



Orléans-Cumberland  
Community  
Resource Centre



Centre de ressources  
communautaires  
Orléans-Cumberland

# ANNUAL REPORT 2021

# REPORT FROM THE CHAIR AND EXECUTIVE DIRECTOR

We are very pleased to highlight key achievements of the Orléans-Cumberland Community Resource Centre (OCCRC) in 2021.

## Serving the People of Our Community

For the second year in a row, we have adapted our services to meet the significant challenges posed by the pandemic. The changes have not been easy for our volunteers and staff. Despite the difficulties encountered, all of our team members—volunteers and staff, without exception—continued to provide psychological support, food assistance and many other services to help hundreds of people in our community.

The Centre continued to offer a variety of online services and virtual programs such as: counselling, intake assessments, crisis intervention, social/emotional workshops, children and youth drop-in groups, coffee chats, social drop-in programs (Baby and me, interactive circle time and adult groups).

Throughout the year, we published regular updates on our website, in our E-Newsletter and on our social media (Facebook, Instagram).

In our annual satisfaction survey, 95% of respondents said that our volunteers and staff members were always helpful and friendly to them. We were also moved by the many expressions of appreciation and recognition received during the year. Some of them will be shared in this report.



## Strategic Plan Performance Indicators

Staff and board members reviewed the performance indicators in the strategic plan for the last two years, ending December 31st, 2021. It should be noted that 22 of the 24 months in this review were during the pandemic. The previous analysis was for the years 2018 and 2019, prior to the pandemic. Below are some highlights from this review.

Due to the pandemic, many of our activities had to be either paused or cancelled. For example, the percentage of activities in progress dropped from 81% to 57%, while paused and cancelled ones represented 23% of our activities. This significant drop is due in large part to the pandemic, which forced us to change our service offering (from face-to-face to virtual) to protect clients, volunteers and staff.

Over the past two years, several fundraising events have also been cancelled due to the pandemic. However, as our 2020 and 2021 financial statements show, we have managed these fundraising cancellations very well by implementing alternative fundraising strategies that have allowed us to exceed our financial goals. Board members will continue to watch the performance indicator dashboard in the coming years.

## Equality, Diversity, Inclusion and Justice

On the diversity front, the You, Me and Diversity Committee continued offering training and discussion groups throughout the year for staff and board members. The Centre will hire a consulting firm in 2022 to support our work on equality, diversity, inclusion and justice.



## Thank you for your help and support!

We would like to sincerely thank all of our staff, volunteers, community partners, donors and funders. Each and every one of you has helped the Centre, especially during these challenging times, to fulfill its mission of helping individuals in our community reach their full potential.

Without your unwavering support, we could not have met the needs of many children, youth and adults in our community.



Everything  
will be ok

Ça va bien  
aller

Orléans-Cumberland  
Community  
Resource Centre



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communautaires  
Orléans-Cumberland

# CHILD - YOUTH

In 2021, the pandemic roller coaster continued to affect children, youth and families' mental and emotional well-being. The workers have been able to turn the page on the pandemic to evolve with the needs of the children and youth. With many of them being virtually tapped out and thriving for face-to-face connection, we were able to go back to in-person, all while keeping a virtual component for those that preferred online. We continued to deliver counselling services, groups, workshops and added pop-up activities to engage more families. On top of breaking isolation, encouraging social connection and social skills development, opening up counselling services and groups offered a space for them to express their challenges, creativity and true selves.

Due to an increase need for mental health services and lengthy waitlists, the Child & Youth Program reduced school based workshops and groups to prioritize counselling services, filling the gaps in the community. Not only did many children and youth require longer access to counselling due to the complexity of their needs, referrals to more specialized services were also required. Emerging challenges in counselling were emotional regulation (anger, sadness, and anxiety), school stress and motivation, as well as interpersonal skills (social cues, communication and relationship building).

