

Ma igayang pagdating

ANNUAL REPORT 2024

REPORT FROM THE CHAIR AND EXECUTIVE DIRECTOR



Olivier Tremblay-Venneri
President

We are delighted to share with you the highlights of 2024, a year marked by challenges, innovations, and achievements for the Orléans-Cumberland Community Resource Centre (OCCRC). Through our collective commitment, we have strengthened our impact and continued our mission to build a more equitable and inclusive community.

An Ever-Increasing Demand for Our Services

In 2024, the demand for our services continued to grow, reflecting the ongoing challenges faced by our community. Our food bank saw a significant increase in the number of clients, while our individual support services were highly sought after.



Luc Ouellette
Executive Director (2008-2025)

In response, we adapted our initiatives to meet these growing needs, ensuring equitable and inclusive access to our programs. This rising demand highlights not only the current economic difficulties but also the critical role we play in supporting families and individuals in vulnerable situations.

A New Strategic Plan to Guide Our Actions

2024 marked the launch of a new strategic plan, the result of thorough consultations with our staff, volunteers, partners, and community members. This plan, which will guide our efforts until 2029, is built around four key pillars:

Evolve with our community;

We will strategically evolve our programs to meet community needs, ensuring sustainability by balancing demand with capacity and prioritizing growth only when resources allow.

Connect with our community;

We will build connected communities by fostering strong partnerships, increasing our visibility, and advocating for the needs and values of our community.



Jasmine Thibault
Executive Director (2025-Present)



OUR MISSION

To establish and operate a community resource centre whose role is to offer comprehensive community services. The goal of these services is to meet the physical, emotional, social, economic and mental needs of English-speaking and French-speaking residents of Orléans-Cumberland and surrounding areas.

Foster a dynamic culture;

We will create an inclusive and empowering environment where our staff, volunteers, and community members can thrive, fostering a culture of excellence and collaboration.

Drive operational excellence;

We will drive operational excellence by innovating, optimizing our processes, technology, and strategies to maximize impact and efficiency.

This strategic framework embodies our commitment to proactively addressing challenges while positioning the Centre as an essential pillar of the community.

Reorganization of the Food Bank

To better address the increasing demand, we reorganized our food bank. Under the leadership of a new manager and with the addition of two staff members, we improved our processes and distribution capacity.

Key improvements included:

- Enhanced inventory management to ensure a regular and diverse supply;
- Expanded hours to meet the varied needs of our community.

These changes have increased our efficiency but also strengthened the dignity and respect inherent in the service experience.

Review of our Bylaws

We completed a comprehensive review of our administrative bylaws to comply with new provincial legislative requirements.

This rigorous process allowed us to:

- Adopt policies that strengthen transparency and governance;
- Better define the roles and responsibilities of the board of directors;
- Update decision-making procedures to reflect best practices.

These revisions enhance our credibility and ensure that we operate in a compliant, ethical, and sustainable manner.



vision

Orléans-Cumberland: A strong, adaptable, inclusive and connected community.



mandate

To work with our community to support individuals and families in achieving their full potential.



values

Inclusive
Compassionate
Accountable
Responsive
Community-Centric

Rigorous Financial Management and Fundraising Success

Our commitment to transparent financial management remained a priority. We maintained financial stability despite rising costs and increasing needs.

This year's fundraising campaign exceeded our expectations thanks to the generosity of donors and corporate partners. These funds allowed us to expand our programs and services.

Our Volunteers

We could not achieve our mission without our dedicated volunteers. Their time, energy, and commitment make all the difference.

Volunteers played a vital role, whether by assisting at the food bank, supporting events, or contributing to special initiatives. We extend our deepest gratitude and celebrate their invaluable contributions.

New Executive Leadership

After 17 years of exceptional service, our Executive Director, Luc Ouellette, announced in the fall of 2024 his decision to retire, marking the end of an era defined by his dedication and many accomplishments. Under his leadership, the Orléans-Cumberland Community Resource Centre experienced significant growth, strengthening its essential role within the community.

