



Annual Report 2012-2013

A word from our 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.

This year, we are celebrating the 25th anniversary of the Centre's incorporation in the spring of 1988. A resource centre dedicated to assisting the community of the Cumberland Township with whatever needs arise.



The Centre started out by offering information and referral services in what was then called the "Little Brick House" located on St. Joseph Boulevard. Following an expansion in 1996, some of our services moved to 210 Centrum Boulevard and the food bank services on Taylor Creek. In 2002, the Province of Ontario asked us to manage an early childhood education centre in Orléans.



In 2010, following a second expansion of our services and the addition of a number of new community partners, we moved to new offices located at 240 Centrum Boulevard. Today, the Centre has become the largest multiservice community resource centre in east end of Ottawa.

Proud of these accomplishments, the Centre's leaders concentrated their efforts this year in developing a new strategic plan which will ensure the development of the Centre for the next 5 years.

The Centre established its vision for the next five years, to be A leader in community partnerships. Over the next years, we wish to increase our services in our community by developing new services and new partnerships with community organizations offering specialized services.

During this strategic planning exercise, we analyzed the demographic profile of the neighbourhoods we serve and conducted consultations with various groups, including clients of the Centre, volunteers, staff members, and the broader community. These consultations allowed us to collect and analyze an extensive body of information, and this process assisted us in setting priorities and identifying approaches for the coming years. We are very proud of this achievement and the community's participation in this exercise. We are confident that we will be able to achieve the objectives we have set. We invite you to look at the data we have collected and the outline of our strategic plan, which are posted on our website.

As you will see in the Community Action and Impact section of our annual report, a number of our programs have experienced increased demand. The Orléans-Cumberland Community Resource Centre's new visibility in combination with expanded community programs have allowed us to reach more people needing our services.

Over the course of the past year, we obtained a number of new grants. A grant from the Trillium Foundation for our prevention program called "ESPACE" allowed us to make children attending local francophone primary schools and daycares more aware of violence and harassment situations and better equipped to handle such occurrences. In partnership with three other community resource centres, we received two grants to

help us devise a community development services model in rural neighbourhoods of Ottawa. We received another grant to hold meetings with members of our Somali community living in the Avalon-Notting Gate neighbourhood in order to build ties and good relations. We also received a Major Capital funding from the City of Ottawa to help us pay back a loan for the Centre's renovations. This assistance allowed us to substantially reduce our debt.

We wish to thank and recognize the commitment and great generosity of our staff, our volunteers, our partners and donors who, through their individual or combined efforts, contributed to the well-being of many children and adults living difficult situations.

Denis Perrault
President,
Board of Director

Luc Ouellette
Executive Director

GROWING...

“Our Centre continues to welcome partnerships with organizations moving forward with a similar vision.”

COMMUNITY ACTION AND IMPACT

The Food Bank

The Centre benefited from 263 food drives for a total of 198,012 items from individual donations, social clubs, schools, sport clubs, Ottawa Firefighters and local businesses, among others not including the weekly delivery

“The OCCRC’s Food Bank provided food to 495 people on average every month.”

from Ottawa Food Bank. Many of our community partners also organized food drives during the

year which allowed the food bank and volunteer teams to provide enough food to the families and individuals in need.

The OCCRC Food Bank provided food to an average of 495 people—47% of them are children and 53% of them adults.

For our Christmas program, the OCCRC organized a Community Store in order to give an opportunity to our clients to choose

the foods they preferred in their Christmas basket: 182 families (628 people) — 266 (42%) children.

The Early Years Centre

The Ottawa-Orléans Early Years Centre including its 3 satellites registered 23,050 visits from children and 13,430 visits from parents and caregivers throughout the year making it one of the most well attended OEYC program in Ottawa. We also offered a variety of workshops to 572 parents and caregivers and to 59 professionals. Year after year, these numbers testify to the success of this very popular provincial program.

In 2012, the OCCRC and Ottawa Public Health (OPH) joined forces in a new partnership within our Breastfeeding Support Program. The new program is now referred to as the Breastfeeding support drop-in/Baby express program. Nurses from OPH and our lactation consultant now work closely together to offer a free, more complete and efficient program to new parents and their baby. This program recorded 767 visits from babies this past year, which represents a 4th consecutive increase in yearly attendance confirming its importance for new parents.

It is also with great joy that we are now running every Wednesday morning our new playgroup offered at the R.J. Kennedy Centre in Cumberland. This playgroup allows a better access to the Early Years Centre’s services to the families living in our large rural area by reducing the travel time. Being located in a large room allows us to offer activities that encourage kids to develop their global motor skills while socializing with other kids from the community.

In October 2012, the Ontario Early Years Program celebrated its 10th anniversary by organizing a big bash at the Canadian Museum of Nature. This fun filled day for young and old was a great success and was attended by more than 2800 children, parents and caregivers.

“10th Anniversary for the Ontario EYC.”