The School Supply Program provided financial support to 280 children and youth (Kindergarten to Grade 12) to purchase the items required for school.

In collaboration with community partners, we were able to diversify programming and opportunities, such as bike donations (Waste Connections of Canada), I love to Dance (City of Ottawa) and trivia nights (Eastern Ottawa Resource Centre).

With many youths looking to complete their volunteer hours for school, the Youth Creative Team was launched! A team of youth in grades 7-12 meets monthly to create weekly youth-friendly, engaging posts for our youth Instagram account (@ocrcyp\_crcocpj).



# TESTIMONIALS

My son loves going to Kids Space, he enjoys the attention he gets, the game he gets to play and the kids he gets to meet. He also enjoys his one-on-one time with [the Child Counsellor] at counselling, he says it helps him make better decisions at school. – Claudine

My son sees [the Youth Counsellor] regularly and it is what keeps him moving forward. It may be small steps sometimes but she keeps him focused and is the best listener! She is always there for him. – Sharon

This service and these people have helped me tremendously with situations that arose and with handling them, which was very difficult for me before. Thank you very much to this team. – SD



**2591**  
virtual and in-  
person visits



**1081**  
Children and Youth  
Served

# ADULTS

The level of psychological distress of our clients was noticeably higher in 2021. The number of individual meetings with our counsellors increased by 12% compared to the previous year. These data show a greater need for support and more complex needs.

To meet the demand, our counsellors offered various mental health services to 1,397 people in our community, such as online individual and group counselling, needs assessments, crisis intervention and short-term assistance. There were 4,845 virtual visits.

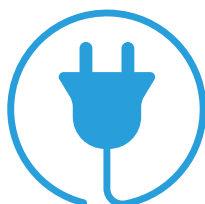
We also filled out 136 Ontario Electricity Support Program forms, and our volunteers helped prepare 115 income tax returns for people in the community.



**1397**  
adults served



**4845**  
virtual visits



**136**  
Ontario Electricity  
Support Program  
Forms



**115**  
income tax returns



**Ça va bien aller:  
Groupe de soutien en  
temps de pandémie**

**It Will Be Okay:  
A Support Group During  
Pandemic Times**

**Bimensuelle les jeudis  
Thursdays Bi-weekly**

**18 h 30 à 19 h 30  
6:30p.m. to 7:30p.m.**



**Groupe de soutien virtuel par Zoom  
Virtual Support Group offered on Zoom**

**Pour plus de renseignements et recevoir le lien  
zoom, communiquez avec // For more information  
and to receive the Zoom link, contact:**

**Tracy: tpresse@crcoc.ca 613.830.4357 ext./poste 151**



# A FEW SHARED STORIES

Here are some of the stories and highlights from the survey of the people who use of our intake services, food bank, and child and youth programs.

## What did you like most about our services?

- Always friendly. I've experienced anxiety and here everyone is so welcoming.
- I greatly appreciated the food bank. Financially, things have been tough lately.
- The really nice volunteers and staff who helped me mobilize all the resources when I moved to Ottawa.
- I'm a single mother and I don't know how I would have gotten through difficult situations without them.

## What could we have done better?

- More food, if possible.
- More support for single parents.
- Internet site and mobile app.
- Lobby government for truly affordable and safe housing
- Nothing. Excellent work, fantastic team. Everything is amazing, etc. (61% of comments).

## Are there any other services you need?

- More free programs for kids.
- I'd like access to a contact network for people living alone.
- Safe and affordable housing.
- Yes, legal help.
- No, I can't think of anything. All is good, etc. (75% of comments).

