



2019

Annual Report

Orléans-Cumberland
Community
Resource Centre



Centre de ressources
communautaires
Orléans-Cumberland

Message from Our President & Executive Director



Andrée Métivier,
Chair



Luc Ouellette,
Executive Director

We are very pleased to highlight key achievements of the Orléans-Cumberland Community Resource Centre (OCCRC) for the year 2019.

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.

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.

Survey;

During 2019, we conducted a survey of our customers regarding the quality of our services. We have received very positive responses regarding our services and our staff. 96% of people said that our staff were helpful and friendly, that the services met their needs and that they were satisfied with the services they received.

"Kind courteous staff!"

"The warm welcome, the respect towards others and the quality of the products at the Food Bank"

"Inclusive and incredibly informative! The staff are always welcoming and know to anticipate needs that will greatly help clients"

"Mental health support services continue to help me directly, and the rest of my family indirectly"

"How friendly and efficient the staff is, they will go the extra mile in seeing to our needs"

"Nice to know support is available without judgement"

"They made me feel like I shouldn't be embarrassed or ashamed"



CHILDREN & PARENTS

EARLYON CHILD AND FAMILY CENTRE

The OCCRC's EarlyON program on its own welcomed 2,659 children, parents and caregivers for a total of 13,256 visits. This represents a 24% increase in children and caregivers compared to 2018.

Together, in partnership with Ottawa Public Health's Parenting in Ottawa Drop-ins, we served 461 families in 2019.



Our Family Resource Workers before a playgroup.
From left to right: Lucy Mpia, Chantal Labonté and
Dominik Lavictoire.



CHILD & YOUTH

The OCCRC Child and Youth Program offered a range of services to children and youth ages 7-18 as well as their parents.

144 children and youth benefited from individual counselling and crisis intervention.

Our counsellors saw an increase in number of visits for youth ages 7-18, over 454 compared to 250 sessions last year. Following the request of youth for family intervention, some sessions included their parents. Our March Break and Summer Camps welcomed 57 children and youth ages 7 to 12 from families living on a low-income.

Funding from the Ontario Trillium Foundation made it possible to offer our second SELFY Summer Camp (Social and Emotional Learning for Youth) to 26 youth from ages 13 to 18.

In addition, the Centre offered activities such as guitar lessons (10 sessions for 14 participants) and dance lessons through the I Love to Dance Program (11 sessions for 22 participants).

Throughout the year, our weekly youth drop-ins (francophone, mixed, girls only and 2SLGBTQIA+) welcomed 49 unique youth.

Through the OCCRC School Supplies Program, 277 children and youth (109 families) 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 was offered to 395 Grade 7 students; Keeping It cool was offered to 8 Grade 7-8 students and our SELFY program to 475 Grade 10 students.

A few pictures
from our Trillium
Showcase





ADULTS

The OCCRC Intake Program team welcomed 1,617 individuals for 4,924 visits (an increase of 71% over the past year).

Many of the people we met had more complex situations and needed more follow-ups.

The Centre also processed 112 applications for the Low-Income Energy Assistance Program.

In addition, the Intake Program team helped more than 100 individuals apply to the Ontario Electricity Support Program that is available to low-income households impacted by rising electricity costs.

In 2019, 247 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.



VOLUNTEERS

The OCCRC benefits from the contributions of the many volunteers who give 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 2019, 259 volunteers supported the OCCRC's employees in delivering a number of programs and activities. The volunteers gave more than 10,684 hours of their time, which is the same amount of hours as last year. The Centre is very grateful for their commitment.





FOOD BANK

The Centre received close to 220,319 food items donated by individuals, various organizations and local companies, a significant increase of 24% compare to last year. 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 658 people a month. A significant increase of 20% compared to 2018. Our Christmas Program was offer to 259 families (813 individuals, 46% of which were children). The Center gave the equivalent of 10,741 days of food to people in need, 1,041 days more food than in 2018.

