trillium Foundation. Supporting the positive development of youth, this initiative is now helping youth who are facing barriers to develop strong emotional and social skills and is having a positive impact on the lives of more than 1,400 youth in our community. We are offering different types of services such as crisis intervention, short-term counselling, social and emotional learning skill building workshops in schools, and weekly youth drop-ins (mixed groups, girls only groups, and LGBTQ2+ group).

Since the three-year project was implemented, we have witnessed the positive response and engagement of youth and their families in our neighbourhoods. In the past year, we provided crisis intervention and short-term counselling to 71 youth involving 250 visits. We gave 112 Social and Emotional Learning Skill workshops in four schools to 813 youth. We also offered 38 evenings of youth space that helped 48 youth.

"I go to the Thursday night youth group. The youth group has really changed my life for the better. Before I joined the youth group I spent every day lying in bed, suffering from depression and loneliness. But when I joined the youth group, I was welcomed with open arms. I was accepted for who I was and I didn't feel excluded or unwanted."

PROMOTING THE CENTRE

We made considerable efforts this year to reach even more people needing our services. We started publishing an e-newsletter that is now reaching over 4,280 people every month. We created an application to give people even faster access to our website and social media and to increase our online presence.

Our fundraising campaigns once again exceeded the financial objectives we had set. This was in large part due to the exceptional generosity of our community members who year after year continue supporting the Centre in our Mission of working in the community to help people reach their full potential. We also made efforts to improve our fundraising strategies and practices.

EARLYON PROGRAM

As part of the transformation of early childhood programs in Ontario, we developed and submitted a proposal to the City of Ottawa to offer the program in our Centre. The process of developing this proposal required a great deal of work on the part of our staff. We wish to thank them for their efforts. We are confident that we will be able to offer this service in the Centre starting July 1, 2019.

COLLECTIVE KITCHEN

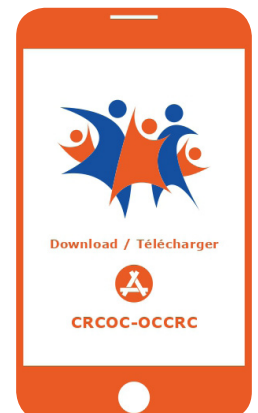
Thanks to the financial support received from the City of Ottawa and partners such as Lowe's and Oakwood, we were able to finalize our project of building a community kitchen. We will start offering group cooking workshops and healthy eating workshops starting in 2019. These workshops will benefit various groups in our community.

SERVING THE PEOPLE OF OUR COMMUNITY

We once again experienced increased demand for our services this year. The OCCRC's higher visibility, the increasing needs, and the variety of programs offered may have contributed to this increase.

Once again this year, the City of Ottawa increased our annual budget by 2% compared to 3% last year and 2.8% two years ago. We are very grateful for this increase, which will help us continue playing a key role for our neighbours, friends and family members as well as for those who find themselves in difficult circumstances.

Thank you for your support!



WORKING WITH THE COMMUNITY TO HELP INDIVIDUALS

STRATEGIC RESULTS

**EVOLVE WITH
COMMUNITY
REALITIES**

- We continued providing our community with high quality services. Over 946 people used the services of our intake and intervention program. Income tax clinics were given by 9 volunteers who prepared 202 income tax returns.
- We provided the community with new services. We offered an inclusive social drop-in, led by and for adults age 30 and over.
- We were innovative in our way of helping rural communities. The “Techno facile” project, designed to help seniors overcome technology challenges, was implemented. This involved delivering a dozen computer workshops to 34 seniors in the rural communities of Navan, Vars, Sarsfield and Cumberland.
- We collaborated in improving the community’s health and wellness. We built a community kitchen that will allow us to deliver food education workshops. We welcomed several partners providing varied services to improve people’s quality of life in terms of physical and mental health, employment, finances and housing.