## 2021 STORIES

- *Being there, and so very helpful, keep up the great work, also very knowledgeable.*
- *I am very thankful for all the help and support I continue to get. From here! They are very friendly, very helpful and understanding always there when I'm in need. It's great when you feel like you're not alone ♥♥♥ Thank you.*
- *I think the services are amazing there. The staff is always very helpful. Tracy and Christine have been wonderful to help for me in really hard times. Thanks so much.*
- *The kindness, having met other people in the community, having learned about the resources I have needed and had no idea they existed.*
- *I have been able to better preserve my mental/emotional health and safety during various crises.*
- *They don't judge. They are always so happy to help and find ways to help!*

# FOOD BANK

Food Bank operations continued to be significantly affected during 2021. Due to the health restrictions in place, we were not able to resume our free-choice model of food distribution.

We served an average of 640 people per month and received 7,681 visits over the course of the year. The average age group of children and youth from 0 to 17 years old using the food bank increased from 45% in 2020 to 46.8% in 2021.

The Food Bank gave the equivalent of 15,240 days' worth of food, i.e., 3,390 more days than in 2020, an increase of 7% over one year and of 42% over two years since the pandemic began.

In the context of the pandemic, with the help of volunteers, we continued to offer food hamper deliveries. We made over 217 deliveries to people who could not come to the Centre. This represents a 48% increase over 2020. We continued to work with the Eastern Ottawa Resource Centre to provide deliveries to isolated seniors in their homes.

The Food Bank collected some 224,836 food items donated by individuals, organizations and local companies.

Due to a significant increase in traffic at the Food Bank, another coordinator was hired in September 2021 to support the program.





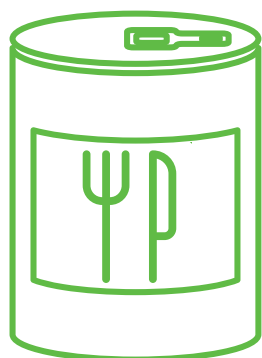
**640**

Average Recipients  
per month



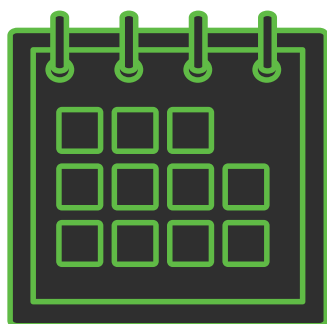
**7681**

Visits



**224 836**

Food Items



**15 240**

Days Worth of Food



**217**

Deliveries



**958**

Christmas program  
recipients

# EARLYON CENTRE FOR CHILDREN AND FAMILIES

The EarlyON Centre started the year 2021 with only virtual programming. With the creation of a dedicated Facebook page and increased visibility on social media, the program experienced a surge in participation in virtual meetings. Even though face-to-face activities at the OCCRC had been suspended, the EarlyON Centre recorded 4,568 virtual and outdoor visits in 2021.

Driven by their desire to serve as many families in our community as possible, the educators created new outdoor programming. As a result of professional development training and the purchase of new equipment, participation in these groups has grown, sometimes attracting over 60 people, rain or shine.

The educators used the time when programming could not be held to refurbish the toy library, thanks to a grant. When the face-to-face programs resumed in September, a new partnership was formed with the City of Ottawa to provide a Baby Weigh-In service.

Educators of the EarlyOn Centre adapted their programming to meet the well-being and needs of families. Their flexibility and adaptability have allowed them to continue to serve the community through numerous closures and health restrictions.



**EarlyON**  
Child and Family Centre  
**ON y va**  
Centre pour l'enfant et la famille



# COMMUNITY PARTNERS

Once again this year, the vast majority of our community partners were not able to provide services at the Centre. In order to meet the demand, we referred many people to these organizations. We look forward to welcoming our community partners back to the Centre in the near future.

