

Orléans-Cumberland  
Community  
Resource Centre



Centre de ressources  
communautaires  
Orléans-Cumberland

EarlyON ON y va

Child and Family Centre

Centre pour l'enfant et la famille



Ontario

Welcome

240  
BOUL. CENTRUM BLVD.  
UNIT(É) 105

Bienvenue



PLAYGROUP  
IS FULL

Orléans-Cumberland  
Community  
Resource Centre



Centre de ressources  
communautaires  
Orléans-Cumberland

# ANNUAL REPORT 2023

# REPORT FROM THE CHAIR AND EXECUTIVE DIRECTOR

We are pleased to highlight the key achievements of the Orléans-Cumberland Community Resource Centre in 2023. This year, there has been a significant increase in demand for all of our services, demonstrating the continued importance of our commitment to the community.

## Increased Demand for Our Services

We have observed a notable increase in demand for all our services, particularly for our food bank, which has experienced an annual growth of 24%. This growth reflects the ever-expanding challenges faced by many families in our community regarding food security. Indeed, this increase represents not only a challenge but also an opportunity for us to expand our impact and better meet the growing needs of our community.

## Conclusion of the 2018-2023 Strategic Plan

2023 also marks the successful conclusion of our strategic plan for 2018-2023. Through sustained commitment and hard work from our team and partners, we have achieved the set goals and significantly contributed to the improvement of our community's well-being. We are particularly proud of the progress made in implementing initiatives which have a direct impact on the quality of life of our citizens.





### Performance Indicators

Our performance indicators demonstrate a high level of activity across all our programs and services. We are proud to announce that we have exceeded our objectives and continued to effectively respond to the emerging needs of our community. Our efforts have been rewarded with tangible results, such as an increase in the number of people assisted and the diversification of our services to better meet the needs of our community.

### Sound Financial Management

We are committed to responsible and transparent financial management, which has allowed us to maintain financial stability while responding to the increasing demand for our services. We have ensured that every dollar is invested wisely and that our resources are used efficiently to maximize our impact. As a non-profit organization, we recognize the importance of financial transparency and are committed to ensuring the proper use of funds entrusted to us by our donors and partners.

### Success of Our Fundraising Campaign

We are delighted to announce the success of our fundraising campaign in 2023. Thanks to the generosity of our donors and the support of our community, we have reached and exceeded our fundraising goals, allowing us to continue providing essential services to those most in need. This success reflects the trust our community places in us and our ability to mobilize the necessary resources to achieve our mission.

### Recognition of Our Volunteers

Finally, we would like to express our deep gratitude to our dedicated volunteers. Their unwavering support and commitment are at the heart of everything we do, and we are extremely grateful for their invaluable contribution to our cause. Their selfless dedication and willingness to give their time and energy to help others are an inspiration to us all.



**Orléans-Cumberland**

Thank you for your help and support!

2023 has been a year of challenges and achievements for the Orléans Cumberland Community Resource Centre. We are proud of the progress made and grateful to our community and partners for their continued support. We look forward to continuing to work together to strengthen our community and ensure a better future for all. Your ongoing support is essential to helping us achieve our mission and make a positive difference in the lives of those most in need.

Looking forward to continuing our work together.

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

# CHILD - YOUTH

Prevention and early intervention are key for children and youth experiencing challenges with their social, emotional and mental health. Not only does it affect them at a crucial period of their development, many experience challenges to access services, such as wait-times, feelings of shame, lack of awareness and stigma. We are grateful to the children, youth and families that accepted us in their journey towards wellbeing.

The children and youth needs were noticeably present during the workshops and groups, although counselling remained the most requested service. Consequently, we had to shift our focus and reduce youth programming to respond to those needs.

Due to a significant demand for anxiety specific services, our team launched a new group. Youth untangled their anxiety, connected with peers that related to them, shared their stories, and developed strategies to tackle it. Resiliency transpired through the group!

Throughout this year, we had the opportunity to connect and collaborate with mental health champions and allies via school and community based workshops. At schools, teachers were ready to engage with students and continue discussions beyond our workshops, while in the community, we spoke about mental health and wellbeing, engaging youth through interactive ways (art, games, movements). Thank you to the local schools that welcomed us, the Eastern Ottawa Resource Centre (EORC) and the Rural Ottawa Youth Mental Health Collective (ROYMHC). We reached more youth because of you!