Proud of our Volunteers

We would like to express special thanks to the Centre's 211 volunteers who gave over 7,714 hours of their time to volunteer during the year. This is an increase of 12% over 2011-2012. Our volunteers give an average of 34 hours of their time per year.

The Centre's volunteers work very closely with all of the Centre's staff to offer the best possible service to our clientele in five of our programs offered to the public involving 16 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.

Crisis Intervention and various programs

- 869 single files (clients)
- 3354 interventions provided to the 869 clients
- 601 referrals to agencies outside the OCCRC

Income Tax Program: 156 returns were prepared by volunteers during the Income Tax Clinic (March 2013)

School Supplies Program: 318 students received supplies (in September 2012)

Community Development

In 2012-2013, the OCCRC's community development program was associated with several partners and initiatives in order to increase the social capital of Orléans-Cumberland.

The OCCRC twice received funding from the Ottawa Community Development Framework for two separate projects.

The first project was funded in June 2012 and allowed the hiring of Mr. Jibril Nour as a Community Liaison Officer. His role was to work with the neighbourhood residents of Fallingbrook/Avalon to support interested citizens in helping to identify the needs of the community and work to develop resources for this neighbourhood with a focus on cultural diversity. This funding from the Community Development Framework was limited and the OCCRC decided to divide the workload of the community development program to enable Mr. Nour to continue his work as a community developer, addressing the issues relating to the cultural diversity of Orléans-Cumberland.

The second project funded in part by the Ottawa Community Development Framework and the Ontario Trillium Foundation was the result of collaboration between OCCRC and three other community resource centres

(Western Community Resource Centre, Eastern Ottawa Resource Centre and the Nepean Rideau Osgoode Community Resource Centre.) This innovative project aims to define a framework of cooperation between the four centres to develop a common strategy to support community development in the rural region of Ottawa while allowing the four centres to directly support initiatives from our diverse rural communities.

The OCCRC's community development program also focused on issues of importance to our citizens such as sexual diversity, promoting initiatives based on Harm reduction, supporting citizens to increase their community participation and to work on developing initiatives and resources to meet the needs of marginalized and vulnerable people. This work will continue in the short, medium and long term and allow the OCCRC to be on the forefront of hot community topics and to help support the initiatives put forward by the residents of Orléans-Cumberland.

The CAP Project

The Child Assault Prevention (CAP) project is known as Le Projet ESPACE in French. CAP is a school-based violence prevention education program for elementary schools' students.

The OCCRC's Youth Program and the Intake Program, in collaboration with CALACS francophone Ottawa (Centre d'aide et de lutte contre les agressions à caractère sexuel), helped to develop and implementation of CAP up until July 2012. From July 2012 to December 2012, the OCCRC managed the program in partnership with various organizations in the area. During those months, CAP was offered in Ottawa to 19 parents, 40 teachers and 492 children. A grant from the Ontario Trillium Foundation in January 2013 allowed the OCCRC to hire a program coordinator.



Since January, training for the CAP project has been offered to 18 workers from different organizations in order to learn how to facilitate workshops. The program was offered to 12 parents, 22 teachers and 202 children in the Ottawa area. The OCCRC, in partnership with other regional organizations continue to work together to ensure the sustainability of this program. This program has only been offered in French but starting in the Fall 2013, it will be offered in English as well.

Our Partners

Action Housing
 Catholic Family Services
 Contact North - online education
 Diabetes Education
 Employment Ontario
 First Words
 Franco-Ontarian Association for Parents of Children with Dyslexia
 Healthy Babies - Healthy Children
 Home Support Service
 L.E.S.A. (Life Enrichment for Senior Adults)
 Military Families Resource Centre
 Société franco-ontarienne de l'autisme
 Youth Services Bureau

"This year, our diabetes team welcomed 29 anglophone groups and 12 francophone groups. Educators therefore served, in groups, 267 anglophones and 117 francophones and met, individually, 315 anglophones and 172 francophones."

Diabetes Education Program

"Over 6003 visits this past year and 1037 people attended workshops."

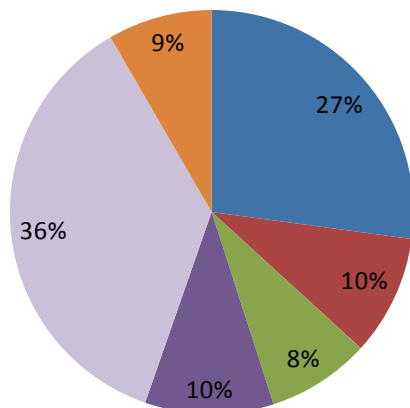
Employment Ontario

"This year, the program registered 1211 visits - an increase from 972 in 2011/2012."

First Words Program

2012-2013 Revenue Breakdown into Programs - \$2,146,949

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



Our Board of Directors

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Donations and Fundraising

Over this past fiscal year, we had 1480 donors' support our Centre. The donations received were in cash, food, school supplies, personal care products, etc. The amount of cash funds raised through donations and fundraising activities totalled \$128,235. We are grateful to our community for their kind contributions.