



REPORT FROM THE CHAIR AND EXECUTIVE DIRECTOR

We are very pleased to highlight key achievements of the Orléans-Cumberland Community Resource Centre in 2022.

Serving the People of Our Community

This year again, we have adapted our services to meet the needs of our community while also supporting our staff and volunteers. This has been made possible thanks to the flexibility and dedication of all.

Some of our programs have experienced historic increases in participation, while others have had to respond to much more complex needs. Our team members have been able to adapt to these situations and to provide high quality services. This is confirmed in our annual survey which shows that 98% of our clients report that our staff and volunteers are very respectful and welcoming.

A large majority of our community partners have returned to the Centre. This has allowed us to offer a more comprehensive and personalized set of services.

Recruiting New Board Members

This year, our bylaws were amended to increase the number of board directors from 9 to 11. With the board's election, the Centre welcomed five new directors, three of whom filled vacant positions while the other two are filling newly created ones. This amendment has broadened diversity on the board.



Strategic Plan Performance Indicators

Our 2022 activity review shows that our number of activities has grown since our strategic plan was implemented in 2018. We went from 161 to 194 activities, a 20% increase, which was most noticeable in some areas, such as human resources, communications, and community development. Some initiatives to support equity, diversity and inclusion, and to address the COVID-19 pandemic also benefited from this increase.

After observing a decline in activities in 2021, we noted that the number of activities in progress in 2022 exceeded that of pre-pandemic years. There were 29 more in 2022, with the same human resources.

A one-year transition plan will be implemented in 2023 to continue the execution of our strategic plan, which was delayed by the pandemic. We intend to maintain the four pillars of our strategic plan and have specific priorities that will keep us inspired, reactive and responsible.

Equality, Diversity, Inclusion and Justice

This fall, we started to participate in a Professional Learning Leader Project. The goal of this project was to increase awareness and knowledge of staff in the following four priority areas: anti-racism and inclusive practices; incorporating Indigenous perspectives and pedagogies; mental health and well-being for children, families, and staff; and support children with special needs through inclusive approaches.

All staff benefited from the following sessions: Truth and Reconciliation Day (Indigenous Perspectives), and Having Difficult Conversations about Race and Racism.

This project has provided a safe space for the staff to take mental wellness breaks. The Centre is looking forward to continue to learn and embed equity, diversity and inclusion in its policies and practices.



Sound Financial Management

As evidenced by our audited financial statements, we ended the 2022 fiscal year with a small surplus and exceeded our fundraising goal. We sincerely thank our generous donors and funders who have enabled us to meet the growing and unprecedented demand for our services.

Thank you for your help and support!

We would like to sincerely thank all of our staff, volunteers and community partners. Each and every one of you allows the Centre to fulfill its mission and to help many children, youths and adults in our community access the services they need to reach their full potential.

**WORKING WITH
OUR COMMUNITY
TO SUPPORT
INDIVIDUALS IN
ACHIEVING THEIR
FULL POTENTIAL**

CHILD - YOUTH

Children and youth are encouraged to develop and strengthen their social and emotional skills through counselling, workshops and groups. Their journeys vary based on their reality, identities and needs, such as making new friends, learning strategies to manage emotions and working on communication skills. Participating in our services demonstrates courage, resiliency and strength from a young age.

Even though the pandemic may seem behind us, it continues to arise concerns for children and youth mental health. In fact, our counselling services started up waitlists for the first time, due to such an increase in requests. Many families faced the barriers in accessing services elsewhere as well with wait times at a high. Emerging challenges in counselling include emotional awareness and regulation, interpersonal skills and self-esteem.

This year, we were excited to offer more in-person services and connect with youth where they are at most of the day, school. We were glad to offer 20 workshops and reach 146 students. In collaboration with the Eastern Ottawa Resource Centre (EORC), Norman Johnston Alternate School and artist – Jimmy Baptiste, we also received Crime Prevention Ottawa (CPO) funding for a collaborative art mural. This project offered students the opportunity to express their creativity, develop their art portfolio and highlight their accomplishment to family, friends and the community.