Affirming spaces are a protective factor towards children and youth mental health. This year, we focused on the gender and language affirming spaces. We offered a gender inclusive language Centre training, integrating components to our programming. We also combined our efforts with EarlyON to increase the Child Program francophone programming. Kids Space has evolved into a learning space, where kids are excited to make friends, talk about deeper topics, participate and engage in their own language!

Our environment also affects mental health. Living in a society where costs of living increases risk of financial insecurity, food insecurity and difficulties to access affordable housing, children and youth experience the families' stress and struggles. Families must access services for help to alleviate some of the pressures, which was evident when the School Supply Program reached a record high of 351 children and youth.

Children and youth in our community need more mental health champions and allies. Be aware of the signs, ways to support and the resources to connect them! Keep talking about it and contribute to their resiliency, as it will strengthen our community and its' future!





# TOP COUNSELLING TOPICS



Emotions (awareness and regulation)



Anxiety and Stress (identify, manage and cope)



Relationships (communication and boundaries)



Self-esteem & Body Image (social media, bullying and identities)



Self-harm & suicide (behaviours, thoughts and actions)



**1205 vs 1562**

Children and Youth Served  
in 2022 vs 2023

**2961 vs 3893**

virtual and in-person visits  
in 2022 vs 2023

# ADULTS

Once again, this year, our Intake Program encountered individuals and families experiencing increased and complex needs. Post pandemic obstacles continued to prove to be challenging for many. With services in high demand and lack of allotted time available to best respond to needs, we had to rethink our services. Mid-way through the year, we chose to put counselling services on hold. It was the best decision, as an increase in complexity of needs came with a 20% increase in number of visits, 5936 in 2022 to 6246 in 2023.

The top needs that arose from individuals and families accessing the Intake Program were related to:



**Mental Health (distress, anxiety & more)**



**Relationships (conflicts and communication)**



**Accessibility (health and childcare)**



**Financial Insecurity (food insecurity, housing & employment)**



**Immigration (settlement, housing, employment & education)**





Many of the needs above aren't always as visible nor discussed in our community, as it is perceived as more affluent. That said, it is imperative to recognize these needs, as they are realities many residents are living, which affects our collective wellbeing. In fact, many individuals in our community live with a low-income, some even unhoused. Due to the current economic situation, individuals' and families' budgets are stretched thin. The fear of disconnection, uncertainty of their housing, and feelings of shame to have to ask for support

Our internal partner agencies, with their varied specializations, also help support the individuals and families tackle some of the concerns mentioned above. Thank you Doyle Salewski, Action Housing, Employment Ontario & more! Your presence at the Centre ensures a smoother transfer to your services and benefits individuals and families to access an array of services in one spot.

There are also many external agencies doing great work, which we refer to often. OCISO is a wonderful example to support newcomers in our community. While reprioritizing our Intake services, referrals to external agencies were key as requests for mental health support continued to rise. We are appreciative of community agencies, and recognize more services are required to respond to needs as current services are at capacity throughout the social services sector. Nevertheless, we will continue to be there for our community and look forward to see the individuals and families reach their full potential.



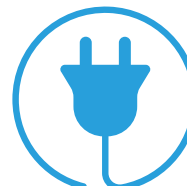
**6246**  
visits this year



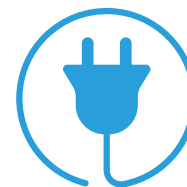
**245**  
Individuals Served



**\$796,325**  
Total Tax Refund



**128vs108**  
OESP Applications in  
2023 vs 2022



**58**  
LEAP Hydro and  
Enbridge Applications

# FOOD BANK

Our Food Bank continues to face significant challenges. The current situation is complex, with a growing number of homeless individuals, newcomers to Canada, coupled with rising living costs, housing challenges, and mental and physical health challenges.

In 2023, our food bank recorded an average attendance of 962 individuals per month, totaling 11,545 visits over the year, marking the highest number of visits recorded in the history of the Centre. This is a significant increase of 24.3% compared to the previous year, 50.5% over two years, and 99.9% over the past decade. In comparison, the budget we receive for this program has only increased by 29.7% since 2012. We distributed the equivalent of 16,176 days worth of food.