As part of this important transition, a rigorous recruitment process was conducted to identify new executive leadership capable of advancing and enriching the Centre's mission. This process led us to an outstanding candidate: Ms. Jasmine Thibault.

Ms. Thibault, with her extensive experience in community management and her passion for serving others, joined the Centre in January 2025 as the new Executive Director. Her innovative approach, combined with a deep understanding of community needs, promises to guide the Centre into a new phase of growth and impact.

Conclusion and Acknowledgements

The year 2024 was one of transformation and progress. Every challenge overcome and every success achieved was made possible by the unwavering commitment of our staff, community, volunteers, donors, and valued partners.

As we move further into 2025, we remain driven by renewed optimism and determination to continue our mission. Building on the progress of 2024, we are committed to enhancing our efforts to maximize our impact within the community. Thank you for being part of this collective journey; together, we are building a brighter future for everyone.



EARLY ON CHILD AND FAMILY CENTRE



In 2024, the EarlyON team had the opportunity to participate in several training sessions on essential topics such as inclusion, mindfulness, and child well-being. These trainings not only enriched our practices, but also allowed us to adjust our approach to respond with greater sensitivity and professionalism to the diverse needs of children. We placed particular emphasis on supporting neurodivergent children by providing an environment conducive to their development. Thanks to these trainings, we have been able to improve our practices and optimize our materials to enhance the sensory well-being of each child.



In addition, thanks to extra funding and community partnerships (On the Ball, ABC Pediatric Therapies, and Nathalie Parent, Psychologist), we have had the privilege of offering enriching workshops to caregivers and parents. Workshops on self-regulation, toilet learning, speech and language, and many other topics have helped support parents and caregivers by providing them with strategies for managing everyday challenges.

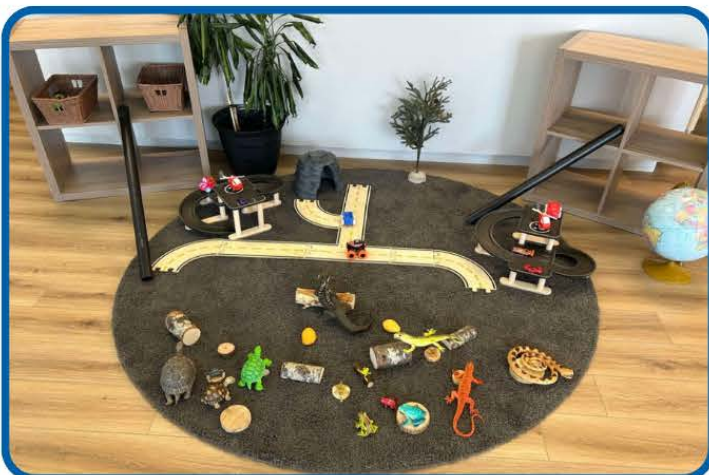
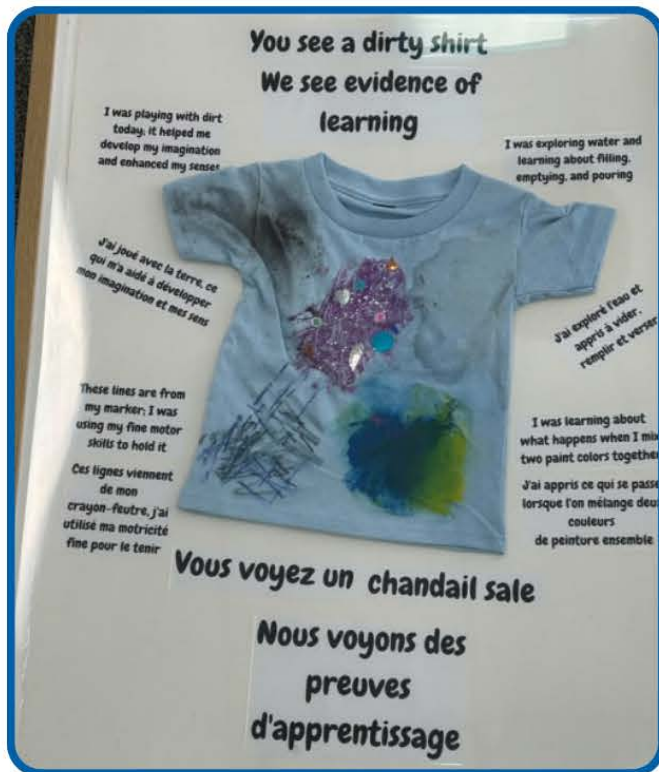
In April, we reintroduced Saturday morning playgroups, which have been a huge hit with families. This additional slot has enriched our offering and responded to a strong demand. Places are limited, so groups fill up quickly.