## Our Partners:

- Action Housing
- Centretown Community Health Centre (CCHC)
  - Diabetes Program
  - L.E.S.A. Program
- City of Ottawa
  - Dental Screening
  - Parenting in Ottawa
  - Youth Sexual Health Clinic for ages 29 and under
- Contact North
- Doyle Salewski
- Employment Ontario
- Lili Miller
  - Indigenous Workshops
- Military Family Services - National Capital Region
- Parents' Lifelines of Eastern Ontario (PLEO)
- Pinecrest-Queensway Community Health Centre (PQCHC)
  - First Words
  - Infant Hearing Program
- Pregnancy and Infant Loss Network (PAIL)
- Société franco-ontarien de l'autisme (SFOA)
- Somerset West Community Health Centre (SWCHC)
  - Anonymous HIV Testing Clinic



Centretown Community Health Centre  
Centre de santé communautaire du Centre-ville



CENTRE DE SANTÉ COMMUNAUTAIRE  
PINECREST-QUEENSWAY  
COMMUNITY HEALTH CENTRE



# COMMUNITY DEVELOPMENT

A labour shortage forced us to significantly reduce our community development activities during the first nine months of the year. At the end of September 2021, we hired a Community Development Coordinator. In just a few months, we have been able to participate in over 30 meetings with members of community associations and citywide program initiatives, such as the Coalition of Community Health and Resource Centres, the City for All Women Initiative, and Community Legal Services of Ottawa's campaign against cuts to social assistance. We attended public consultations on the City of Ottawa's Official Plan and the Orléans Corridor Secondary Plan as well as East-end budget consultation. We participated throughout the pandemic in the Community of Practice led by Ottawa Public Health to stay informed on health promotion and outreach programs in our community.

Given that our Centre serves rural community members in Sarsfield, Navan, Vars, Carlsbad Springs and Cumberland, it is important to understand the gaps in services that exist for rural residents. Rural Initiative Collective and Rural Transportation Solutions focus on important issues that affect rural populations. Some of the issues include mental health for rural youth, rural Internet connectivity, as well as transit needs and solutions in rural areas. The needs voiced by rural community members are shared with the Agricultural Rural Affairs Committee at the City of Ottawa to inform their planning process.

Our Adult Social Drop-In program, a peer-based space for those 30+ seeking support and companionship continued to meet weekly either virtually or in-person, depending on their comfort levels during the pandemic. Indigenous Roots Orleans/Ottawa East continued its Beading is Medicine workshops virtually. These weekly beading circles offer a safe space to learn about Indigenous culture and build social connections and well-being.



**Groupe social inclusif pour adultes**

<b>Judi</b> 13 H à 15 H via Zoom	<b>Vendredi</b> 13 H à 15 H en personne au CRCOC*
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Nous accueillons les individus 30+ qui aimeraient un espace convivial et du soutien par leurs pairs

Veuillez noter que les conversations se déroulent principalement en anglais

Pour l'instant, il est nécessaire de s'inscrire pour pouvoir participer au programme. Pour plus d'informations: contactez Christine à 613.830.4357 poste 309 ou faychristine@gmail.com