Among our beneficiaries, 47% are children, a staggering and evolving figure that exceeds the averages of the city of Ottawa and nationwide. This means that 452 children needed food assistance in our community.

Our Christmas program broke records this year, providing food to a record number of individuals, providing 410 families with some form of food assistance. This represents an increase of 28% over the previous year and 54% in two years.

Finally, we would like to express our deep gratitude to our numerous volunteers, whose support and dedication are essential to our mission. Without their contribution, we would not have been able to assist hundreds of people in need.







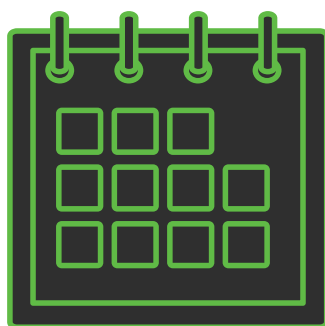
**962**  
Average Recipients  
per month



**11,545**  
Visits



**452**  
Children per month  
in need Food  
Assistance



**16,176**  
Days Worth of Food



**410**  
Families assisted  
with the Christmas  
Program



# EARLYON CHILD AND FAMILY CENTRE

Thanks to additional funds obtained during the pandemic to strengthen our human resources, our team was able to address the challenges related to COVID-19. Although these funds have unfortunately expired, we are confident in our ability to continue providing quality support through our permanent funding and adjustments that have been made to accommodate this reality.

Our second year of park rotation during the summer was a great success. By adding Vars to our list of destinations, we were able to reach a wider audience. With up to 90 participants at each event, we strengthened family connections, and provided access to play and inquiry-based learning opportunities.

We are proud of our partnership with First Words, which allowed us to offer playgroups to families, with the presence of a speech therapist on-site. This collaboration has been enriching for all parties involved and has reinforced our commitment to early childhood development.

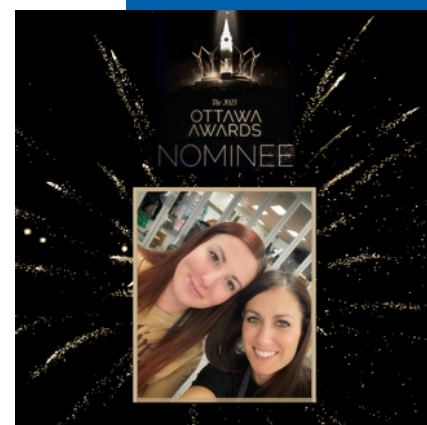
Another successful partnership was established with the Centre for Military Family Services Centre, where we launched a playgroup exclusively for military families. This initiative was praised for its specific support to this community.

Our team continued to provide essential support to families, especially those with children with special needs, assisting them in navigating challenges and resources. The lack of childcare spaces remains a major preoccupation.

We also invested in professional development in order to better meet the needs of children with special needs. This included purchasing equipment, modifying environments, and greater flexibility to adapt our practices to the unique needs of each family.

We organized activities with the Child & Youth program to allow families with children of different age groups to participate together. This inclusive approach strengthens family bonds and promotes the social development of children. This will also facilitate the transition for the older children (6 year) towards future Centre programming.

We warmly thank all members of our team, as well as our partners and volunteers, for their dedication and commitment. Together, we will continue to make a significant difference in the lives of the families we serve.



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





# 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
- City of Ottawa
  - Parenting in Ottawa
- Contact North
- Doyle Salewski
- Employment Ontario
- Lili Miller
  - Indigenous Workshops
- Military Family Services - National Capital Region
- Pinecrest-Queensway Community Health Centre (PQCHC)
  - First Words
  - Infant Hearing Program
- Société franco-ontarien de l'autisme (SFOA)



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



CENTRE DE SANTÉ COMMUNAUTAIRE  
PINECREST-QUEENSWAY  
COMMUNITY HEALTH CENTRE



mfr • ncr  
crfm • rcn





# A FEW SHARED STORIES

Tracy was very helpful in 2023. She gave me advice and tips for improving my mental health. She was also prepared to hear the points I had written down to talk about in my agenda and would even encourage mentioning my notes to get off my chest. In general, I always felt more calm and at ease knowing I would be attending a meeting with her soon as she was very kind and understanding and never judged anything that was said. – Individual