Last summer presented its share of challenges. We are one of the few EarlyON centres open in our area. This generated significant demand, causing groups to fill up quickly. To address this challenge, we offered forest walks. This allowed us to reach a wider audience (including families from rural communities) and be more easily accessible.



Due to summer vacations, sick leave, and staff departures, we had to reduce our programming during the month of August. A special thank you to the families and caregivers for their patience during these periods of adjustment and for their words of encouragement throughout the year.

As for the team, we were honored to celebrate Gabrielle Caron, RECE, who won the Early Childhood Educator of the Year award at the Mattamy Homes - Ottawa Awards 2024.



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

CHILD AND YOUTH



Children and youth voices aren't always heard nor considered due to their age, even with so much to offer the world! The Child & Youth team amplify those voices throughout various programming – workshops, groups and counselling.

This year, the Child & Youth Counsellors had the honor to hear, value and support **1551 children and youth through 4255 visits**. While there wasn't a significant increase from the previous year, the program adapted to capacity and resources, emphasizing on emergent needs, limiting school-based workshops and closing the counselling wait list.

In collaboration with school staff and the Child & Youth Counsellor at the Eastern Ottawa Resource Centre (EORC), we were able to deliver workshops to students. During these workshops, youth expressed themselves through games and discussions surrounding topics that affect their daily lives: mental health, emotions, relationships and communication. The teachers engaged in the workshops, creating future opportunities for youth to connect with a trusted adult when they need it.



Similar experiences occurred in our various groups, such as Kids Space, Youth Space, as well as March and summer break activities. Children and youth were offered spaces to express their authentic selves and explore topics important to them with the support of trusted adults and peers. They were then able to bring that knowledge with them and use it in their current life and in the future, for either themselves or those around them.

Children and youth voices, ideas and experiences were also heard and validated in counselling. Doing so fostered a sense of empowerment, engagement and motivation towards their wellbeing. Through their journey, they developed helpful language and strategies to feel more equipped and confident in their decisions when faced with challenges. Top counselling concerns that came up:



Anger
(Awareness & Regulation)



Self-Harm
(Bullying, self-worth- body image)



Self Exploration
(Values, identity, likes & dislikes)



Anxiety
(School related & general)



Family Dynamics
(Blended Families, separation, managing different parenting Styles)



As the Child & Youth services are limited in their capacity and scope of practice, referrals to external resources are made to ensure children and youth access the right spaces, approaches and tools for their needs. This year, the top referrals were for:



Long Term Counselling
(trauma & complex mental health)

