



**Community
Resource
Centre**

**Centre de
ressources
communautaires**

Orléans-Cumberland

Annual Report

2025

Message from the President and Executive Director

The year 2025 was an important period of transition for the Centre, while unfolding within a stable environment that allowed us to continue our activities with dedication and efficiency.

We are proud to present this annual report, which reflects the work accomplished and the ongoing commitment of our team to the community.

This year was marked by a change in executive leadership. After 17 years of loyal service, Mr. Luc Ouellette retired in February 2025. We warmly acknowledge his outstanding contribution to the organization. A smooth transition was ensured through an overlap period with the new Executive Director, Jasmine Thibault, allowing for continuity of operations. This transition took place in a stable context, both at the governance level and the management team.

The development and implementation of the operational plan, aligned with our four strategic pillars (see panel on the right) and supported by performance indicators, was a key priority. The results of this first year demonstrate concrete progress across each of the pillars.

Several initiatives helped improve access and the quality of our services. For example, the Child and Youth program clarified its priorities and revised its waitlist management to better guide families. The Food Bank optimized its schedule, increasing its capacity to serve more households. The Intake program team strengthened its intervention capacity, notably through naloxone training and expanded collaborations in harm reduction. Within the EarlyON program, a new sensory group was introduced, although it had to be suspended due to external pressures related to the closure of services in the community.



Partnership development was also central to our actions. Strengthened ties with organizations such as CESOC, EBO, OCISO, and the Somerset West Community Health Centre helped us better support newcomers. In addition, collaborations with le MIFO, the YMCA, and other partners contributed to expanding the reach of our programs. The arrival of YMCA Employment Services in our facilities represents a significant and complementary addition to our service offering.

From an organizational standpoint, we continued our management and engagement efforts. Initiatives in equity, diversity, and inclusion, as well as concrete actions promoting staff well-being, were implemented. The volunteer program was enhanced, including new approaches to recognition and feedback for this group so generous with their time, skills, and knowledge. We also improved certain internal processes, including the implementation of a system for handling administrative requests. Thanks to everyone's efforts, our fundraising activities met and even exceeded the targets set for 2025.

The year was also marked by changes in our environment. The closure of two EarlyON programs in the region increased pressure on our services, to which we responded quickly by collaborating with our municipal partners. At the same time, upcoming transformations in our region, including urban development and transportation improvements, represent opportunities to better meet future needs.

Despite a significant increase in service demand—particularly at the food bank, the tax clinic, and in youth programs—satisfaction results remain positive. We are seeing improvements in feeling welcomed, in skills development, access to diverse supports, and sense of belonging. One challenge remains our capacity to meet all types of food and nutrition needs in a context of limited resources.

Finally, 2025 marked the update of our brand image, reflecting both our evolution and our commitment to remain a dynamic and relevant actor within the community. The year 2026 looks promising, with the continued advancement of our digital transformation and the development of a new partnership with the Eastern Ottawa Community Family Health Team.

We sincerely thank our staff, volunteers, partners, and funders for their essential support. We also invite you to share your feedback with us so that we can continue to improve our services and our impact.

Together, we pursue our mission with determination and commitment.

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.