The School Supply Program provided financial support to 304 children and youth (Kindergarten to Grade 12), offering families the flexibility to purchase the items they require for school and the possibility for children and youth to express their individuality through their items.

Without our partner agencies, volunteers, summer students, part-time staff and children and youths' circle of care (family, friends, school staff, partner agencies, etc.), we wouldn't be able to offer the services we can to our community. Thank you for contributing to the well-being of our younger generations!



TESTIMONIALS

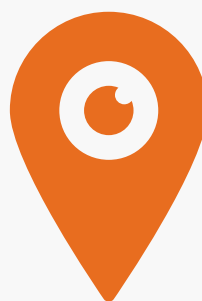
I loved it! I did the youth group and counselling services. Youth group gave me a space to be myself without judgment and counselling helped me a lot. I have promoted this program to everyone I know. The centre saved my life. – Youth participant

Your staff is super kind and make my child feel welcome at Kids Space programming. (...) It's a priority for my child to get her in as much as possible. – Parent

I loved it! I did the youth group and counselling services.

Youth group gave me a space to be myself without judgment and counselling helped me a lot.

Our son loves his counsellor and Kids Space and Youth Space.



2591 vs 2961
virtual and in-person visits
in 2021 vs 2022



1081 vs 1205
Children and Youth Served
in 2021 vs 2022

ADULTS

Our intake services offered assessment, referral, crisis intervention and short-term counselling. All appointments were offered according to the individual's preference, either in-person, by phone or virtually.

In 2022, we provided services to 2,030 people compared to 1,397 the previous year. This represents an increase of 45% in one year and 25% compared to the period before the pandemic. Never in the history of the Centre have we reached such a high number of adults in need of our services.

This also resulted in 5,936 individual meetings with our workers, compared to 4,845 in 2021, an increase of 22%. We are still observing significant psychological distress and a greater complexity of needs.

Despite these great challenges, our two workers have continued to do exceptional work in helping an ever-growing number of people and have received many testimonials of appreciation.

Poverty Reduction in our Community

Many people in our community, including children and seniors, live in poverty. Their income tax return serves to determine if they qualify for support programs and tax credits. Often, they rely on these benefits to meet their basic needs.

However, many people need help filing their tax returns, but cannot afford to pay an accountant or a private service to do so.

That is why the Centre offers free income tax clinics. They make a real difference to low-income households by leaving more money in their pockets.

The tax clinics work with the support of only four dedicated volunteers and two staff members.

In 2022, 190 people took advantage of this program and received an average tax refund of \$3,083 each, for a total of \$585,700 in our community.



Low-Income Energy Assistance Program / Ontario Electricity Support Program

Due to the current economic situation and the inflation, food and housing costs are taking an even larger bite out of the budgets of low-income members of our community, who are already struggling to meet the basic needs of their families.

With the support of our intake workers, some residents were able to access the Low-Income Energy Assistance Program (LEAP) and the Ontario Energy Support Program (OESP).

In partnership with the United Way of Greater Simcoe County, our intake workers assisted some households in applying for financial assistance to pay their natural gas and electricity bills. In many cases, this prevented a disconnection of those public utilities.

The total arrears paid to Enbridge and Hydro One with LEAP was \$115,266.

Also, our intake workers assisted households in applying to OSEP for a monthly credit on their electricity bill. This allowed them to save some money and apply it towards other necessary expenses, such as food and shelter.

The Centre completed a total 108 applications in 2022, an increase of 20%.

TESTIMONIALS

My experience is amazing my worker is awesome and really help full and every time I would leave my appointments there so much less pressure and my smile come back out

I feel like our family is taken seriously when we are in a crisis, and that we are supported by the staff at CRCOC. You need more hours. Tracy is awesome to talk to!