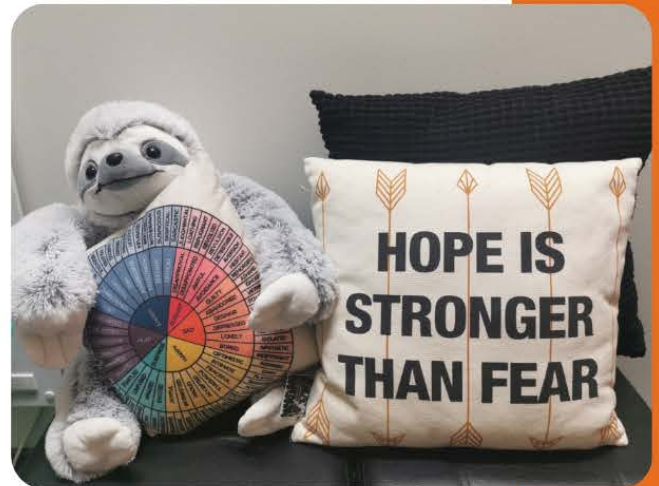


Family Counselling
(children, youth & parent relationships)



Assessment & Diagnosis
(neurodiversity, anxiety and IEPs)

Children and youth offer fresh perspectives, great insight and innovative ideas! Engaging them in initiatives and decision-making strengthens social awareness, accountability and inclusivity. We've experienced it within our programming, when our children and youth collaboratively created the group agreements which allowed for everyone to feel heard, safe, and comfortable in both Kids Space and Youth Space, so let's continue this in our schools, our families, our social networks and our community!



INTAKE



The Intake Program summed up the last year with one word – adaptability. Not only reflective of the team, it has also been a reality for many individuals and families accessing our services.

The team adjusted to numerous changes in capacity, resources and tasks. With successful funding, we were excited to gain an extra Intake Crisis Worker for a year. More staff meant more capacity to support individuals and families. In fact, there was a significant increase in numbers of individuals and families, as well as visits, versus the previous year:

	2024	2023
Number of individuals & families	3437 (↑ approx. 80%)	1902
Number of visits	9322 (↑ approx. 50%)	6246



With a bigger team, we were also able to engage in more outreach events, including: a presentation for individuals and families living in an emergency shelter, the Big Event hosted by Military Family Services and the WOW Festival. Community connections were also developed and strengthened to best respond to emergent needs, such as services to newcomers.

Reprioritizing tasks also contributed to supporting more individuals and families. In that regard, two core changes were made: 1- putting counselling services on hold, and 2- collaborating with the food bank to offer wraparound support. While crisis intervention and mental health support were offered to ensure individuals' wellbeing and stability, an abundance of referrals were made to external resources such as helplines and counselling services for both short & long-term counselling.



In addition, wraparound support helped the team gain more insight about individuals' and families' concerns, such as many newcomers experiencing a culture shock and challenges related to financial security, housing, employment, language barriers and education recognition. Being able to connect them to resources at our Centre and externally, offered them expertise that best tended to their needs.

Intake's top referrals were to::



Action Housing
(Subsidized housing, rights
and responsibilities)



Employment Ontario
(Job search, retention and
training)



OCISO
(Ottawa Community
Immigrant Services
Organization)



EBO
(Financial Education Centre)



Ontario Works (OW) and
City of Ottawa
(Social assistance,
emergency housing and
funds)

The Intake Program continued to offer financial support
programs, such as the Income Tax Clinic, and applications for
OESP (Hydro monthly rebate) and LEAP (Hydro & Enbridge
arrears funds):



291
Returns Completed



\$1 592 421
Total Tax Refund

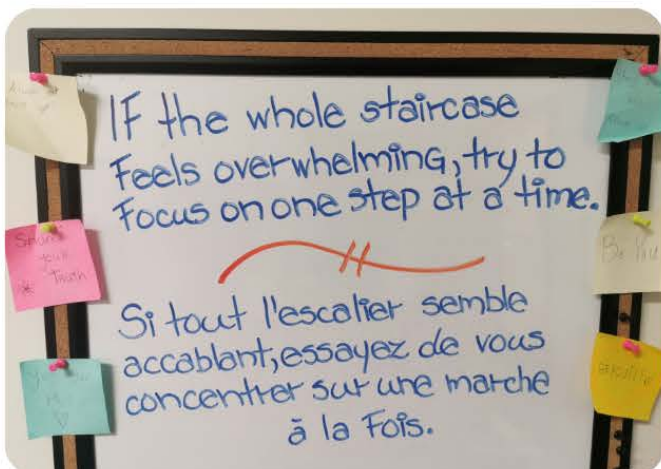


129
OESP Applications
Submitted



39
LEAP Hydro and
Enbridge Applications
Submitted

In the end, adaptability helped the team enhance programming focus, and improved
individuals' and families' problem-solving skills, as well as increased their resiliency by being
better equipped to navigate the challenges in the evolving circumstances of the community
and at large. Even though change can be difficult, it's important to remember, through
challenges, we grow the most!