**BECOME BETTER
KNOWN**

- For our donors, we became a leading community organization due to our impact. We increased the cash and food donations we received in 2018.
- We made our services more accessible by creating an outreach strategy on several platforms. We developed a new website that reaches over 17,792 visitors. We created a web application facilitating access to our website. We are present and active on different social media platforms such as Facebook, Instagram and Twitter.
- We adapted our communication strategies to account for our community’s diverse and multicultural character. We developed communication strategies to help us better meet the needs of multicultural communities.
- We improved access to our services. We increased our hours of service at our Centre. We are now open at lunchtime and in the evening from Monday to Thursday. This allows our partners to offer their services. We offer people in our community access to our showers.

REACH THEIR FULL POTENTIAL

FOR THE YEAR 2018



CREATE LINKS AND BE A MODEL ORGANIZATION

- We made best possible use of our volunteers' multiple skills and talents. We can count on 269 volunteers who support us in our service delivery every day.
- We can count on qualified and motivated employees. We can count on an experienced, dedicated and very generous team. Their daily efforts improve the wellness of countless children and adults in our community.
- We remained a place where our volunteers acquire experience. "What I like the most about the Centre is interacting with the young people. I really like that I can be a support when they have problems and that they feel comfortable talking to me."
- We strengthened our training and program evaluation capabilities. We received \$72,000 in training funding for our staff. We evaluated our programs and surveyed the people using our services. 97% of respondents said they were very satisfied with the services we provided.
- We obtained new sources of funding to meet new needs. We received a three-year \$394,100 grant from the Trillium Foundation to provide services for youth. We received summer job funding from the Government of Canada. More people are making donations to the Centre through the CanadaHelps website. We developed a fundraising strategy.





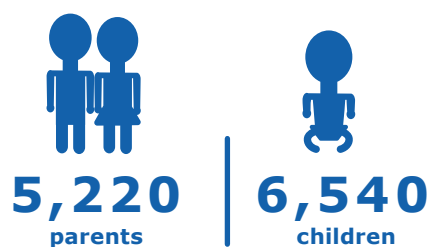
CHILDREN & PARENTS EARLYON CHILD AND FAMILY CENTRE

In September 2018, the OCCRC submitted a Request for Offer to the City of Ottawa in order to continue to host an EarlyON Child and Family Centre at our current location. If successful, we would be able to continue to manage the delivery of our current 3 core services:

1. Engaging parents and caregivers (parenting workshops, post natal supports, outreach);
2. Supporting Early learning and Development (playgroups and baby groups);
3. Making connections for families (information sharing and referrals to specialized services).

2018 EarlyON highlights:

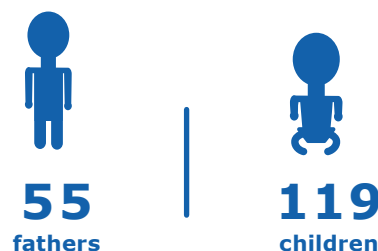
- Been able to secure unallocated funds from the City in order to support the Fallingbrook Community Playgroup with the presence of a Family Resource Worker;
- The community requested an inclusive drop-in instead of a Father's only Drop-In. Validation was confirmed by attending fathers and the change was highly welcomed. Starting in January 2018, the Father's Only drop-in is transformed in a drop-in open to all;
- We continue to integrate the Ontario Pedagogy for the Early years 'How Does Learning Happen' document into our practice and have made significant changes to the setting and layout of our playgroup room;
- A Family Resource Worker has benefited from the Positive Discipline training and was able to offer the evidence-based parenting workshop;
- We have witnessed and benefitted from a significant increase in volunteers donating their time at the EarlyON program.



VISITS



BREASTFEEDING SUPPORT & PARENTING IN OTTAWA DROP-INS



FATHER DROP-INS

The OCCRC's EarlyON program on its own welcomed 2,141 children, parents and caregivers for a total of 11,760 visits.

OCCRC's Breastfeeding Support Drop-In was offered in partnership with Ottawa Public Health's Parenting in Ottawa Drop-ins. Together, we served 649 parents and 546 babies in 2018.