I have promoted this program to everyone I know. The centre saved my life.

I've been lucky enough to hear about the centre and have since learned so much about myself.

I've made friends and gained incredible resources. Thank you so much.



2030
individuals served by
our intake services



5936
visits this year



190
income tax returns
filed



\$3083
average tax refund



\$115,266
Total arrears paid
with LEAP



\$585,700
Total Tax Refund

FOOD BANK

Our food bank faces significant challenges, as do all food bank programs across the country. These include the high number of homeless people, newcomers and refugees, the rising cost of living, low provincial social assistance rates, the housing crisis, and mental and physical health challenges.

All of these factors related to the economy, systemic inequalities and sometimes difficult immigration conditions are leading to an increasing number of people in our community using our food bank.

In 2022, our food bank helped an average of 774 people per month, which represents 9,28 visits on an annual basis, the highest number of people and visits recorded in the Centre's 35-year history. This is also an unprecedented 21% increase over last year.

Our food bank donated the equivalent of 17,179 days of food, a 13% increase in one year, or 1,939 days more than in 2021. This increase is unprecedented and follows national and local trends in terms of food insecurity in the population.

Amongst the users of the food bank, 47% were children under the age of 17, compared to 37% for the City of Ottawa and 33% for Canada as a whole. This local figure has been steadily increasing, from 43% five years ago.

In addition, 27% of our food bank users are single parents, which is higher than the national average of 8%.

Our Christmas program provided food to a record 1,259 people or 352 families, a 20% increase over last year.

The Centre received some 171,872 food items donated by hundreds of individuals, associations and local businesses. We thank them for their support.

Finally, we are fortunate to be able to count on many volunteers. Without their support and dedication, we would not have been able to help hundreds of people who need the food bank.





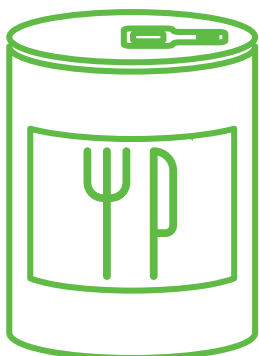
774

Average Recipients
per month



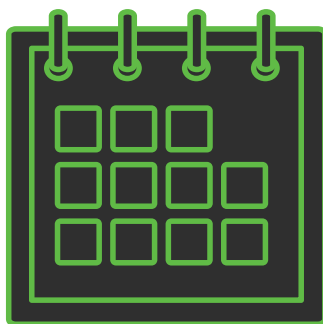
9285

Visits



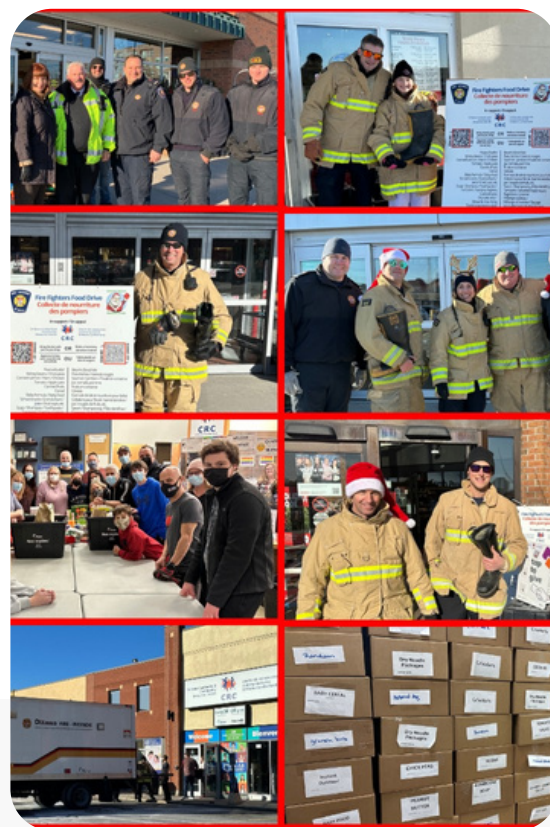
171,872

Food Items Donated



17,179

Days Worth of Food



1259

Christmas program
recipients

TESTIMONIALS

*I am very satisfied. Intake, food bank and the whole organization.
Very respected*