FOOD BANK



Given the significant challenges and record-breaking demand in 2023, our Food Bank expanded its hours throughout 2024 to better support our community. New, compassionate volunteers joined our dedicated team of longstanding supporters, working tirelessly to sort and distribute food. Community members generously donated to help their neighbours, showing incredible solidarity despite the rising cost of living that affected so many in our area.

In 2024, our Food Bank saw an all-time high in attendance, serving an average of 1,038 individuals per month, totaling 12,453 people for the year. Of those, 45% were children. This marks the largest number of individuals served in our Centre's history, representing a 7.9% increase from the previous year, a 34.1% rise over the past two years, and a staggering increase of 115.7% since we started collecting this data in 2012.

Our Christmas program also set a new record, providing food to 550 families, representing 2025 adults and children. This is an increase of 59% compared to the previous year.

We wish to express our heartfelt gratitude to our **volunteers** and **donors**. Your unwavering support during this food insecurity crisis is invaluable. **Thank you** for helping so many families in need.



1038
Average recipients
per month



12,453
People served in
2024



34.1%

Increase in demand
from 2022-2024



115.7%

Increase in demand
since 2012



550

Families assisted
with the Christmas
Program



2025

Adults and children
assisted with the
Christmas Program



45%

Of individuals
served are children



2024 Firefighters Food Drive - December 7th 2024

VOLUNTEERS

Our centre is truly fortunate to be supported by a group of dedicated and passionate volunteers, whose unwavering commitment creates a profound and lasting impact on the lives of those in our community.

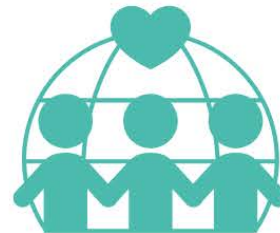
In 2024, over 309 volunteers generously contributed a remarkable 12,014 hours to OCCRC programs, including:



FOOD BANK

9180

Hours- Food Bank



62

Hours -
Community
Development



CHILDREN AND PARENTS

636

Hours- EarlyON
Child and Family
Centre



415

Hours - Board of
Directors



YOUTH

247

Hours - Child and
Youth



272

Hours - Tax Clinic



171

Hours -
Administration,
Training,
Workshops, &
more



877

Hours - Fundraising
Events, Community
Events, Food Drives



154

Hours- Creating
crafts at St.
Helens Anglican
Church

**THANK YOU TO
ALL OUR
VOLUNTEERS!**

Individually, each volunteer has generously shared their time, skills and knowledge. Together, they have sparked positive change within our centre and beyond. We are deeply grateful for everything they bring to the OCCRC, and we extend our heartfelt thanks for their tireless efforts in helping to make our community a better place for all.