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

Evolve
with our
Community

Connect
with our
Community

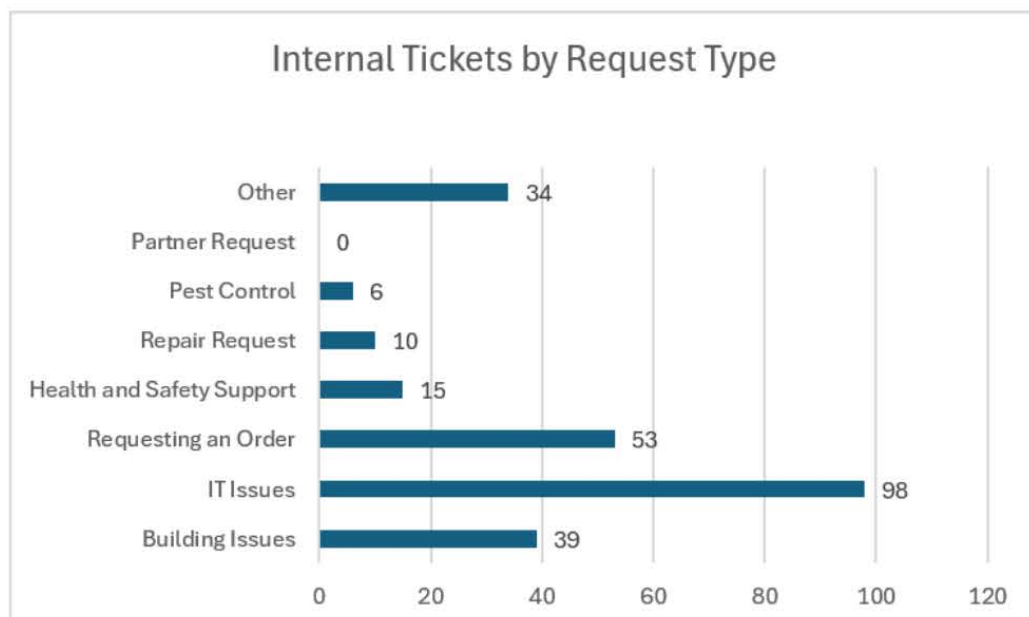
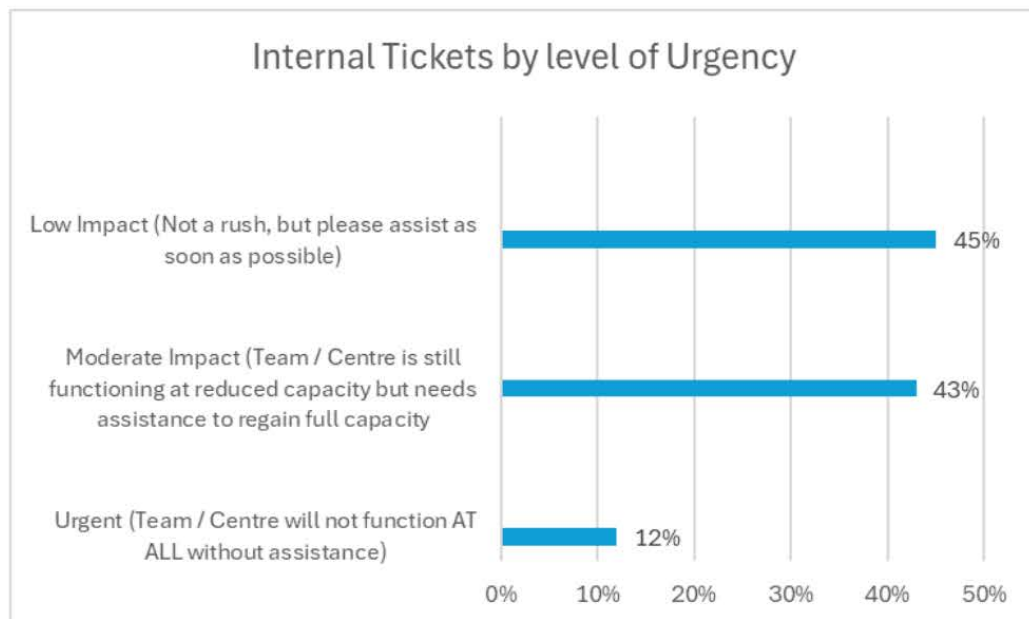
 **CRC**
**Strategic
Pillars**

Foster a
Dynamic
Culture

Drive
Operational
Excellence

Administration

In 2025, the Orléans-Cumberland Community Resource Centre administration team created an internal ticket system using Microsoft Teams. This system has allowed the administration team to receive, categorize, triage, and effectuate tickets from staff, partners and volunteers working within the centre. We saw the most frequent requests were for IT support, ordering supplies, and addressing issues with the building. We are happy to report that the implementation of this system has been a resounding success, with over 160 tickets completed in 2025 alone.



Commitment to Equity, Diversity and Inclusion

Over the past year, the team has continued its commitment to diversity, equity and inclusion in a spirit of continuous learning. The training sessions - focusing on the realities of 2SLGBTQIA+ communities, micro-aggressions, the National Day for Truth and Reconciliation, and the mental health of newcomers - fostered collective reflection and deepened understanding of the issues.

Employees are encouraged to put this learning into practice on a daily basis, by mobilizing the "nuggets" drawn from these experiences to concretely improve access to services and continue to be a welcoming environment. This translates into increased attention to communication, listening and adapting interventions to the various needs of clientele, particularly those from marginalized communities.

In this process, the organization continues to promote inclusive, culturally responsive and accessible services in both French and English, while continuing to explore ways to better address the region's growing diversity.

In addition, senior management is co-leading an initiative within the coalition of community health and resource centres to improve on these issues at a systemic level and contribute to sustainable change beyond the organization.

This evolving commitment is based on the belief that every learning process contributes to a more welcoming, equitable and respectful environment for all who cross our doors.