*Thank you for all that you do. Thank you for not judging us.
You're fantastic!*

EARLYON CHILD AND FAMILY CENTRE

In February 2022, the EarlyON Child and Family Centre was finally able to resume its in-person programming. To meet the diverse needs of families, the Centre maintained virtual and outdoor programming as well. Throughout the year, the caregivers worked on their professional development around inclusion, diversity and equity. Their vision and depth of knowledge have allowed them to make changes to the Centre's environment, add materials and make adaptations to meet the needs and uniqueness of each child.

More than ever, following the pandemic, Family Resource Workers have had to adapt and be flexible to provide moral support to the adults in their groups. They have also noticed a significant increase in challenges faced by children. As a result, they built trusting relationships with parents and then provided support and referrals to other community services.

Staff from different programs (EarlyON, intake, child/youth) came together to organize an event to celebrate and bring together families in our community. The event funded by "Together Ottawa Ensemble" was a fun and entertaining day attended by approximately 500 people. It allowed staff and volunteers to foster connections between families and answer many questions while the children enjoyed themselves.

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





1085
Individuals



9679
Visits



TESTIMONIALS

Amazing! Part of our weekly events. We look forward to it for both child and mom.

It's been amazing!!! My daughter loves coming to playgroup. She waits all week to go.

Your support during the COVID-19 crisis was a great help to our family, and we are extremely grateful for that.

Wonderful! I love Dominik and Caroline, super nice and welcoming. The play groups at the park this summer were fantastic.

My wife, my daughter and myself would like to express our immense gratitude to the entire EarlyON playgroup team in Orleans.

The proposed activities, such as crafts and singing circle, are particularly appreciated by our child.

We are very grateful to the educators, Dominik, Caroline, Gabrielle and Megan, who offer us a warm and caring welcome at each playgroup.

Thanks to your dedicated team, our daughter has been able to grow and develop on all levels, socially, physically, and mentally.

We can't thank you enough for allowing our child to blossom and build her confidence.

COMMUNITY PARTNERS

We are so very thankful and fortunate to continue working with our wonderful community partners, and to be able to provide their services at the OCCRC. Thank you to all our community partners for all the work you do, and for being an integral part of our team at the Centre.

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-ontarienne 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



mfrncr
crfm · rcn



CENTRE DE SANTÉ COMMUNAUTAIRE
PINECREST-QUEENSWAY
COMMUNITY HEALTH CENTRE



SOMERSET WEST
COMMUNITY
HEALTH
CENTRE



CENTRE DE
SANTÉ
COMMUNAUTAIRE
SOMERSET OUEST



A FEW SHARED STORIES

2022 STORIES

Overwhelmingly positive. Very friendly and understanding staff.

My son loves coming. We come Tuesday, Thursday and Saturday's and every morning he asks for the kids. I wouldn't change anything you are all very caring and friendly. Keep up the great job!

It's nice to be able to have this after COVID.

The staff is wonderful and the variety of activities is great for the children.

Keep doing what you guys are doing! It's awesome

I have used the Resource Centre a minimum of 1 day a week to a maximum of 4 days a week. I will forever rave about this Centre to both current and future moms. I want to make a special shout out to Dominik Lavictoire and Caroline Robillard as they have shaped my experience and made it forever special.

Most importantly the selection of staff is where the value in this program is. You can have all the resources available but without these friendly, helpful, empathetic, fun people that you have to run the show, the whole idea would be unsuccessful.

I have been able to seek advice or just empathy when going through difficult periods. I also love the fabulous activity ideas that they have introduced me to. I have taken many pictures and purchased the materials afterwards.