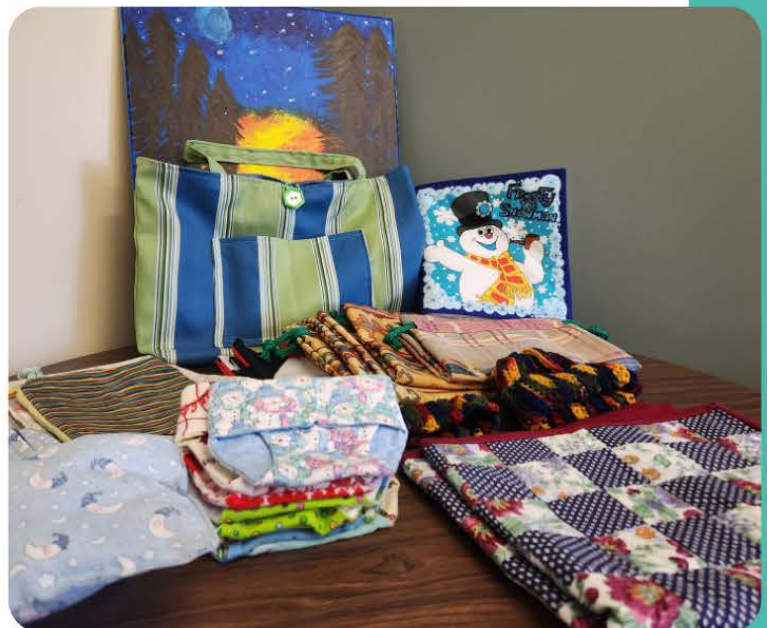
TESTIMONIAL

Being able to volunteer within my home Community of Orleans has been an incredible experience in many ways! The staff and volunteers are supportive and knowledgeable, always willing to help and answer any questions. Their enthusiasm, sense of humour and dedication have made a significant positive contribution to my volunteering experience!

Keith Barrett, Volunteer at the Food Bank



2024 Volunteer Appreciation Breakfast



Gift of handcrafted items from a volunteer

COMMUNITY DEVELOPMENT



Community development involves collaborative efforts among community members, organizations, and community partners to identify and prioritize community needs, build capacity, and create positive change by improving the quality of life for individuals, families, and communities.

In collaboration with the Coalition of Community Health and Resource Centres we continued to focus on strategic areas such as mental health and well-being, affordable housing, poverty reduction and food security. Over the past year, our organization has been actively engaged in a wide range of community-focused activities, events, and initiatives.



Thanks to a partnership with St. Helen's Anglican Church, we started the process for a community garden. Two raised garden beds were placed on their land to produce fresh vegetables for our Centre's food bank. We worked closely with residents in the Queenswood Heights neighbourhood to develop this proposal, and received valuable advice and training through Just Food workshops. We look forward to growing vegetables for the food bank next summer now that the garden has been established.

Partnering with Centretown Community Health Centre, we hosted a series of hybrid microgreen workshops, promoting sustainable living and healthy eating practices.



Working with a local artist, we facilitated a series of four drawing workshops for newcomer women, providing a creative outlet and social integration opportunities. In collaboration with the March of Dimes, we hosted seven Tech for Good online workshops, empowering individuals with digital skills and knowledge.

We attended and participated in Community Association meetings and events to develop strong relationships and collaboration with local communities. We also set up information tables at the Cumberland Library, François Dupuis Recreation Centre, Béatrice-Desloges high school and the Orléans market, engaging with the community and promoting our services.

We organized several information meetings for newcomer families to support their settlement and integration. We did this by introducing them to our services, as well as our partner organizations specialized in settlement services. We organized information sessions with the Ottawa Community Immigrant Services Organization (OCISO) and *le Centre d'établissement de soutien et d'orientation communautaire* (CÉSOC), providing vital resources and support. Through a partnership with CCI Ottawa, we established an English Conversation Group for newcomers, promoting language skills and social integration.



The Rural Summit organized by the City of Ottawa was an important event for rural residents in our catchment. We supported the City of Ottawa in the distribution of their rural survey. We attended the open houses in Sarsfield and Navan to hear valuable insights and feedback from rural residents on key issues. To support rural residents we actively participated in the Rural Transportation Solutions monthly meetings to work to improve transportation options for rural residents. We also contributed to the Rural Issues Collective, addressing pressing concerns and advocating for rural community needs.



Indigenous Roots Ottawa

Overall, our activities have demonstrated a strong commitment to building stronger, more connected communities, and we look forward to continuing our efforts in the future.