A Few Resources

SCAN HERE



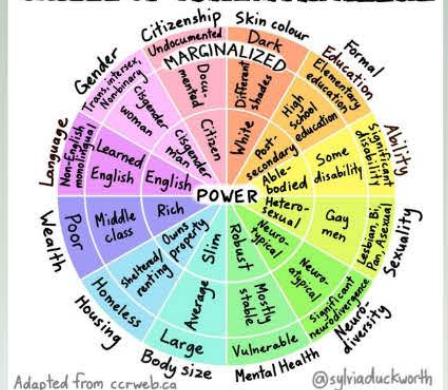
National Centre for Truth and Reconciliation

SCAN HERE



The Micropedia of Microaggressions

WHEEL OF POWER/PRIVILEGE



Adapted from ccrweb.ca

@sylviaduckworth

Wheel of Power / Privilege

EarlyON Child and Family Centre

In February, the EarlyON team hosted a placement student from Algonquin College's Early Learning and Community Development program. After several years without a placement student, this offered a valuable opportunity to support the development of a future Early Childhood Educator while enriching daily programming.

In April, new programs were introduced to better respond to the diverse needs of families. An Adapted Sensory Playgroup was launched, becoming the first of its kind among EarlyON centres in Orléans. This initiative created a more inclusive space for children with particular needs or medical complexities through adapted lighting, smaller group sizes, and specialized materials. An Active Playgroup was also introduced, offering families a dedicated space for movement, play, and connection. This program was later expanded to a rural location, increasing access for families across the community.

Throughout the summer, our park rotation continued to be a success, bringing families together in outdoor spaces across Orléans-Cumberland and its surrounding areas. The Toy Lending Library was also enhanced with additional sensory items, and access was improved through a flexible drop-in model, making it easier for families to borrow resources when needed.

In September, the closure of the Divine Infant EarlyON Child & Family Centre highlighted the importance of maintaining accessible and responsive programming within the community.

In October, the program expanded its services to meet growing needs. A new monthly evening playgroup was introduced, offering more flexible options for families. The Active Playgroup was relocated to better serve the community, and additional short-term funding supported increased programming and the hiring of a part-time staff member. These changes strengthened the team's capacity to respond to rising demand.

In December, the closure of the Charlemagne EarlyON Child & Family Centre further increased pressure on local services. The team responded quickly and thoughtfully by adapting its programming to ensure continued access for families. Playgroups transitioned to a bilingual model, supporting English- and French-speaking families while nurturing francophone language and cultural identity as well as ensuring meaningful exposure to both languages.

New bilingual playgroups were added throughout the week, and scheduling was expanded to include back-to-back sessions on high-demand days. The capacity of the Baby & Me program was increased, allowing more families to participate during a critical time.

While some adjustments were necessary, including the temporary pause of the Adapted Sensory Playgroup, these changes allowed the program to welcome more families overall. Clear participation guidelines were also introduced to ensure fair and equitable access.

Overall, the EarlyON team demonstrated strong leadership, adaptability, and a continued commitment to inclusion. By responding proactively to community changes, the team ensured that families remained supported, connected, and well served.



604
Times the Toy
Lending Library has
been Accessed



1724
Unique Individuals
Served



12 202
Visits



Child and Youth

As social beings, we need connection to thrive. In fact, it's a crucial ingredient in building resilience, emotional wellbeing, and social skills. The Child & Youth Program team kept this at the forefront throughout the year, connecting with children and youth through varied programming, activating past collaborations, and establishing new ones to expand our reach.

The Child & Youth Counsellors were privileged to engage and support 1497 children and youth through 4062 visits. Our ongoing partnership with the Eastern Ottawa Resource Centre (EORC) increased our capacity to deliver school-based workshops. These workshops offer a space for youth to connect to themselves by building their self-awareness and self-management skills, but also with others, through communication and teamwork activities. Being able to name trusted adults in their lives and sharing community resources also increased their knowledge on where to get support when needed. Hearing the feedback from students reflects the importance for us to be where they are – at school. When asked “What did you like most about the workshops?”, students replied:

Talking about mental health, because usually it's a topic often avoided.

The openness and how everyone was able to share without judgment.

I liked that they told us where to get help.

I like the activities where we could engage.

I liked that they used fun activities during the lessons.

Mouvement d'implication francophone d'Orléans (MIFO) and the YMCA welcomed us to their summer camps to offer social and emotional learning (SEL) workshops. By way of interactive activities and exchanges, children developed many skills, such as naming their boundaries through a collaborative fence craft. A new collaboration was also formed with the Vars Community Association, with which we were glad to support the identified needs of local children and youth within their community. We look forward to strengthening these collaborations, maintaining a consistent presence in the rural community of Vars, and building meaningful connections with more children and youth.