The Centre and their offsite activities have been a saving grace for me. It is a place where I can break up the monotony of my days at home with children. It allows me to chat with other parents and the coordinators.

I have been visiting the EarlyON Resource Centre since 2020, at the height of the pandemic, after having my second child. I regret not being aware of this valuable resource when it was just my son and I.

We are ready to support your playgroup in any way, whether through donations or by recommending your group to other families. Once again, we thank you sincerely and from the bottom of our hearts for all that you have done for our family.

COMMUNITY DEVELOPMENT

Community development is a process which empowers community members and groups to improve their quality of life and create inclusive neighbourhoods for the well-being of everyone.

We do this by building partnerships and engaging with residents and decision makers to influence policies for long-term systemic change.

We partnered with Community Legal Services of Ottawa (CLSO) to make policy recommendations for Ontario's 2022 budget. We asked for more investments in income security programs and to increase social assistance rates to reflect real costs of living and to invest in affordable, non-profit rental housing for low-income households who cannot afford market rate rents.

We collaborated with Rural Initiative Collective (RIC) to address issues that affect our rural populations in Cumberland, Sarsfield, Navan, Vars and Carlsbad Springs. Rural transportation has been identified as a barrier to accessing services for the well-being of rural residents.

We participate with the Rural Transportation Solutions (RTS) team, to find realistic, affordable and sustainable transportation options to help solve rural Ottawa's transportation deficiencies.

We shared information with over 380 people at community association meetings and information tables at recreational centres, libraries, parks and farmers' markets. We listened to residents and shared information about our programs and other local resources. We provided civic engagement information for the municipal and provincial elections.

We also shared information on overdose prevention and harm reduction by providing naloxone training and distribution. Naloxone is a medication that can save lives by temporarily reversing the effects of an opioid overdose due to prescription and non-prescription drugs.

The Inclusive Adult Drop-In Group has seen a slow but healthy return of members in the Centre. Numbers are lower but we added Zoom meetings to compensate for those not comfortable attending in person. Feedback from the community has been positive regarding the value and need for this group. We look forward to continuing.

Indigenous Roots Orleans/Ottawa East is another important partner which uses art and culture to improve the well-being of our community. They continued to offer weekly online beading workshops and monthly in person workshops on Indigenous art and culture.



