



Annual Report 2013-2014

A WORD FROM OUR PRESIDENT & EXECUTIVE DIRECTOR



We are once again very pleased to present a summary of our most important achievements over the past year.

Following the implementation of our strategic plan, we put forward a new vision for our Centre, namely that of a Leader in Community Partnerships. In this regard, we are pleased to announce that many objectives we had set for this year have been achieved. These accomplishments were achieved through the work and dedication of an amazing team of staff, volunteers and community partners committed to providing the residents of our community with quality services.

Over the course of the year, we developed a number of new services and partnerships that allowed us to expand the scope of the services we provide in our community. We welcomed new partners, such as the *Association Francophone de parents d'enfants dyslexiques ou ayant tout autre trouble d'apprentissage (AFPED)* and the *Société francophone de l'autisme*. We strengthened and expanded our collaboration with Ottawa Public Health by allowing their department to offer individual and group smoking cessation workshops in our Centre. We also facilitated the development of a healthy sexuality clinic in collaboration with Ottawa Public Health and the East Ottawa Community Family Health Team. We developed and implemented a playgroup in the rural community of Cumberland. In collaboration with the Lowertown Community Resource Centre, we offered a summer camp designed to help youth from diverse cultural backgrounds develop their social skills. Thanks to these new partnerships and the addition of services, we were able to reach even more people in our community. We are very proud of these achievements.

After receiving a Trillium Foundation grant, we collaborated with three other community resource centres to implement common strategies and tailor these to Ottawa's rural communities. In the course of this activity, various consultations were organized in these communities. Many people living in the Orléans-Cumberland rural catchment area and members of

different community associations, had the opportunity to express their views during a consultation held in Vars in May 2013.

Over the course of the year, we implemented many changes in the delivery of our programs to make them even more accessible and to improve our users' service experience. For example, we modernized our Christmas Program so that people can use grocery store gift cards to choose their own food items during the Holiday Season. In addition to providing better choice and a better quality of products, this formula allowed the participants in to enjoy a much more pleasant and gratifying experience.

At the end of March 2014, we terminated our contractual agreement with the funder of our Early Years Centre, namely the Ministry of Community and Social Services / Ministry of Child and Youth Services. Our new funder for this program will be the Ministry of Education.

In the area of finances, thanks to our fundraising activities, the generosity of our community members, and our sound management, we are very pleased to announce that we achieved a surplus that will go toward developing new services and increasing our financial reserves. We also received a 1.5% increase in our City of Ottawa grant. We are very grateful to the City of Ottawa's administrators and counsellors for their unconditional support and we thank them.

Finally, we wish to thank, and underline the dedication and great generosity of, our staff, volunteers, partners and donors who, through their individual and concerted action, have enhanced the wellness of many children and adults living through difficult situations.

Denis Perrault
President,
Board of Directors

Luc Ouellette
Executive Director

Another busy year at the Ottawa-Orléans Early Years Centre!

With the important contribution of our 3 satellites (La Coccinelle, Global Child Care Services et Charlemagne Preschool Resource Centre), we have received 25,012 visits from children and 14 736 from parents and caregivers in 2013-2014. We have also offered workshops and training to 467 parents and caregivers, and 191 professionals. It is noteworthy to mention the general increase in demand for workshops for babies, for example our infant massage classes offered by our Early Childhood Educators.

14 736
visits from parents
and caregivers

Throughout the year, we have continued to work closely with Ottawa Public Health to offer and improve the Breastfeeding support / Baby Express program. This year, the program registered 1059 baby visits, a record high number since its start in 2008.

The Ontario Early Years Centres undertook an important transition period in 2013. As of April 1, 2014, this very important provincial program was transferred to the Ministry of Education. The transition will be concretely implemented throughout 2014 and hails a new chapter in the great adventure of services to families, care givers and young children in Ontario.

It is with great pride that we recognize the excellent work of our Early Childhood Educators and the precious contributions of our community partners.

To all our volunteers – Thank you!

We would like to express special thanks to the Centre's 201 volunteers who gave over 8625 hours of their time to volunteer during the year. This is an increase of 11% over 2012-2013. 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 help provide the best possible service to our clientele in five of our programs. Within those five programs, volunteers can choose to be involved in 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 Orléans-Cumberland Food Bank

Every year the Orléans-Cumberland Food Bank receives close to 200,000 donated food items from the community. These include individual donations, local businesses, social clubs, schools, sport clubs, Ottawa Firefighters and weekly delivery from Ottawa Food Bank. These contributions help provide 3-4 days worth of food to an average 554 people per month.

554
people served per
month on average

The Food Bank also includes a Baby Food Cupboard that provides diapers, formula and baby food to dozens of families every year. A team of over 60 volunteers plays a crucial role in many facets of the daily operations. Without their support we would not be able to offer the same level of service. In 2013, the OCCRC Christmas program made some additional changes, replacing pre-purchased food items with gift cards to local grocery stores. This allowed our community members registered in the program to choose where and what food they wanted to purchase to better meet their needs.

“Hunger is not an issue of charity.
It is an issue of justice.”