Apart from our collaborations, our internal programming (Kids Space, Youth Space, March break, and summer activities) supports connections with peers and adult mentors (counsellors, interns, and volunteers). These opportunities provide children and youth with guidance, positive role modeling, a safe space for skill development, and a sense of community belonging. These are all protective factors for their wellbeing. Children and youth are also involved in the programming process, giving input on topics, snacks, and activities they'd like to do. That sense of ownership makes a difference, not only in how we run programs, but in their engagement throughout!

As mental health support continues to be heavily sought after, we reconnected with YNRA (YouthNet RéseauAdo) to offer Pens & Paint, diversifying our programming. We also adapted our Untangle Your Anxiety program to Grades 5-8, and offered it within a school. Connecting with peers who have shared experiences breaks isolation, validates feelings, reduces fear of judgment and shame, increases resilience, and creates a support network for them to feel understood. This is acknowledged through a participant who shared:

I liked the activities and games that we would do. It made learning about anxiety more fun and I became closer to others who struggle with the same thing. – Youth Workshop Participant

A highlight of the year was when we wrapped up our counselling services waitlist, being able to respond to needs promptly! It goes without saying that counselling thrives on connection, being physically present, emotionally available, and providing a space where children and youth can tune out the world and into their thoughts, feelings, and needs. Doing so, builds resilience, emotional intelligence, confidence, and a sense of ownership for their wellbeing. When sessions ended, a youth shared their appreciation, stating:

I had someone to talk to, without judgment. It gave me encouragement and hope. – Youth Counselling Participant

Top counselling concerns this year:

- Anxiety (worries, apprehensions, insecurities)
- Peers (communication, support, bullying)
- Family (separation, relationships with parents / caregivers, sibling conflicts)
- Suicidality (emotional intensity, hopelessness)
- Neurodivergency (self-esteem, comparisons, perceptions)

With the goal to ensure children and youth are connected to resources, when we are at capacity, we refer to external services based on needs, such as:

- YSB (Youth Services Bureau)
- Le CAP (Centre d'appui et de prévention)
- 1Call1Click
- Crossroads
- PLEO (Parents' Lifeline of Eastern Ontario)



Each person has their own way of communicating and connecting, which can make it tricky to know when and how to engage with children and youth. It takes time, flexibility and understanding, as social connections are at the base of our wellbeing. Let's collaborate to foster meaningful connections in our community, contributing to a strong, caring and supportive environment for children and youth!



Intake

For the Intake Program, 2025 was a year of being open to change, implementing new and evolving processes, enriching existing connections as well as building new ones.

As additional funding ended, staffing was adjusted from three workers to two, and one staff member returned from a leave of absence. The impact saw the team meeting with less individuals and families throughout the year due to lower capacity and increased needs. This number is reflected in numbers:

	2025	2024
Number of individuals & families	3087 (↓approx. 10.2 %)	3437
Number of visits	8779 (↓approx. 5.2 %)	9322

Despite this challenge, the team continued to collaborate with the Food Bank in offering wrap-around services to all new individuals and families, as well as supporting ongoing clients with their needs. Further, a more formalized process was created to ensure families received an appointment within a reasonable timeframe and were prioritized based on initial service request.

The team continued to engage in outreach events, including a presentation to the Rotary Club of Orléans, the WOW festival and the Greater Avalon Community Association Summer Fun Fest. Community connections were also created to better advocate for resident needs. Notably, the team reinforced their connection with the Coalition of CHRCs by attending monthly Crisis Intake Meetings and participating in numerous city-wide initiatives, such as the Ottawa Free Tax Clinics Network. The team also strengthened their relationships with community partners such as Centre d'établissement, de soutien et d'orientation Communautaire (CÉSOC), YMCA Employment Access Center and others.

In addition, the team prioritized expanding their harm-reduction knowledge base by connecting with the Needle Exchange and Safer Inhalation (NESI) team at Somerset West CHC, receiving training on the administration of Naloxone and increasing visibility of its availability to community members.

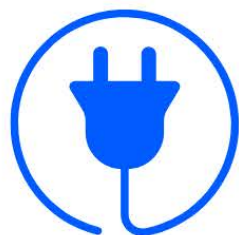
Following the previous years prioritization, the Intake team continued to offer crisis interventions and mental health support to ensure individuals wellbeing and stability while making referrals to external resources for counseling services as well as more specialized organizations such as Eastern Ottawa Resource Centre's Gender Based Violence Programs.