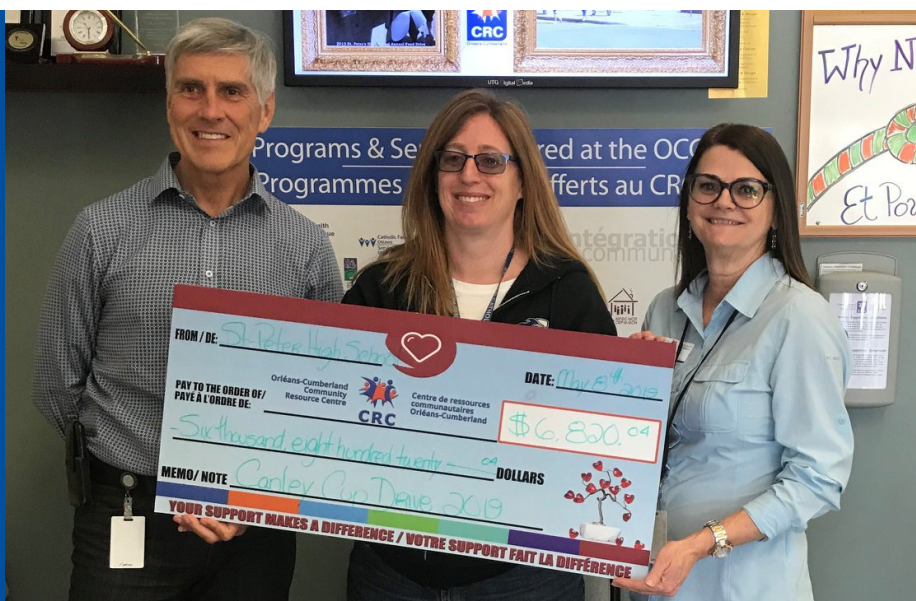
We have continued our collective cooking program. We offered cooking and food workshops. 26 people have benefited from it.

DONORS



2019 was a record-breaking year here at the OCCRC. With more than 917 individual, community group and businesses donors; over \$327,000 in financial support received through donations and fundraising. 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 well-being of thousands of people.

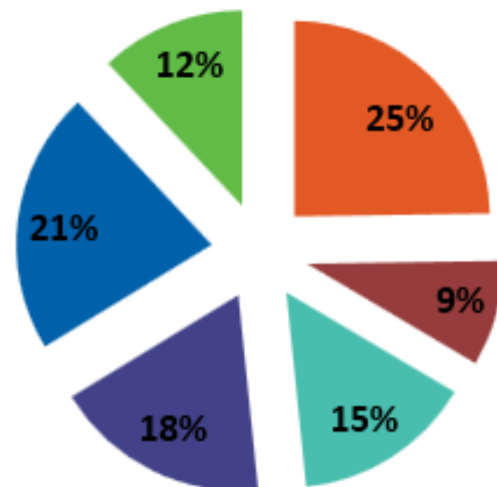
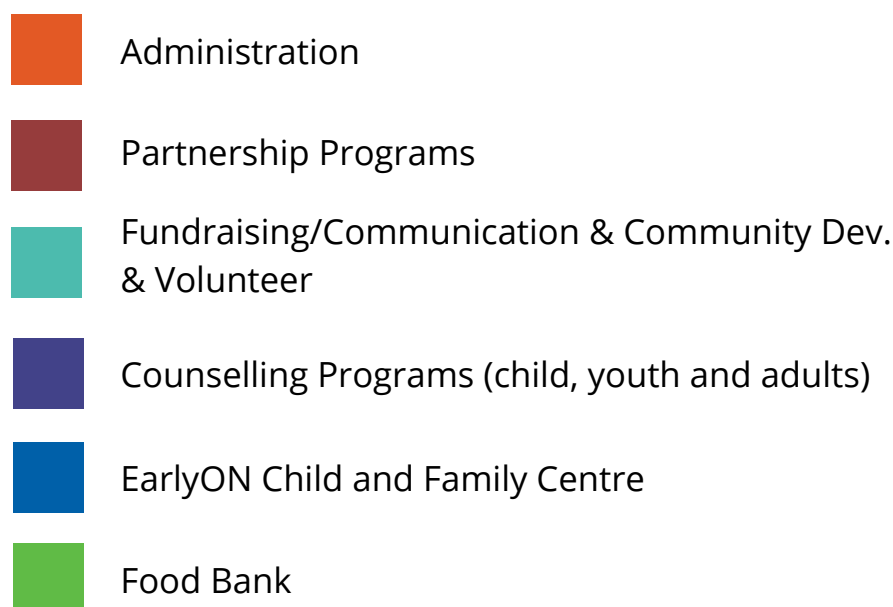
From left to right:
Luc Ouellette, Executive
Director; Deborah Kealey,
Principal of St. Peter High
School and Nicole Perra,
Food Bank Coordinator



FINANCE

In the area of finances, thanks to our fundraising activities, the generosity of our community members, and our sound management, we are very pleased to announce that we have done very well. We also received a 2% increase in our City of Ottawa grant. We are very grateful to the City of Ottawa's administrators and Councillors, the Member of our Provincial Parliament, and the Member of our Federal Parliament for their unconditional support - we thank them.

January to December 2019 Revenue Breakdown into Programs - \$2,459,913



Finally, we wish to thank, and underline the dedication and great generosity of, our staff, volunteers, partners and donors who, through their individual and concerted action, have enhanced the wellness of many children and adults living through difficult situations in our community.

OUR MAIN FUNDERS



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