613.830.4357

ORLÉANS, ONTARIO  
105-240 boul. Centrum Blvd.  
Orléans, Ontario K1E 3J4

**Inclusive Adult Social Group**

<b>Thursdays</b> 1 PM - 3 PM via Zoom	<b>Fridays</b> 1 PM - 3 PM in Person at the OCCRC*
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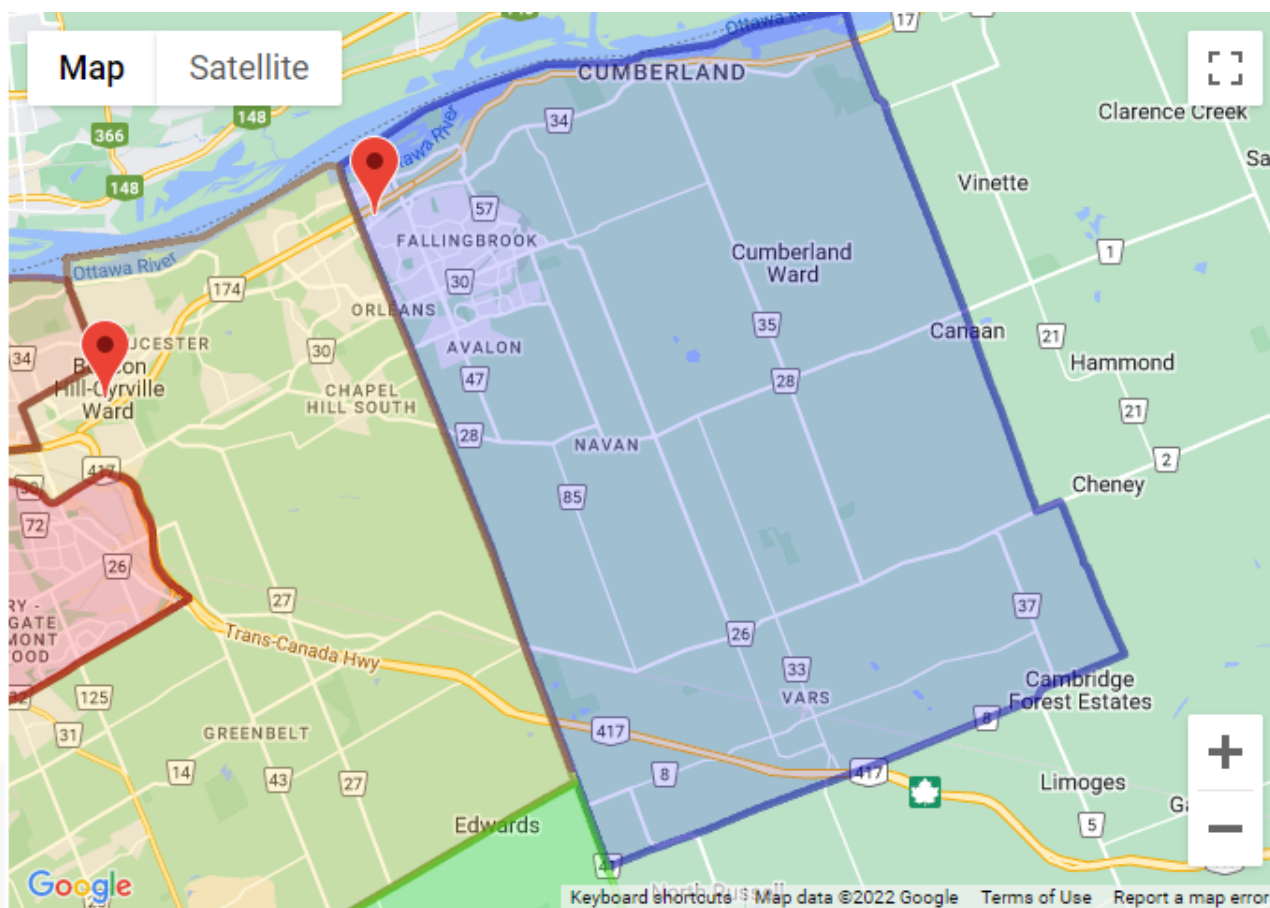
We welcome those 30+ needing a supportive space and companionship


At this time, registration is required prior to attending a session. For more information: contact Christine at 613.830.4357 ext. 309 or faychristine@gmail.com

613.830.4357

ORLÉANS, ONTARIO  
105-240 boul. Centrum Blvd.  
Orléans, Ontario K1E 3J4

# OUR SERVICE AREA



- |   |   |
|---|---|
|  Carlington CHC                  |  Centretown CHC          |
|  Eastern Ottawa Resource Centre  |  Lowertown CRC           |
|  Nepean, Rideau, and Osgoode CRC |  Orléans-Cumberland CRC  |
|  Rideau-Rockcliffe CRC           |  Pinecrest-Queensway CHC |
|  Sandy Hill CHC                  |  Somerset West CHC       |
|  South East Ottawa CHC           |  Vanier CSC              |
|  Western Ottawa CRC              |  You Are Here            |

# VOLUNTEERS

Once again this year, our volunteers have done an outstanding job in helping children and adults in our community through very difficult times. Whether it was for COVID-19 screening, food deliveries, the food bank, children and youth programs or transportation, our volunteers did an outstanding job. In 2021, they provided 8,839 hours of support, which represents 1,263 volunteer days or approximately 5 full time positions.