Furthermore, many individuals and families who met with the Intake team experienced challenges beyond their scope. We referred to resources internally and externally to best meet their needs. Amongst these concerns, financial insecurity, housing, employment, immigration and family relationships were named.

Most Frequent Issues Addressed and Their Occurrences

- Request for Administrative Procedure / Forms : 3104
- Problem Acquiring Personal Needs / Effects : 2349
- General Information : 2125
- Financial Problem: 1688
- Food Insecurity: 1496
- Low Income : 900
- Mental health : 436
- Immigration Issues: 289

In addition to these referrals, the Intake Program continued to offer financial support programs, such as the Income Tax Clinics, and applications for the Ontario Electricity Support Program (OESP) for Hydro monthly rebates and the Low-Income Energy Assistance Program (LEAP) in regards to Hydro & Enbridge arrear funds:



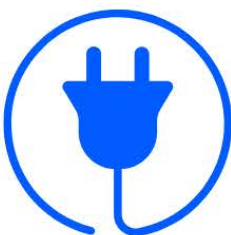
143

**OESP Applications
Submitted**



359

**Income Tax
Declarations Filed**



39

**LEAP Hydro &
Enbridge
Applications
Submitted**

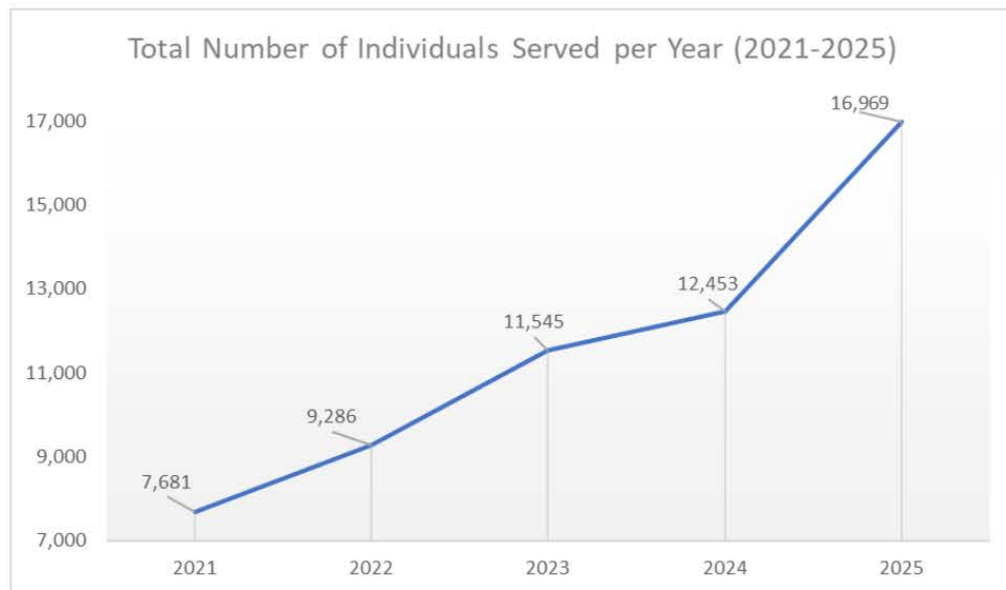
Clarifying and deepening connections allowed the team to enhance team dynamics, services offered, as well as connections to individuals and community organizations. This allowed the team to re-evaluate our capacities to better navigate the challenges in the evolving circumstances of the community and world. Evolution can be challenging at times but allows for growth and connecting to what matters.



Food Bank

Food insecurity remained a very real challenge in 2025, as the cost of living continued to place growing pressure on many individuals and families in our community. High housing costs, rising food prices, challenges with public transit, and unstable employment and income are just some of the factors that are making day-to-day life increasingly difficult.

Considering these pressures, it is not surprising that more people are turning to our food bank for support. In 2025, our centre served an average of 1,412 people each month, for a total of 16,939 individuals—an increase of 36% over the previous year and 121% since 2021. Over the course of 6 months, we estimate that 18-25% of clients returned for monthly service between 5-6 times. Nearly half of those supported in 2025 (45%) were children.



Our Christmas program also saw a notable increase in demand. In 2025, the program supported 615 families, reaching 2,124 adults and children. This represents an 11.8% increase over the previous year and a 75.2% increase over the past two years. For many families, this program continues to provide meaningful support during a time that is often accompanied by added financial strain.



Even in this challenging environment, our team remained focused on finding ways to better serve our community. With a strong commitment to continuous improvement, we built on the work that began in 2024 by further increasing the number and frequency of appointments. These changes were made to improve access to our services and reduce wait times for those who need support.

