

Annual Report 2011-2012

Message from the President and Executive Director

We are very pleased to present an overview of our major accomplishments over the past year achieved through the dedication of an amazing team of employees, volunteers, and community partners committed to providing the people of our community with quality services.

Thanks to our new facility, which has allowed us to be both more visible and more accessible, we saw an ongoing increase in our clientele throughout the year. As the PROGRAMS: MAIN ACTIVITIES AND ACCOMPLISHMENTS section of this report details, a number of our programs experienced a significant increase in demand.

Our community partners providing services at the Centre also saw their activities increase, with the new Centre's visibility and accessibility being important contributing factors.

Throughout the year, we took part in a variety of community awareness-raising and information activities, including the Orléans Festival, an information fair for seniors at the Centre Séraphin-Marion, the Orléans Health and Wellness Expo, and various radio and television programs.

The Board of Directors achieved the objectives established in its last strategic, including the relocation of its operations and those of its partners under one roof. Looking to the future, the Board of Directors issued a tender and has selected a consulting firm tasked with supporting the development of its next five-year strategic plan. Two new members joined our Board of Directors during the year, namely Melissa McGuirk and Carina Maggiore. Their skills and experience will enhance board composition.

Through sound financial management and record-level fundraising, we ended the year 2011-2012 with a budget surplus. The surplus will be used to bolster our reserves and to support our operations and equipment maintenance. We wish to highlight the exceptional support we received from individuals, community

associations, social groups, and business people in our community.

The portion of our budget funded by the City of Ottawa also increased by 2 percent. We are very grateful for the support provided by the municipal government.

As for human resources, we entirely revised our policies and procedures on workplace health and safety and also took steps to improve certain benefits for our employees.

Finally, we wish to thank all those who, through their generous collaboration and participation, contributed to the wellness of citizens of the community of Orléans-Cumberland.

Denis Perrault

President of the Board of Directors

Luc Ouellette

Executive Director



Proud of our Volunteers

We would like to express special thanks to the Centre's 202 volunteers who gave over 6,870 hours of their time to volunteer during the year. Our volunteers' average number of hours of service per year increased 11.5 percent, going from 30.5 hours to 34 hours.

The Centre's volunteers work very closely with all of the Centre's staff to offer the best possible service to our clientele in over five programs involving 18 different activities. Through their efforts, they help improve the quality of life of the thousands of adults and children we serve. Our volunteers are a tremendous asset to our Centre and our community and they do us proud. Heartfelt thanks to all our volunteers.

The Centre is recognized by its community

During the past year, The Ottawa Food Bank awarded the 2011 Member Agency Program Award to our resource Centre.



Last fall, our Centre was awarded the 2011 Non-Profit Community Organization of the Year award by the Orléans Chamber of Commerce.



Congratulations to all our employees and volunteers for their excellent work.

Early Years Centre

As the Ottawa-Orléans Early Years Centre (OOEYC) and satellites are preparing to participate in the celebrations marking the 10th anniversary of the Ontario Early Years program in 2012, we can take a brief look at 2011-2012 and review some numbers that reveal the excellent work being accomplished in our community. In the past year, we have recorded 24,804 child visits and 14,129 visits from parents and caregivers – 508 parents and caregivers, and 81 professionals participated and a wide variety of workshops. This marks a third consecutive year increase in attendance. Our rural bilingual drop-in playgroup at the Heritage Public School is well attended and although we will have to move this playgroup to a new location in fall 2012. The school will need the additional room to make way for full day kindergarten learning. We are confident that we will be able to find a suitable home close to its current location in Navan. Also in 2012, the OOEYC and the Ottawa Public Health (OPH) Well-Baby program are embarking on a collaborative pilot project that will allow for our current Breastfeeding Support Program lactation consultants and the OPH nurses to work closely together to offer a more efficient and complete service to families. In the calendar year ending on December 31, 2011, the Breastfeeding Support Program had exceeded expectations with visits from 746 babies. This was a 39% increase from an already successful 2010 calendar year. Please stay tuned for more news about the upcoming 10th anniversary celebrations in the fall 2012.