Our volunteers are true champions and deserve all our admiration. Thanks to their courage and perseverance, thousands of people got much-needed support to deal with the impacts of the pandemic.

We are enormously grateful for all that our volunteers have done to help us and for their commitment and passion.

Thank you from the bottom of our hearts.

Here is what some people who used our services had to say in the past year:

## TESTIMONIALS

*Volunteers and staff are nice, very friendly, very helpful and understanding. They're always there when I need them.*

*I'm a single mom and I'm very grateful for all the help and support that I'm still getting.*

*It's great when you feel like you're not alone ♥♥♥ Thank you.*





**6610**  
Hours - Food  
Bank



**119**  
Hours -  
EarlyON  
Centre



**191**  
Hours - Child and  
Youth Program

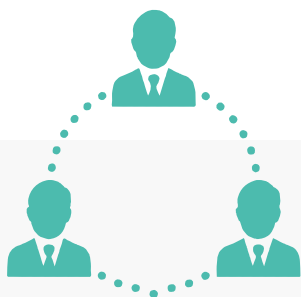
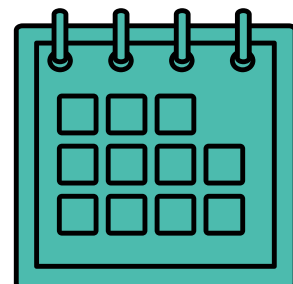


**8839**  
All-Program  
Total



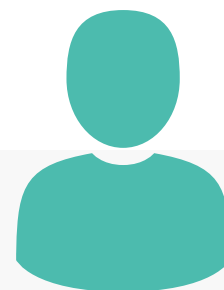
**1055**  
COVID-19 Screening  
at Reception

**1263**  
Equivalent in  
Days



**186**  
Hours - Board of  
Directors

**155**  
Volunteers



**4,9**  
Full-Time  
Equivalent

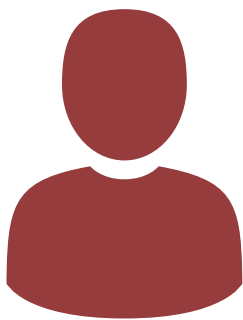


# FUNDRAISING

In 2021, the Centre continued to deal with the challenges of Covid-19 and the many changes that evolved in relation to our programs and services. With our new reality – our fundraising platform has become a mix of in-person and virtual activities. In 2021, 1,560 unique donors helped us meet our fundraising goal. The Centre is so grateful to each and every one of our donors – thanks for your continued support.

Over this past year, we have increased our monthly donors from 15 to 58. Ongoing monthly donations are very helpful, for it brings financial stability, which we can count on for our programs and services.

We also have noticed an amazing increase in community fundraisers that have helped fill the gaps in our fundraising efforts.



**1,560**  
donors



**\$510,211**  
funds raised

The funds received were used to help individuals and families in their most difficult times through our many programs and services, such as our Food Bank and Crisis Intervention program. These donations allowed us to purchase gift cards from local businesses and to offer a greater variety of food items, school supplies, winter clothing, Christmas gifts and other essentials.