None of this would be possible without the dedication of our volunteers, who generously give their time each week to collect, sort, and distribute food with care and compassion. We are also deeply grateful for the support of our donors and community partners - including Ottawa Food Bank, grocery stores, restaurants and cafes, schools, local organizations and individuals —whose financial contributions, food donations, and food drives help make this work possible.

We extend our heartfelt thanks to everyone who stands with us. During this ongoing period of food insecurity, your support and solidarity mean more than ever. Thank you.



1412

**Individuals Served on
Average per Month**



16,939

**Individuals Served
in 2025 (45% were
Children)**



36%

**Increase in Demand Since
2024**



615

**Supported with the
Christmas Program**



Volunteers

The year 2025 marked an important milestone: the 35th anniversary of the centre's volunteer program. Since its creation, this program has been at the heart of our mission and has played a key role in the services offered to the community of Orléans-Cumberland and surrounding areas. Its contribution remains just as essential today. Thanks to the dedication and expertise of the OCCRC volunteers, their work creates positive impacts each day.

In 2025, over **261 volunteers** generously contributed an impressive total of **13 247 hours** in support of OCCRC programs and services, including:



10,303.5

Hours - Food Bank



498

Hours - Fundraising
Events and Food Drives



581.5

Hours - EarlyON Child
and Family Centre



235.5

Hours - Child and Youth
programs



325

Hours - Board of
Directors



103

Hours - Community
Development



424

Hours Creating Beautiful
Handcrafted Items at St.
Helen's Anglican Church



449.5

Hours - Income Tax Clinics



327

Hours - Administration,
Reception Support,
Training, Workshops and
other essential activities



As an unknown author so beautifully reminds us, "volunteers are love in motion." The volunteers of the CRCOC bring this sentiment to life every day through their generosity, compassion, and commitment. By giving their time, energy, and care, they help create meaningful change within their community. We are deeply grateful for their invaluable contributions.

Volunteering at the Orleans-Cumberland Food Bank is one of the most rewarding and fulfilling things I have ever done.

On Monday and Wednesday mornings myself and the rest of the team prepare the Food Bank for clients who visit in the afternoon and early evening to do their shopping.

The pride we all take in ensuring the shelves are fully stocked with all of the best choices we can offer is extremely gratifying.

Whether it's stocking shelves, sorting and coding donations, or any other small jobs that our fantastic support team have us do, the feeling at the end of the shift is always the same; a job well done for a very worthy cause.

Bruce O'Neill - Volunteer at the OCCRC Food Bank



Community Development

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. As a member of the Alliance to End Homelessness and various other partner organizations such as Rural Transportation Solutions (RTS) Group and the Rural Issues Collective, we continued to leverage our collective capacity to bring about systemic change.

Below are a few highlights of activities which aim to build stronger, more connected communities.

We launched The Green Thumb Community Garden in collaboration with St Helen's Anglican Church. In Spring 2025, the Ottawa Horticultural Society donated \$660 for the purchase of a garden shed, hose and tools. A core group of 6 people formed the gardening committee to attend monthly meetings and tend the garden on a rotational basis. Resident volunteers produced 430 portions of vegetables and herbs for families of the Orléans-Cumberland Community Resource Centre's Food Bank.

As a longtime volunteer at the foodbank, I am very happy to be assisting with the maintenance of the community garden. Fresh vegetables are so important to a healthy diet and clients always appreciate when there is a selection available to them. And they can't ask for fresher veggies - grown, harvested and distributed in Orleans!

Debbie, Volunteer at OCCRC Food Bank

Thank you (Debbie and Mariette) for doing the harvesting and the bulk of the watering. You are making sure we get the maximum yield from our little gardens. It is appreciated.

Lisee, Partnership Committee, St Helen's Anglican Church

Families and individuals appreciated having the opportunity to select some of the fresh products provided by the Community Garden. We also appreciate all the work from the volunteers who harvested and took care of the garden. The harvest amount was good for this year.

Nicole Perras, Food Bank Coordinator, Orléans-Cumberland Community Resource Centre

English Conversation Group

In collaboration with a volunteer from CCI Ottawa, we ran a weekly English conversation group to promote language skills and social integration in a relaxed and friendly environment. Many newcomers have joined the sessions not only to practice English but to learn about their new community. The sessions also respond to the need for bilingualism in their job search.

In the class of English conversation, I had the chance to practice English, but also have some information about the city of Ottawa in comparison with other provinces, such as Nunavut, Yukon, Quebec and others. And also the summer festivals of other communities for example, the Italian community, the Lebanese and others.