Honestly, I believe I would not make it through without the help of this resource centre, and the intake crisis worker that has been there for me time and time again. This resource centre deserves more praise and attention for what they do for people. Thank you from the bottom of my heart for being there. – Individual

I have been receiving support in my mental health and social safety net navigation processes since 2017. It has helped me remain employable and healthier than I would otherwise expect to be. – Individual

I enjoyed my sessions at the centre and felt welcomed and comfortable. Thank you – Individual

My transgender son has been attending youth space for a few years, and it has made a real difference for him. We really appreciate the Centre, and the amazing staff! – Parent

(Translated from French)

I joined the Youth Program a few years ago. Never in my life would I have believed that through this program I would meet an exceptional group of people. The support and friendship this program has given me has changed my life, and I thank you very much for all you have done for me and other young people. – N.L., Youth

Our youth (13) has loved being able to get together with kids of his own age, who he can connect with outside of school and feel like he is part of a community. When he attends workshops or activities, he is learning how to be social and work with others without realizing that he is learning because he has so much fun and feels special. My son looks forward to whatever activity is being run for his age group through the OCCRC, even registering himself for a program run through the Center at his school. – Claudine Smith, Parent

The OCCRC has been vital to the Rural Ottawa Youth Mental Health Collective. Our collaboration with the Mental Health and Community Development Team has been deeply rewarding. Their exceptional leadership and guidance have been pivotal in extending our outreach to rural youth and mentors in the East end. Together, we've witnessed tangible benefits from our joint programming, enhancing the mental health and well-being of our community's youth. – Meagan Ann Gordon, Program Manager of the Rural Ottawa Youth Mental Health Collective (ROYMHC)

Being the first time that I've been involved with the OCCRC, having the SELFY workshops in my Careers class has been wonderful. Not only does it line up with the curriculum, more importantly, it provides the students with invaluable life skills and issues to consider as they make their way through adolescence and into adulthood. The staff that lead the students through the workshops connect well with the students, and the workshops are a good balance of fun activities and learning. Thank you for providing these enlightening opportunities to our students. – Dan De La Fuente, Teacher

# COMMUNITY DEVELOPMENT

Working in collaboration with the Coalition of 13 Community Health and Resource Centres in Ottawa, Community Development focuses on priorities of mental health, affordable housing, food security and poverty reduction.

Following these strategic priorities, the work in Community Development has included outreach and engagement with residents in our catchment by attending Community Association meetings and AGMs, as well as promotion of our Centres services through information tables at the Cumberland and Orléans Farmers markets, the Cumberland branch of the Ottawa Public Library, Community Association BBQs and events.

To address the increasing issue of food insecurity, we offered Financial Literacy workshops and Growing Microgreens workshops. We also facilitated a series of Art Workshops and Technology Workshops in Collaboration with the March of Dimes to address social isolation and mental well-being.

We worked with residents to have their concerns and voices heard by City Counsellors leading up to the City Budget. Since residents in rural areas have unique experiences and challenges, we attend the Rural Transportation Solutions Working Group; the Rural Issues Collective and promote the work of the Rural Ottawa Youth Mental Health Collective. We also facilitated training session on Post-Incident Neighborhood Support with representatives from Community Associations in our area.



Chantal Pomerleau, OCCRC Program Manager; Michèle Ruel, OCCRC Volunteer; Maria Obot, Community Leader; Carole Ouellette, Community Development Coordinator