*Jacques Diouf, Food and Agricultural Organization
of the United Nations Director-general*

Fundraising and Donations

25+ Years of Donations and Fundraising

Since February 1988, when the Centre first opened its doors in the small brick house, our kind supporters have helped us by donating and fundraising, in cash alone, just over \$2.6 million dollars. Food donations made to our Food Bank since 1988 is over 2.6 million items. *WOW!!!*

Every year we host a Wine and Cheese event to thank all our wonderful Community Caring Connection members who support the Centre's programs and services that we provide to the individuals in Orléans-Cumberland. We truly hope that all supporters over the years realize the impact that their contribution has on our Community Resource Centre.

THANK YOU!

Youth Program

Every year, the Youth Program offers much needed workshops and support to many children and youth to help them grow as individuals. Here are some examples:

Child and youth aggression prevention workshops:

— CAP WORKSHOP « ESPACE » was offered to more than 1394 children in 7 different elementary schools and 5 recreational / therapeutic camps. **233** adults participated in training allowing them to better identify and support at risk children. And finally, 35 community / social workers were trained to offer the workshops to children in a school setting.

— COURAGE WORKSHOPS (7TH AND 8TH GRADE) Béatrice Desloges school: 234 student and Gisèle-Lalonde school: 179 students

Summer and March break Camps — FRIENDSHIP CAMP: 20 children 7 to 9; DIVERSITY CAMP: 20 children/youth 9 to 12; SOCIAL INCLUSION CAMP at “Air Eau Bois” in partnership with Lowertown Community Resource Centre: 14 children/youth 9 to 12; FRIENDSHIP CAMP (MARCH): 16 children/youth 8 to 12

Various Activities — PHOTOVOICE ENVIRONMENT: 7 youth 10 to 14; GIRL’S NIGHT / I LUV TO DANCE : 12 youth 11 to 14

Intervention and various programs highlights

- 650 new community members registered to receive intervention or assistance
- 2301 interventions provided to the community members
- 1311 referrals to agencies outside the OCCRC

INCOME TAX CLINIC – In partnership with volunteers from the community, the OCCRC was able to complete 156 income tax returns.

SCHOOL SUPPLIES PROGRAM – In partnership with REMAX Toscano/Walker and Staples, the OCCRC was able to provide school supplies to 250 children aged 4 to 18 and even some supplies to those attending other forms of schooling (i.e. ESL, FSL, university and college). These supplies included fully equipped backpacks with lunch bags, pencil cases and all the supplies to get them started.

DREAMS TAKE FLIGHT – In partnership with the Kiwanis Club of Orleans, the OCCRC Intake and Youth Programs

nominated three young women to participate in the Dreams Take Flight Program. This program enables youth dealing with difficult realities the opportunity to experience Disney World for the day, an opportunity they may never otherwise have.

“ALL ABOUT ME” – A 6-week workshop offered to 7 young women aged 16 to 21. Participants learned tips for emotional self care through relaxation, breathing techniques, creating a safe circle, recognizing patterns of thinking and a better way to see things.

Community Development

The community development program concentrated its energies this year on solidifying its key partnerships.



Humans of Orléans-Cumberland

In wanting to build a sense of pride in our communities and a Facebook page “Humans of Orléans-Cumberland” called project HOOC was launched. A skilled and engaged volunteer group is coordinating

the project, representing women from the community. The project is a first for the Centre, who wants to be even more accessible to its community through social media.

An accessibility and anti-oppression committee was formed at the Centre, insuring that our core values are meaningfully reflected in all of our practices. Working from a harm-reduction, citizen’s engagement and asset-based lens is always in development.

Community leadership in the rural area

In rural community development, the four community resource centres with rural catchment areas held a forum to gather key stakeholders. We also shared what was almost a year’s worth of connection-building, needs assessment and resource sharing.



Mobile Food Bus

A mobile food bus pilot project is also in the works in partnership with the City of Ottawa, the Vars Community Association, Loblaws, OC Transpo and many other groups who work on food security issues.

Our Board of Directors

André Brisebois
 André Carrière
 Carina Maggiore
 Denis Perrault, President
 Hélène Quesnel
 Jocelyne Courtemanche, Secretary
 Julie Lizotte (L)

Melissa McQuirk McNeil
 Monique Oliver, Vice-President
 Norm Houle, Treasurer
 Tom McNeely (L)
 (L) left during the year

Our Staff

Carmelle Legault
 Cathy Vautour
 Cindy MacKay
 Diane Dicaire
 Dominik Théoret
 Fred Sherwin
 Geneviève Clermont
 Ginette Mahoro
 Hélène Leblanc
 Isabelle Diotte (L)
 Jibril Nour (L)
 Jocelyne Bélanger
 Joffré Malette

Ketny Théogène
 Lisa-Ann Smith
 Luc Ouellette
 Mélanie Arnold
 Mélanie Jubinville-Stafford
 Nicole Perras
 Rita Tapia
 Rosanne Canzanella
 Suzanne Wert
 Tracy Pressé
 (L) left during the year

Our Partners

Action Housing
 Assoc. francophone de parents
 d'enfants dyslexiques
 Catholic Family Services
 Contact North – learning online
 Diabetes Education Program
 Employment Ontario
 First Words

Home Support Services
 L.E.S.A. (Life Enrichment for Senior Adults)
 Military Families Resource Centre
 Ottawa Public Health
 Société franco-ontarienne de l'autisme
 Youth Services Bureau

2013-2014 Revenue Breakdown into Programs - \$2,228,308

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