English Conversation Group Participant

MAWIW – Beading is Healing Project

Thanks to a grant from the City of Ottawa we were able to support Indigenous Roots Orleans with a weekly in-person beading circle at our centre. The group helped numerous participants reconnect with their culture and built a sense of community which urban Indigenous people often lack. It's growing popularity is a testament to the safe environment that has been cultivated.

Participants, both Indigenous and non-Indigenous have worked on and completed a variety of cultural projects using various beading techniques and mediums including beaded lanyards, porcupine quill earrings, loom bracelets, birch bark earrings, Orange T-shirt Day pins and poppies with porcupine quills to name a few.

Two resident volunteers from Indigenous Roots Orleans contributed 234 hours of their time to lead 41 sessions for 308 participants.

I just wanted to take a moment to say thank you – especially to Crystal and Joan – but truly to everyone. Meeting all of you and chatting with you every week means so much to me. You are all truly medicine for my soul. You are important and treasured.

Beading is Healing Project Participant



628
Unique
Individuals



1087
Visits



4
Volunteers



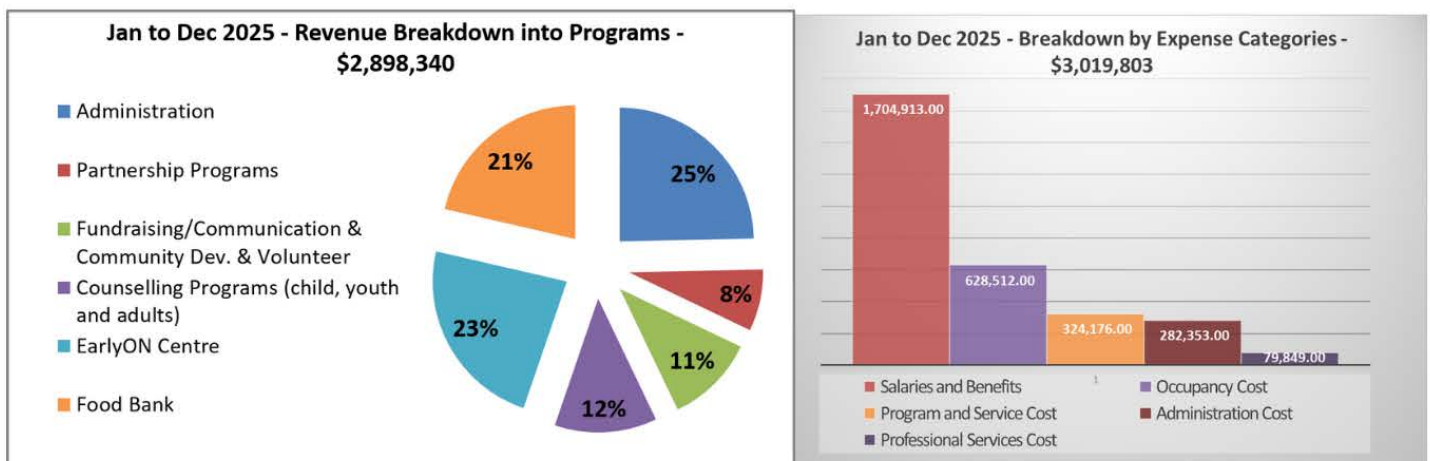
103
Total Hours
Volunteered



Finance

In the 2025 fiscal year, the Orléans-Cumberland Community Resource Centre demonstrated a robust financial commitment to its diverse community programming, managing a total revenue of \$2,898,340. The allocation of these funds highlights a balanced approach between direct social services and the operational infrastructure necessary to sustain them. Notably, the EarlyON Child and Family Centre and the Food Bank represented the largest program-specific investments, receiving \$676,101 and \$618,305 respectively. These figures underscore the Centre's focus on early childhood development and essential food security.

Beyond basic needs and early years support, the Centre directed significant resources toward specialized care and community engagement. Counselling Programs for children, youth, and adults accounted for \$356,655, while \$312,090 was dedicated to Community Development, Communication & Fund Development and Volunteer Coordination to ensure long-term organizational growth. Administration costs were maintained at \$713,094, providing the necessary oversight for these initiatives, and an additional \$215,512 supported various Partnership Programs. Overall, the data from the 2025 Pie Revenue Breakdown by Programs reflects a year of comprehensive community support driven by targeted financial distribution across its core pillars.



The Centre's projected expenses (shown in the chart to the right) for 2025 totals \$3,019,803, with the largest investment allocated to Salaries and Benefits at \$1,704,913. This major category covers the specialized personnel required to deliver the center's social and community programs. Occupancy Costs, amounting to \$628,512, represent the second-largest expenditure, ensuring the maintenance and operation of their physical facilities for public access. Direct Program and Service Costs are budgeted at \$324,176, which specifically funds the resources and materials used in community outreach and support activities. The remaining budget is distributed between Administration Costs (\$282,353) to manage organizational logistics and Professional Services Cost (\$79,849) for external expertise and consulting.