**THANK YOU**  
For your donation

Orléans-Cumberland  
Community  
Resource Centre



Photo: Jacob's Full Belly

## Here is a list Major Fundraisers over this past year:

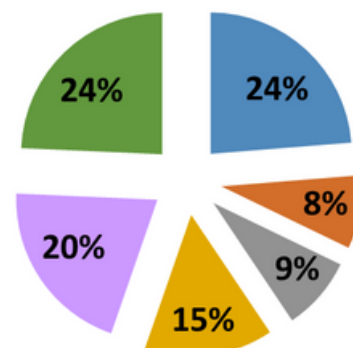
Broadhead Brewery Fundraiser  
 Camelot Gold & Country Club - Women's League Fundraiser  
 Cumberland Jr. Grads U16AA Fundraiser  
 Cumberland Lions Club - Help Santa Dinner  
 District 7 Ottawa Rural Firefighters Association  
 École secondaire catholique de Garneau - Christmas Campaign  
 Giant Tiger / Watters St.  
 Guignolée de Noël des pionniers du Mouvement scout, 24e Orléans  
 Metro Retro Drive-In  
 Orléans Ontario Foodie Group / Golden Fries Fundraisers  
 Puzzles & Goodies Auction (by Michelle & Nathalie)  
 Snow-Care Works Christmas Challenge  
 St-Peters' High School Canley Cup  
 Taffy Lane (Tony Sullivan) - Christmas Fundraiser  
 Twin Causes' Golf Tournament  
 Waste Connections Inc. - Bicycle Fundraiser  
 Worry Free Snowblowing Inc - Christmas Campaign  
 Cairine Wilson Secondary School (Grades 9-12)  
 Church of Jesus Christ of Latter Day Saints  
 Cobs Bread  
 École élémentaire publique Jeanne Sauvé  
 École La Source  
 Farm Boy -Tenth Line  
 Giant Tiger / Watters  
 M & M Meat Shop  
 Marshalls - Mer Bleue  
 Ottawa Food Bank  
 Ottawa Network for Education (ONFE)  
 Penny Lane Sanctuary  
 Real Canadian Superstore/Fill a Boat  
 Remax Affiliates Orleans  
 Shirley Huygen & Guy Potvin  
 Sobeks - Tenth Line  
 Sobeks - Trim & Innes  
 St. Francis of Assissi School - Child Care Centre  
 St. Theresa Catholic School  
 Starbucks - Innes  
 Starbucks - Trim & St.Joseph  
 Trillium Elementary School Council  
 Winners & Home Sense Orleans



## Finance

### Jan to Dec 2021 - Revenue Breakdown into Programs - \$2,583,518

- Administration
- Partnership Programs
- Fundraising/Communication & Community Dev. & Volunteer
- Counselling Programs (child, youth and adults)
- Ontario EarlyON Centre
- Food Bank



# Our Board of Directors

Christine Jodoin - President  
Koreen Fahey - Vice President  
Roxanne Dion-Boudreau - Secretary  
Marilyn Saumure - Treasurer  
Christine Dudley  
Marino Francispillai  
Patrick Delorme

Resigned Members  
Norm Houle  
Jean Chrétien



@occrc\_crcoc



crcoc-occrc



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OCCRC\_CCROC  
105-240 blvd. Centrum Blvd.  
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[www.crcoc.ca](http://www.crcoc.ca)

# Our Staff

Bridgette Guindon  
Carla Colonna  
Carole Ouellette  
Carole Soros  
Caroline Robillard  
Cathy Vautour  
Celeste Calixte  
Céline McCuaig  
Chantal Pomerleau  
Christine Leclair  
Diane Lacombe  
Divine Ngandu

Dominik Lavictoire  
Gabriela Gutierrez Monroy  
Geneviève Clermont  
Hélène Leblanc  
Isabel Delorme  
Iyabo Idji  
Lisa-Ann Smith  
Luc Ouellette  
Meaghen Wert  
Nadia Frazzoni  
Neima Isaaq  
Nicole Perras

Rita Tapia  
Rosanne Canzanella  
Sandra Ndikumasabo  
Suzanne Wert  
Tanya Lapointe-Harris  
Tracy Pressé  
Vicky Tsanang  
  
Summer Job Posts  
Brooke Colman  
Gerard Musavuli Muhindo  
Rachel Francis

(The OCCRC has obtained photo consent from all individuals pictured in this report.)