The father and child drop-ins welcomed – 174 individuals (55 fathers and 119 children).



YOUTH



813

students



236

Backpacks



53

children/camps

The OCCRC Child and Youth Program offered a range of services to children and youth ages 7-18 as well as their parents. 71 children and youth benefited from individual counselling and crisis intervention. Our counsellors saw an increase in number of visits for youth ages 12-18, over 250 compared to 188 sessions last year. Following the request of youth for family intervention, some sessions include their parents.

Our March Break and Summer Camps welcomed 53 children and youth ages 7 to 15 from families living with a low income. Funding from the Ontario Trillium Foundation made it possible to offer our first SELFY Summer Camp (Social and Emotional Learning for Youth) to 16 youth from ages 13 to 18. During this camp, youth participated in a slam poetry workshop (thanks to a partnership with MASC), went on an outing to the Canada Science and Technology Museum, as well as discussed numerous topics such as self-esteem, communication, sexuality and mental health. The following contributes to the development of youth's social and emotional skills.

In addition, the Centre offered activities such as guitar lessons (14 participants) and dance lessons through the I Love to Dance Program (29 participants). 34 parents also participated in the Positive Discipline Program. Throughout the year, our weekly youth drop-ins (mixed, girls only and LGBTQ2+) welcomed 48 unique youth.



“ I started coming to the youth drop-in in April of last year. I'd lost a good portion of my friends a few months before and was incredibly down because of it. My mom found out about the group through a friend and suggested I go. While apprehensive at first, I'm glad I came and continued to go after that. I've found myself back in a similar situation and I know I can count on coming every week to help me get through it. I've made new friends here and even though I don't see them more than once a week, it's still pretty nice to have a space where I feel accepted and included; one where I belong. ”

~ Youth Space participant.

Thanks to a number of partnerships, the OCCRC held diverse quality programs attended by 18 youth, including Keeping It Cool and Pens & Paint.

Through the OCCRC School Supplies Program, 236 children and youth from kindergarten to grade 12 were provided with backpacks and school supplies.

The Child & Youth Program also offers school based workshops in all four school boards in our catchment area, which helps the centre reach multiple children and youth. This year, Healthy Transitions (series of 4 workshops) was offered to 477 youth (13 classes) in Grade 7 and the SELFY program (series of 4 workshops for Grades 9 to 12) was offered to 336 youth (15 classes) in Grade 10; for a total of 813 youth reached (112 sessions).



VOLUNTEERS



10,689
hours



269
volunteers



9%
2017

The OCCRC benefits from the contributions of the many volunteers who give of their time and skills during the year to support the Centre's services and programs. Thanks to their dedication, we can meet our community's growing needs and make all the difference in the quality of the services available to the members of our community. In 2018, 269 volunteers – up from 259 the previous year – supported the OCCRC's employees in delivering a number of programs and activities. The volunteers gave more than 10,689 hours of their time – a 9% increase over the previous year. The Centre is very grateful for their commitment.

“*The work that I do as a volunteer is very enriching. I really like working with the young people, hearing their stories, laughing with them. For me, knowing that I'm part of a team (along with the workers and other volunteers) gives me the motivation I need to keep volunteering.*

What I like the most about the Centre is interacting with the young people. I really like that I can be a support when they have problems and that they feel comfortable talking to me.

This position has impacted my life. Before I started to volunteer, I didn't see myself working with young people, they didn't interest me. However, once I started, I got to love this position and the responsibilities it involves and I love what I'm doing in this role. This position has broadened my horizons and given me the desire to further my education in working with young people.”

~ Volunteer with our Youth Program (14-18 years)



FOOD BANK



549
individuals/month



177,000
food items



9,700
days

The Centre received close to 177,000 food items donated by individuals, various organizations and local companies.

Many OCCRC partners also held food drives. The Food Bank and volunteers had adequate food supplies on hand to be able to help many families and individuals in need.