Fund Development

In 2025, our fundraising efforts generated \$663.509, strengthening support for individuals and families across all stages of life in our community. Donor generosity funded essential services, including the Volunteer program and the Child and Youth program, and allowed us to expand and improve food bank operations to meet increasing demand.

The Christmas Program was a highlight of the year, showcasing our community's compassion and care. Fundraising events and donations raised \$271,443, providing holiday assistance to 615 families (2,124 individuals) and ensuring access to food and essential items during a difficult season and throughout the year.

Support from 129 organizations was essential to our success. Their involvement strengthened our programs and ensured reliable access to food and personal care items for those facing food insecurity. These contributions demonstrate a strong commitment to local impact. We would also like to give a special thank you to Waste Connections of Canada - Navan Landfill for sponsoring our 2025 School Supplies Program.

We appreciate the commitment of our 939 individual donors. Their ongoing commitment and support for our mission strengthen community ties and enable us to address both immediate needs and long-term challenges.

We sincerely thank everyone who contributed in 2025. Your support directly improves the lives of those we serve and inspires us as we work toward a healthier, more resilient community in the coming year.



\$663, 509
Raised in 2025



939
Individual Donors



Community Partners

Our Partners:

- **Action Housing**
 - Housing loss and homelessness prevention
- **Centretown Community Health Centre (CCHC)**
 - Diabetes Program
- **City of Ottawa**
 - Parenting in Ottawa
- **Doyle Salewski**
 - Licensed Insolvency Trustees
- **EBO**
 - Financial Education
- **Indigenous Roots Ottawa**
 - Lili Miller
 - Crystal Martin
 - Joan Martin
- **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

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.



Stories from our Community



We have been attending programming at the Cumberland-Orleans EarlyON since late 2023. The staff are so great and caring and really put together enjoyable and stimulating programming and play areas for the kids. We are really pleased they've expanded programming and look forward to keep playgroup a part of our regular outings! One of Lou's first (and still favourite) word was "playgroup" thanks to our awesome experience! - Parent of Louis (2.5) and Sid (13m)



The weekly Kids Space has done wonders for my kids! They spend time with an amazing educator that teaches them many valuable life skills through play. They also get to meet new people and practice social skills. - Parent

This program is very important as there are not many places for youth to go, especially in the east end of the city. Also the facilitators of the program are very good at their job. - Anonymous



I worked at the food bank this past summer, and it was an eye-opening experience. I loved knowing that I was making a difference in the lives of families every day. Seeing how grateful people were for the food bank's services made me excited to come back each day. All the volunteers and staff were very welcoming and clearly care deeply about helping people and families in need. - Julia Schwilden, Canada Summer Jobs Student



Ben, thank you for your volunteering to lead this event and for your very effective facilitation of the session. And Carole, for recruiting eight participants who were all informed, engaged and constructive. They represented a great breadth of perspectives and experience and it was great to gain the input from such a strong representation of individuals with decades of commitment to their communities. - Ken Holmes, Rural Transportation Solutions



November 15, 2025



Our Staff

Adolphe Wetu
Amelia Pelley
Anne-Marie Vaz
Carole Ouellette
Chad Chartrand
Chantal Pomerleau
Chloé Bergeron-Leblanc
Cindy Bourdeau
Diane Lacombe
Divine Ngandu
Dominik Lavictoire
Gabrielle Caron
Isabel Delorme
Jasmine Thibault
Jordan Snow
Julie Perkins
Leslie Nishimwe
Lisa-Ann Smith

Lisa Vadeboncoeur
Meghan Sutton
Mira Nakhoul
Neima Isaaq
Nicole Perras
Noël Lacroix
Renée Champigny
Rita Tapia
Rosanne Canzanella
Sanae Jade Bentahar
Sarah Champagne
Sarah Maclean Bryant
Soline Hounche Njionkou
Suzanne Wert
Tanya Lapointe Harris
Tracy Pressé
Zoée Perrault

Canada Summer Jobs

Julia Schwilden
Ysabel Melara-Lacroix
Jérémie Béland

Our Board of Directors

Olivier Tremblay-Venneri - President
Patrick Delorme - Vice President
Sandra Boisvert - Secretary
Benoit Goulet - Treasurer
Zeina El Helou
André Bléoo
Marilyn Saumure
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