Image taken at Marie-France Lalonde's International Women's Day Celebration



**550**  
Individuals

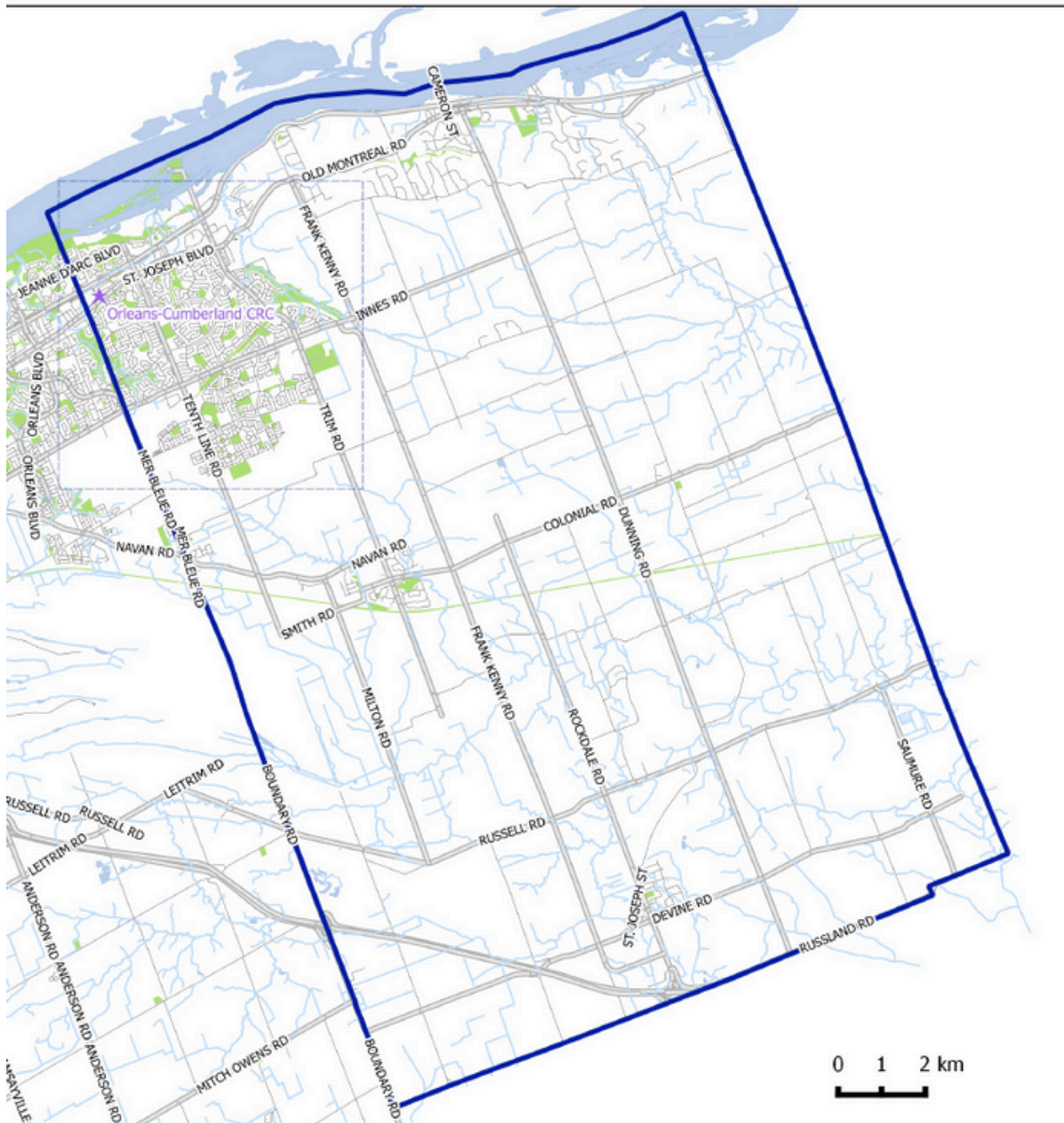


**1043**  
Visits

# OUR SERVICE AREA



The Catchment Area of Orleans-Cumberland  
Community Resource Centre



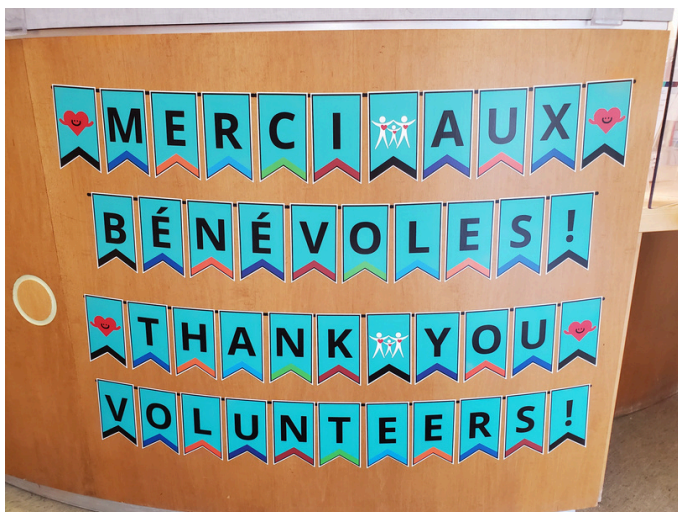


# VOLUNTEERS

At the OCCRC, a group of dedicated volunteers came together with a shared vision: to make a difference in their community. Over the past year, our journey has been filled with challenges and triumphs. We have made a collective impact in our community.