An increase in services

Our Centre continues to expand and welcome new clients. Our partners have also seen a significant increase in some of the programs. Following are some of the highlights—FIRST WORDS: over 900 visits at the Orléans-Cumberland CRC's two offices; Orléans CONTACT NORTH: This program has become the second busiest Centre in Eastern Central Ontario. At present, there are 154 students enrolled in online programming from publicly funded institutions in Ontario; DIABETES EDUCATION PROGRAM: Services were carried out in two groups: 306 anglophones within 31 groups and 102 francophones within 15 groups. Personal visits with anglophone and francophone clients were 442 and 248 respectively and EMPLOYMENT ONTARIO: The agency had over 5955 visits at their resource centre and 989 people attended various workshops offered by the employment centre.



Programs : Main activities and accomplishments

INTAKE AND CRISIS INTERVENTION

This year, our social workers worked on 1018 case files, including 491 new ones. They were busy making the Centre better known through information fairs and other activities in the community. Among the services offered by this program included the Back to School Program which benefited 186 children, the Snowsuit Fund provided winter clothing to 66 families, the LEAP (low-income energy assistance program) included 83 families, the income tax clinic succeeded in helping 120 people, the Clothing and Furniture Distribution Centre responded to the needs of 97 families and 18 individuals benefited from LensCrafters optometric services. The intake and crisis intervention team worked in collaboration with other agencies within our team, namely the Catholic Family Service Ottawa with 114 references, Action Housing with 73 references and finally, referred 42 cases to the Women's Violence program at the Eastern Ottawa Resource Centre.

FOOD BANK

The Centre benefited from 84 food drives for a total of 144 702 food items from social clubs, the school sector, sports clubs, Ottawa firefighters and local businesses and individual donations not to mention our weekly delivery from the Ottawa Food Bank. Many of our community partners organized food drives throughout the year which allowed our food program and the volunteers to hand out sufficient food to families and individuals in need. The food bank provides food, on average, to 495 people every month – 44% are children and 56% are adults.

For our Christmas Program, the OCCRC organized a Community Store giving our clients more freedom to choose the food they prefer to include in their Christmas basket: 132 families (472 individuals) – 227 of them children at 48%.

Our Food Bank was awarded the 2011 Member Agency Program Agency Award offered by The Ottawa Food Bank.

CHILD PROGRAM

We offered counselling to 17 children aged 6 to 12 years old. Various workshops were also offered throughout the year; Lifeskills workshops given to 225 children in three schools. The Friendships Camps involved 52 children.

The program "ESPACE" (abuse prevention program) reached 1 040 children in various schools in Eastern Ottawa.

New this year, the Centre offered the program "Courage" – training workshops geared towards grades 7 and 8 students and the abuse prevention program for youth between 12 and 14 year old. This program was also offered by an animation team in 3 different schools in Ottawa, reaching 335 youths who are now aware of their rights and have the tools necessary to defend themselves in threatening situations.

COMMUNITY DEVELOPMENT

In 2011-2012, the Community Development Program was involved in a variety of activities and initiatives. The international Women's Day celebration on March 7, 2012 was well attended with over 140 participants. The OCCRC also supported the Ottawa Somaliland Community Services in submitting a successful funding proposal to offer community social recreational events. Community development also involves many public consultations, information sharing, networking and research on a wide variety of social issues. The 2011-2012 was also a year of transition for our Community Development Program. Our new Community Developer, Mélanie Jubinville-Stafford, came on board in March 2012. Although Mélanie arrived late in the fiscal year, she was able to set the stage for what will no doubt be a very interesting year in community development for Orléans-Cumberland. Here is a look at the upcoming activities for 2012-2013:

- "Take a hike" is a partnership with Youth-Net, a by-youth-for-youth mental health promotion program.
- A meaningful relationship is being built between the Orléans Somali Community Association and OCCRC.
- *Our families Network* is in the process of creating a hub for those who have, want or serve families and who identify as queer. The project is just in its infancy and involves exciting partnerships such as Youth Service Bureau, Family Services Ottawa and Around the Rainbow.

FUNDRAISING AND PROMOTIONS

In the area of finances, we registered a substantial growth in our fundraising program, which increased by 54.7% year-over-year. It was one of the factors which allowed us to balance our budget. This growth resulted in large part from bequests to the Centre and from our Christmas fundraising campaign, which increased 29% in one year. Together, these factors accounted for our surplus, which will strengthen our Centre.