The Food Bank provided on average food to 549 people a month. As part of its Christmas Program, we also set up a community store that made 259 families (807 individuals, 48% of which were children) to pick food for the Holidays.

The Centre donated close to 9,700 days' worth of food to people in need in our community.

The funds received from The Ottawa Food Bank allowed us to kick-start and properly set up a Community Kitchen Program.

Another essential part of the funds went to the hiring of one person as the Community Kitchen Coordinator for the planning, the facilitation, the purchases and set up of the community kitchen. The Collective kitchen and the Nutrition Workshop are planned to start in 2019.



300+
attendance at the candidates' debate

The community development program was involved in lots of capacity building this year, both internally and externally. Workshops on white allyship, harm-reduction & building collaborate coalitions were offered. In 2018, advocacy work involved securing fair conditions for ODSP and OW recipients, Franco-Ontarian language rights, anti-racism work, building belonging and community safety & increasing a diversity of women at City Hall.

As part of Righting Relations, local residents built their facilitation skills in issues of decolonization, anti-black racism and islamophobia.

Municipal elections in June 2018 meant that civic engagement was the focus for many months. The Orléans Cumberland CRC held its first ever women's candidates Facebook live which was a great first success. We also sent a candidates survey, which focused on issues such as transit, affordable housing, access to social services and decreasing systemic oppression. We also co-hosted a candidates meeting with over 12 partner organizations to ensure that social issues were being discussed. Over 300 people showed up to the Shenkman Arts Centre to meet their 17 candidates for city council. Partners such as Synapcity, the Eastern Ottawa Community Centre and Grassroots Blackburn Orléans worked together to ensure civic engagement was strong in the east end!

A small funding pocket was secured to enhance current adult social group activities, including food making while discussions barriers of stigma, poverty and fatphobia.

Lafrance Street held its annual Family Street BBQ, with an awesome turn out of over 100 neighbours. Games, pot-luck food and a huge bouncy castle were all involved in fostering a sense of community for families living on this street.



ADULTS



The OCCRC Intake Program team welcomed 946 individuals for 3,242 visits (which represents an increase of 115% over the past year). Many of the people we met had more complex situations and needed more follow-ups. The Centre also processed 157 applications for the Low-Income Energy Assistance Program. In addition, the Intake Program team helped more than 70 individuals apply to the Ontario Electricity Support Program that is available to low-income households impacted by rising electricity costs.

In 2018, 202 individuals from the community attended the OCCRC income tax clinics. A team of nine volunteers contributed to these clinics by giving 181 hours of their time to help families prepare their income tax returns.



DONORS



1,023
donors



331,885
raised



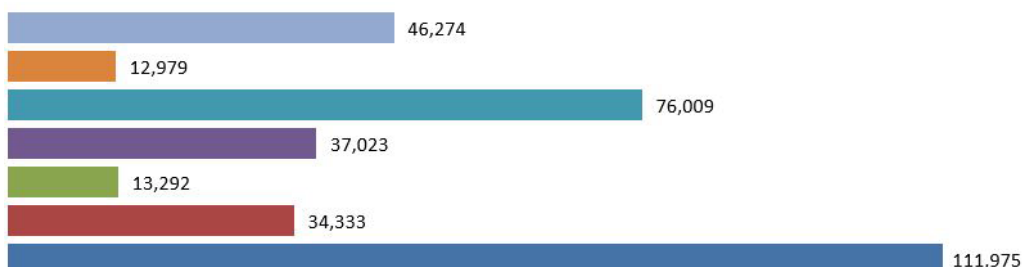
25%

2018 was a record-breaking year here at the OCCRC. With more than 1,023 individual, community group and businesses donors; over \$331,885 in financial support received; and with the addition of more than 20 Community Run events, we exceeded our financial objective by more than 25%.