19

Community Engagement Activities



982

Total Visits



560

Unique Individuals

FUNDRAISING



We are delighted to highlight the significant outcomes of our fundraising initiatives. Thanks to the incredible generosity of our donors, we raised a remarkable total of \$572,533. These funds allowed us to enhance vital programs like our Child and Youth Program and provided critical improvements to our food bank services, enabling us to reach more community members who rely on our support.

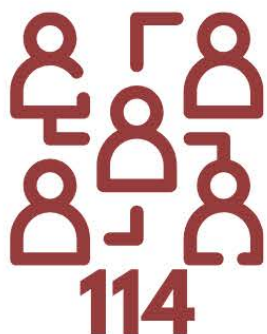
One of the highlights of 2024 was our Christmas Program, a heartwarming demonstration of our community's strength and compassion. Through festive events and successful online campaigns, we raised an impressive \$271,443. These generous donations allowed us to offer food to 550 families, comprised of 2025 individuals who needed support during the holiday season.



We received contributions from 114 local companies whose support significantly strengthened our programs. Their generosity helped us provide food and personal care items to community members facing food insecurity, reflecting their genuine commitment to our shared mission.

Equally inspiring was the support from 1,491 individual donors, whose enthusiastic involvement highlights the powerful connections within our community and enables us to continue addressing the diverse and evolving needs of those we serve.

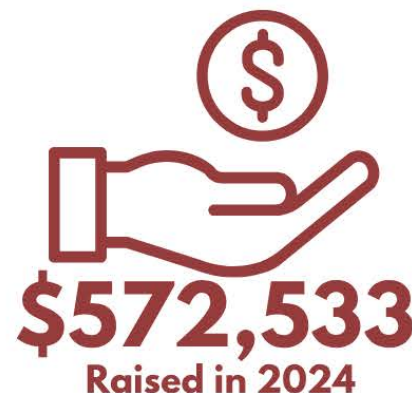
To every donor who made this possible, **thank you** sincerely for your kindness and generosity throughout 2024. Your support makes a tangible difference in the lives of many and motivates us as we look forward to continuing and growing our impact together.



Local Companies
supporting and
strengthening our
programs



Individual Donors



THANK YOU!

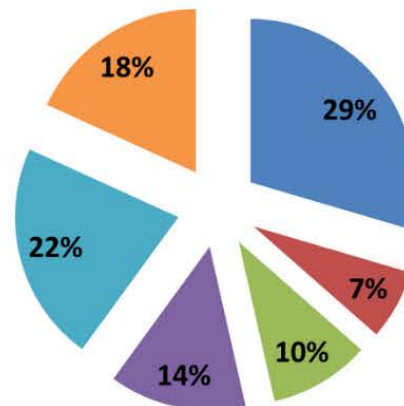


The OCCRC team extends our heartfelt thanks to our amazing donors! Your unwavering generosity and kindness are the bedrock of everything we do, making our vital work in the community possible. We're incredibly grateful for your continued support.

Finance

Jan to Dec 2024 - Revenue Breakdown into Programs - \$2,822,772

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



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. Integrating community partners into our centre permits us to fulfill our model of service as a community hub. Thank you to all of our community partners for all the work that you do, and for being an integral part of our team at the Centre.

Our Partners:

- **Action Housing**
 - Housing loss and homelessness prevention
- **Centretown Community Health Centre (CCHC)**
 - Diabetes Program
- **City of Ottawa**
 - Parenting in Ottawa
- **Collège La Cité**
 - Employment Ontario
- **Doyle Salewski**
 - Licensed Insolvency Trustees
- **EBO**
 - Financial Education
- **Lili Miller**
 - Indigenous Roots Ottawa
- **Military Family Services - National Capital Region**
 - Deployment, relocation, veterans, family & child care navigation, mental health support
- **OCISO**
 - Immigrant and Refugee support services
- **Ottawa Public Health**
 - Dental Screening Program
- **Pinecrest-Queensway Community Health Centre (PQCHC)**
 - First Words
 - Infant Hearing Program
- **YMCA of the National Capital Region**
 - Employment counselling and resources for newcomers