Our story starts with volunteers, each bringing their unique skills and passion to the table. Together, we embarked on the various programs, projects and activities of the Centre. The volunteers supported and contributed a generous amount of hours.

Our collective efforts and tangible impact of over 220 volunteers was reflected and witnessed by the smiles of gratitude from those we helped and the positive changes made in our community. Each volunteer played a crucial role in creating change. Our journey continues with new challenges and adventures. Together, we look forward to writing the next chapter of our story!





**8,341**  
Hours - Food  
Bank



**711**  
Hours -  
EarlyON  
Centre



**272**  
Hours - Child and  
Youth Program



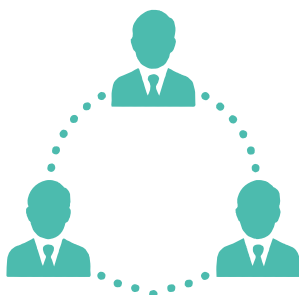
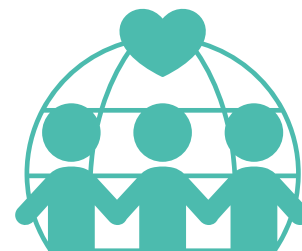
**187**  
Administration,  
Computer  
Refurbishing,  
Training,  
Workshops etc



**35**  
Hours -  
Fundraising and  
events



**32**  
Hours -  
Community  
Development



**284**  
Hours - Board of  
Directors

**34**  
Hours-  
Community  
Kitchen



**260**  
Hours - Tax Clinic



**Thank you to all  
our volunteers!**

# FUNDRAISING

In this year's annual report, we are thrilled to share the tangible outcomes of our fundraising efforts. Thanks to our donors' steadfast support and generosity, we raised \$641,975. These funds have been pivotal in expanding our community programs, such as our child and youth program and helping us enhance our services at the food bank, reaching more beneficiaries than ever before.

A standout moment of our year was the 2023 Christmas Program, which was a testament to the power of our community. This program, which raised almost \$213,000 with our community coming together for festive events and online giving campaigns. The generous donations received during the holidays have allowed us to provide food and gifts to those in need in our community.

We also saw increased corporate donations, with 30 new companies joining our mission. Their contributions reflect strong community engagement, which provides valuable resources to our programs. Because of their impact, we've been able to provide food and personal items to a greater number of individuals in our community experiencing food insecurity and reduce our waitlist for counselling for children and youth in our community.

Additionally, we were thrilled to welcome 84 new individual donors this year. Their enthusiastic support underscores the deep connection and commitment within our community. These contributions have been vital in enhancing our capacity to serve and respond to the needs of those we help.

We are profoundly grateful to our donors who have contributed to our success in 2023. Their generosity ensures that we continue to support the lives of those we serve. As we look to the future, we are excited about the opportunities to deepen our impact.

  
**\$213,000**  
Funds Raised by the  
Christmas Program

  
**\$641,975**  
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 2023 - Revenue Breakdown into Programs - \$2,831,256



# Our Board of Directors

Olivier Tremblay-Venneri - President

Patrick Delorme - Vice President

Sandra Boisvert - Secretary

Benoît Goulet - Treasurer

Koreen Fahey

Roxanne Dion-Boudreau

André Bléoo

Marilyn Saumure

Christine Jodoin

Yvette Ashiri

Sébastien Pharand

Resigned Members

Christine Dudley



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@occrc.crcoc



105-240 blvd. Centrum Blvd.  
Orléans, Ontario K1E 3J4



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

## Our Staff

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

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

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

### Summer Job Posts

Ashlyn Ostrom  
Brooke Colman  
Janessa Sabourin