388

Individuals

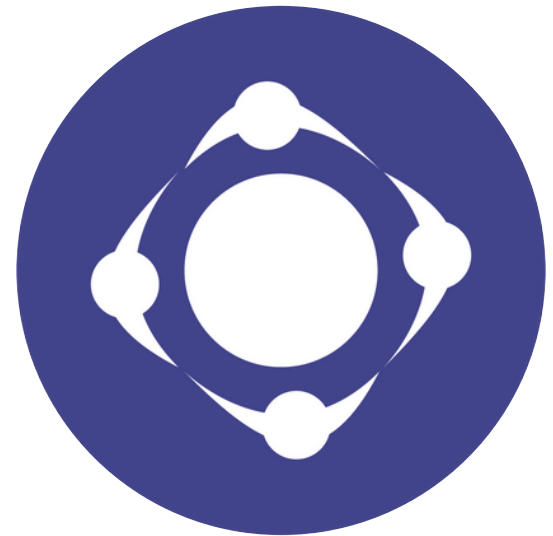


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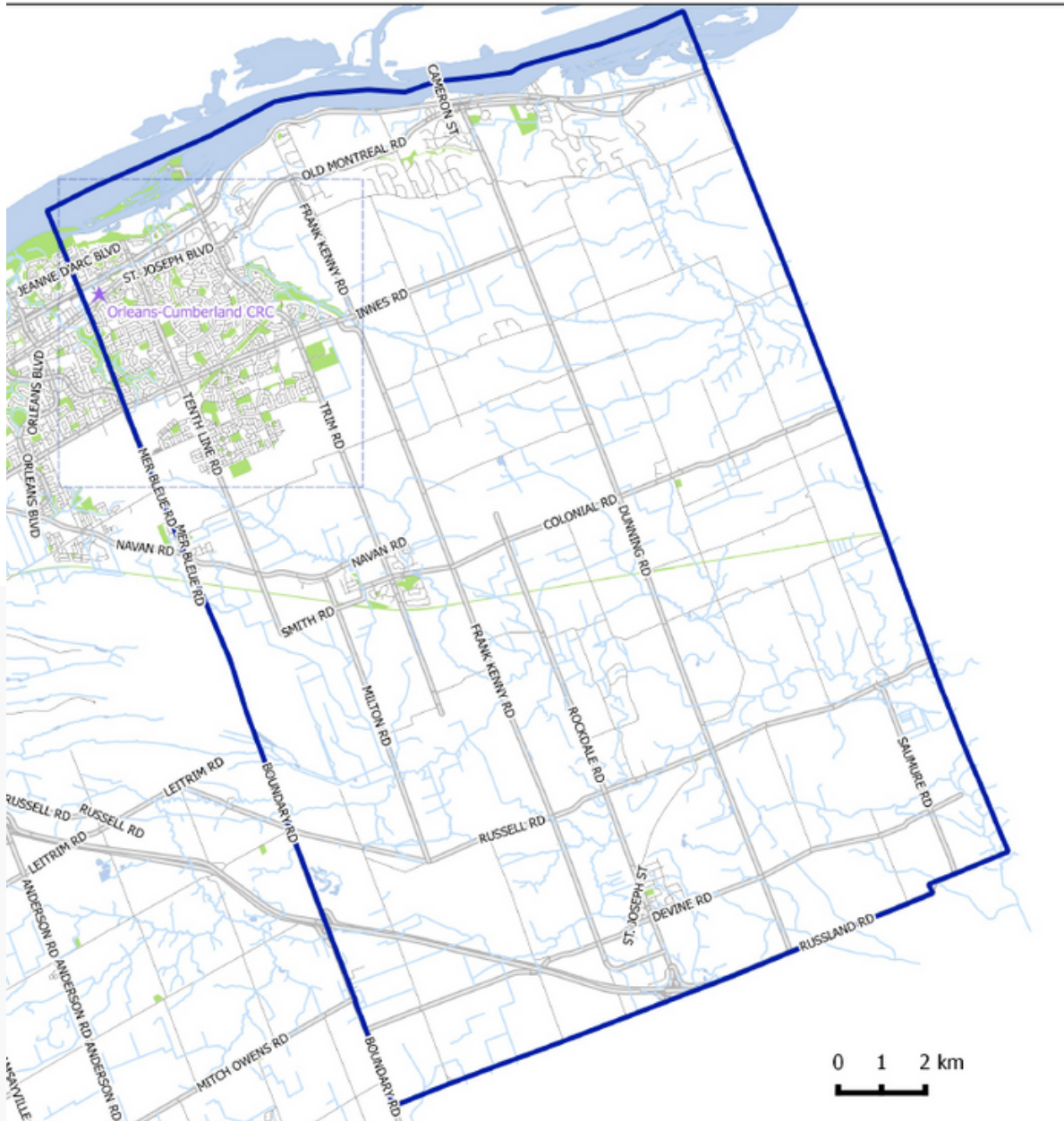
Visits



OUR SERVICE AREA



The Catchment Area of Orleans-Cumberland
Community Resource Centre



VOLUNTEERS

Our volunteers continued to play a crucial role in supporting our staff so that we could respond to clients needs. In 2022, they contributed 9,576 hours, which represents 1,368 workdays or more than five full-time positions, the equivalent of one quarter of the entire Centre staff.

The food bank was by far the program with the highest number of volunteer hours. Before and during the pandemic, 67% of our volunteers were dedicated to the food bank. In 2022, with the inflation that has hit families and the unprecedented increase in the number of people now using our food bank, 80% of our volunteer hours must be dedicated to this program.