CENTRE DE SANTÉ COMMUNAUTAIRE
PINECREST-QUEENSWAY
COMMUNITY HEALTH CENTRE



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



mfrnc • ncr
crfm • rcn

STORIES FROM OUR COMMUNITY

Isabel and the Kids Space team have created such a welcoming and supportive environment for kids to explore important social and emotional topics. We are very grateful to have this club in our community. My kids have loved attending the sessions, and they have a great time while covering content that will help them grow to be their best selves as citizens in our community. – *Parent*

During my internship at the Orléans-Cumberland Community Resource Centre (OCCRC), I had the honour of actively contribute to two essential programs: the Youth Program and the Intake Program. As for the Youth Program, I was involved in organizing and leading activities to provide young people with a safe and stimulating space. This program allowed me to gain a deep understanding of the needs of youth in the community, while developing skills in planning, coaching and social intervention. [...] I come out of this experience with a deep appreciation for the commitment of the OCCRC. Tanya, SW, was the best professional support during my journey, with her support she allowed me to deepen my knowledge, skills and attitudes as a future social worker. To conclude, this internship strengthened my desire to pursue a career dedicated to support and social development. – *Gabrielle Wathier, student in the social work program at the University of Ottawa*

I've met Tracy, Chloé and Tanya. These intake workers are very knowledgeable and kind. Recently I've had more interaction with Tanya and she has been a godsend. Orleans community centre is a warm and friendly place always giving the community members a safe and welcoming space. - *KB*

I retired in 2021 after 33 years in the Federal Public Service. It was important to me in my retirement to continue to do meaningful work. At the Orléans-Cumberland Food Bank, you see the impact right away, what it means to families to be able to get food. When you are facing tough times, that kind of help can mean so much. I'm happy to be a part of that, to be able to give back in this way. - *Angela, Volunteer at the Food Bank*

The collaborative experience between La Cité Employment Ontario and the Intake Crisis Workers has always been extremely rewarding. Our exchanges have been marked by a high level of professionalism, fluid communication and a shared desire to better serve our clients. Thanks to this synergy, we've been able to provide effective support tailored to the needs of the people we support. - *Andréanne Dupelle (translated)*

Our Staff

Adolphe Wetu
Amelia Pelley
Anne-Marie Vaz
Ashley Vachon
Carole Ouellette
Céline McCuaig
Chad Chartrand
Chantal Pomerleau
Chloé Bergeron-Leblanc
Cindy Bourdeau
Dareka Tremblay

Diane Lacombe
Divine Ngandu
Dominik Lavictoire
Gabriela Gutierrez Monroy
Gabrielle Caron
Gisèle Saliba
Hotsie Beauvoir
Isabel Delorme
Jordan Snow
Julie Perkins
Line Roy

Lisa-Ann Smith
Lorraine Bertrand
Luc Ouellette
Mira Nakhoul
Neima Isaaq
Nicole Perras
Raphaëlle Gauthier
Rita Tapia
Rosanne Canzanella
Sanae Jade Bentahar
Sarah Champagne

Sarah Maclean Bryant
Suzanne Wert
Tanya Lapointe Harris
Tracy Pressé
Zoée Perrault

Canada Summer Jobs

Charlotte Poll
Djesse Kalambayi
Doralyne Dory
Noel Lacroix



613.830.4357



@occrc_crcoc



@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 Board of Directors

Olivier Tremblay-Venneri - President
Patrick Delorme - Vice President
Sandra Boisvert - Secretary
Benoit Goulet - Treasurer
Koreen Fahey
Zeina El Helou
André Bléoo
Marilyn Saumure
Musset Pierre-Jérôme
Yvette Ashiri

Resigned Members

Christine Jodoin
Roxanne Dion-Boudreau
Sébastien Pharand