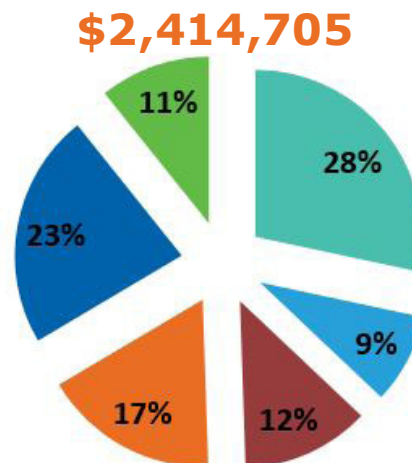
Our Centre would not be able to continue the work we do without the generous support of our community. The impact your donations have on those in our community who come to our Centre for support is immeasurable. From the teenager visiting our afterschool Youth Drop-in activities to the family needing the support of our Food Bank. Your kindness ensures that the programs we offer contribute to the wellbeing of thousands of people.

Breakdown of Fundraising/Donation Revenue

- Other Donations
- In-Kind & School Supplies Donations
- Christmas Prog. Donations
- Emergency Food Donations
- Monthly Donors & Coinbox Donations
- Pancake; Cards that Care and Others Fundraising
- Golf Tournaments Fundraising



APR. TO DEC. 2018 REVENUE BREAKDOWN BY PROGRAMS



- Administration
- Partnership Programs
- Fundraising/Promotions, Community Development and Volunteers
- Counselling Programs (children, youth and adults)
- Ontario Early Years Centre
- Food Bank

OCCRC COMMUNITY PARTNERS

CONTACT NORTH:

Registrations2,082

EMPLOYMENT ONTARIO:

Visits2,232

Participated in a workshop1,589

People met 643

Jobs obtained..... 400

Returned to school112

L.E.S.A. (LIFE ENRICHMENT FOR SENIOR ADULTS) AND SMART RECOVERY GROUP:

Number of participants

Individual sessions..... 553

Smart meetings 288

FIRST WORDS:

Visits for speech therapy 737

Visits for evaluations
and revaluations 234

Child hearing
screening tests 652

DIABETES EDUCATION PROGRAM:

In English:

Groups..... 78

Participants 409

In French:

Groups..... 36

Participants142

Total individual meetings 979

DOYLE SALEWSKI INC.:

Personal contacts 234

Consultations 203

Consumer proposals
or bankruptcy filed with DSI..... 38

OTTAWA PUBLIC HEALTH:

Sexual health clinic141

Dental clinic
Screening exams141

Application of varnish fluoride 56

PARENTING IN OTTAWA:

Parents 649

Babies 546

OUR MAIN FUNDERS



OUR BOARD OF DIRECTORS

Hélène Quesnel
board of chair

Andrée Métivier
vice-president

Norm Houle
treasurer

Maria Aubrey
secretary

Christine Jodoin
secretary

Christine Dudley

Félix Rusake

Jean Chrétien

Marino Francispillai

STUDENTS EMPLOYED DURING THE SUMMER

Abiola Akande

Amanda Lalonde

Lisa Mgoga

Mutesi Livine

Taylor Fryer

Taylor Robillard

Veronique Lalonde-
Leblanc

PLACEMENT STUDENT

Makayla Peacock

EMPLOYEES

Carl Burelle

Carole Soros

Caroline Robillard

Cathy Vautour

Chantal Pomerleau

Cindy MacKay

Dominik Lavictoire

Geneviève Clermont

Hélène Leblanc

Ingrid Sylla

Janelle Gagnier

Jeanine Mader

Jillian Perry

Joel Beauchesne

Josée Baron

Kaily Maddigan

Lisa-ann Smith

Luc Ouellette

Manon Beaulieu

Mélanie Couturier

Mélanie Jubinville-
Stafford

Nicole Perras

Oriana Ngabirano

Rebecca René

Rita Tapia

Rosanne Canzenella

Suzanne Vivarais

Suzanne Wert

Tanya Lapointe Harris

Tracy Presse



Some employees and partners of the Centre
during the end of year celebration.