Our volunteers are champions and deserve our admiration. Thanks to their courage and perseverance, thousands of people have received essential help to overcome the pandemic and now a significant increase in consumer prices.

TESTIMONIALS

I will forever be thankful for the counsellor and volunteers who made me feel safe and at home.

For all that you've done to help us, we are tremendously grateful for your dedication and your passion. Thank you from the bottom of our hearts.





7615
Hours - Food
Bank



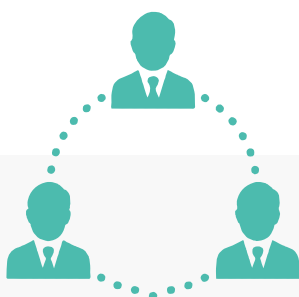
592
Hours -
EarlyON
Centre



360
Hours - Child and
Youth Program



283
COVID-19 Screening
at Reception



261
Hours - Board of
Directors



28
Hours - LEAP
Program



138
Hours - Tax Clinic



58
Hours -
Fundraising



66
Hours -
Community
Development



37
Hours-
Community
Kitchen



FUNDRAISING

In 2022, we had another outstanding year with our fundraising endeavours. The Centre managed to raise \$511,615.

Thanks to donations from over 2,038 individuals, community groups and businesses, we were able to provide individuals and families in our community with hundreds of gift cards to purchase food, school supplies, Christmas gifts and other essentials.

We've had 68 monthly donors over the past two years. However, our monthly donors have increased since 2020 by 35%. The monthly donations means a consistent cash flow to our programs.

Our Centre also collected more than 171,872 food items donated and \$40,781 in donated gift cards from various grocery stores during the year.

Clearly, our community members continue to be as generous as ever.



\$40,781
in gift cards



2038
donors



\$511,615
funds raised



THANK YOU!

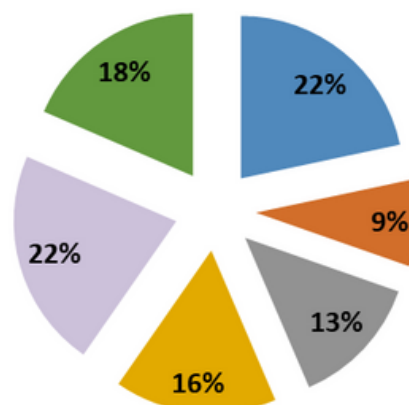


The OCCRC Team would like to thank all of our amazing donors who continue to support us and our community. Your generosity and kindness helps make everything that we do possible.

Finance

Jan to Dec 2022 - Revenue Breakdown into Programs - \$2,670,672

- 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
Patrick Delorme
Sandra Boisvert
André Bléoo
Benoit Goulet
Olivier Tremblay-Venneri
Yvetter Ashiri

Resigned Members
Marino Francispillai



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@occrc.crcoc



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Orléans, Ontario K1E 3J4



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

Our Staff

Amelia Pelley
Bridgette Guindon
Carole Ouellette
Carole Soros
Caroline Robillard
Céline McCuaig
Chad Chartrand
Chantal Pomerleau
Christine Leclair
Diane Lacombe
Divine Ngandu
Dominik Lavictoire
Fanny Laurin

Gabriela Gutierrez Monroy
Gabrielle Caron
Hotsie Beauvoir
Isabel Delorme
Jordan Snow
Josée Patry
Line Roy
Lisa-Ann Smith
Lorraine Bertrand
Luc Ouellette
Meaghen Wert
Megan Ducharme
Neima Isaaq

Nicole Perras
Rita Tapia
Rosanne Canzanella
Sophie Legault
Suzanne Wert
Tanya Lapointe-Harris
Tékisha Denis
Tracy Pressé

Summer Job Posts
Alexandryne Merizier-Tingue
Ashlyn Ostrom