In order to express our thanks to everyone who made a donation to the Centre, we held a wine and cheese reception in their honour on February 9th.

ESPACE Ottawa francophone

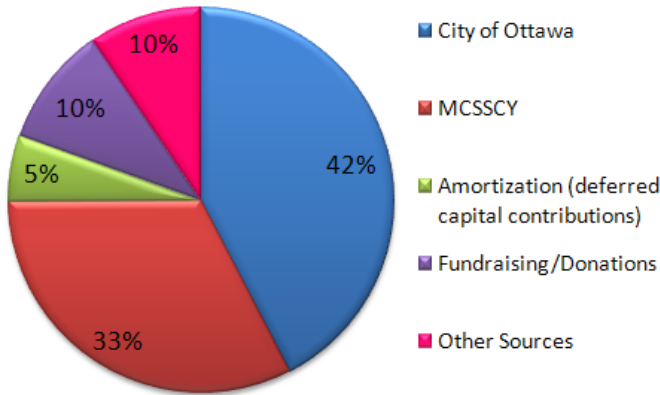
In June 2010, « CALACS francophone d'Ottawa » in collaboration with many agencies, including the Orléans-Cumberland Community Resource Centre, received a 2 year grant from the Trillium Foundation of Ontario to offer prevention and information workshops for francophone kids in the Ottawa area. More than 25 people received the basic and elementary ESPACE training from the COPA (Centre Ontarien de Prévention des Agressions). Over 300 adults (parents, caregivers, school staff) took part in the ESPACE workshop for adults. And finally 137 groups of kids from 4 to 12 years of age took part in the ESPACE workshop for kids. This represents over 2700 children who learned that *"We all have the right to be safe, strong and free"*.

Financial Details for the Orléans-Cumberland CRC for 2011-2012

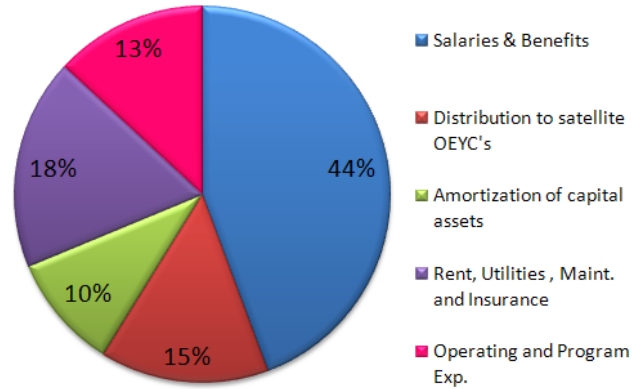
STATEMENT OF REVENUES AND EXPENSES

| | March 31, 2012 | March 31, 2011 |
|-------------------|----------------|----------------|
| Revenues | \$2,170,155 | \$1,996,202 |
| Expenses | \$2,113,971 | \$2,001,368 |
| Surplus (deficit) | \$56,184 | (\$5,166) |

REVENUES BY SOURCES



EXPENSES BY CATEGORIES



Our Board of Directors 2011-2012

Denis Perrault, President
 Monique Oliver, Vice-president
 Tom McNeely, Treasurer
 Julie Lizotte, Secretary

André Brisebois
 Jocelyne Courtemanche
 André Carrière
 Melissa McGuirk McNeil
 Carina Maggiore

Tracy Pressé, staff representative
 Luc Ouellette, ex officio

Our Staff

Carmelle Legault • Claude Crustin (L) • Cindy MacKay • Dan Tripp • Geneviève Clermont
 Ginette Mahoro (L) • Hélène Leblanc • Isabelle Diotte • Jocelyne Bélanger • Joffré Malette
 Luc Ouellette • Mélanie Arnold • Mélanie Juvinvillie-Stafford • Nicole Perras-Leduc
 Rita Paul • Rosanne Canzanella • Suzanne Wert • Tracy Pressé

(L) Left during the year

Our Community Partners

Action Housing
 Catholic Family Services
 Catholic Immigration Centre
 Children Integration Support Services
 Contact North—eLearning network
 Diabetes Program
 Employment Ontario

First Words
 Healthy Babies/Healthy Children
 Home Support
 L.E.S.A.
 Military Family Resource Centre
 Youth Services Bureau

Building a stronger community for all of us