



## Orléans-Cumberland Community Resource Centre

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Orléans, ON K1E 3J4  
[www.croc.ca](http://www.croc.ca)

# Annual Report 2015-2016

April 1, 2015 – March 31, 2016

## Message from our President and Executive Director

We are very pleased to present the highlights of our major accomplishments in 2015-2016.

Thanks to grants from the Community Foundation of Ottawa and the Ontario Trillium Foundation, we are offering since fall 2015, a weekly drop-in program for youth aged 14-18 allowing them to meet in a safe environment. With the support of our youth worker, we are able to explore a variety of topics of interest to youth. This activity also allows teen to be connected to community resources, a fun space focusing on their lifestyles and healthy relationships.

As a leader in community partnerships, we continue to develop new partnerships that have enabled us to increase the number of services offered at the Centre. These partnerships have enabled us to better serve our community and to have a positive impact on the well being of thousands of people who have accessed our services during the year.

We have successfully secured funding for New Horizons program, a grant of \$24,000 to provide a mentoring program. This Program is offered in collaboration with le Rendez-vous des aînés francophones d'Ottawa and Employment Ontario. It provides opportunities for seniors to mentor unemployed individuals in an effort to promote career advancement and prospects to the unemployed individuals.

We have also formed a partnership with EBO Financial Education Centre, a recognized community leader in the area of financial literacy and poverty reduction. They are offering individual financial consultations, financial literacy workshops and income tax clinics. All these services are now offered in our Centre.

In the past year, we experienced a substantial increase in demand for assistance from all our programs. The increased visibility of the Centre and various other

socio economic and demographic factors account for most of this increase in demand for our services. Investments in social infrastructure will be needed in future years to allow organizations such as ours to play a leading role in assisting neighbors, friends, and family members who are among the most vulnerable members of our community, or who are going through challenging times.

We wish to highlight the exceptional support we received from individuals, community associations, various organizations and businesses in our community.

The portion of our budget funded by the City of Ottawa increased by 1.5%. We are grateful for the support we received from the City of Ottawa. A special recognition goes to our provincial MPP and federal MP for their unconditional support.

Through sound financial management and generous donations, we ended the 2015-2016 year with a surplus. This surplus will be invested in the Centre's reserves dedicated to the operations and maintenance of equipment.

We achieved these results with the support of a wonderful team of employees, volunteers, community partners, donors, and funders. All these people have contributed through their work and through their generous gesture to improve the wellbeing of many children and adults in our community. A sincere thank you goes out to each and everyone of them.

*Monique Oliver, President of our Board of Directors*

*Luc Ouellette, Executive Director*

## ACTIVITY REPORT

### VOLUNTEER PROGRAM

We are grateful for the priceless contributions of our volunteers. This past year, 206 volunteers worked at the OCCRC providing support to our staff in several programs and activities. Our precious volunteers also assisted hundreds of individuals and families who visited our Centre to receive support in one form or another.

In all, they have contributed close to 8500 hours of their time and energy in a collective effort to make our Centre, and our community, a warm and welcoming environment. We acknowledge each volunteer's contribution with great enthusiasm, and acknowledge their great devotion toward our Centre as well as our community. *Thank you!*

### FOOD PROGRAM

This past year, we have served an average of 615 individuals every month.

In October, our Food Program made a request to the community for their assistance in order to restock the empty shelves in our food bank.



*Following an article published in a local newspaper, the community responded to our call and exceeded our expectations.*

Our food bank faced a great challenge: provide food and essential items to individuals and families who visit the food bank.

The main reasons that people visit our food bank are loss of well-paying job; lack of necessary skills for today's labor market; and insufficient senior and disability pensions to cover basic needs.

Over the past five years, the number of people who received food assistance from our food bank has increased by 24% – to an average of 615 individuals per month – compared to an average of 495 per month over the five preceding years.

*"I am grateful receiver of the food bank on a monthly basis. I am just one of the many who benefit from this service while I concentrate on overcoming chronic illness."*

### INTAKE PROGRAM

Requests for counselling keeps increasing: mental health support, financial crisis, complicated situations related to immigration, depression, anxiety, questions on human rights, etc.

More than 800 individuals from the community registered with our Centre to receive support, counselling or assistance. More than 2400 interventions were provided to people in our community.

Our intake, counselling, and crisis intervention services experienced a 23% increase in clientele compared to the five years ago.

### The community benefited from...

**Income tax clinic:** 9 volunteers and 180 hours, completing 173 income tax returns for 2015. **School Supplies Program:** In partnership with Staples, school supplies were provided to 326 children aged 4 to 18 years old. A partnership with Walmart also provided school backpacks full of supplies as well as a gift certificate. **Dreams Take Flight:** the OCCRC designated three children, who face harsh realities of life, to spend a dream day at Walt Disney World amusement park. **"Rebuilding when your relationship ends":** a 10-week workshop offered to individuals to take charge of their lives. Due to a growing interest in this program, we created a waiting list for next year. **Low-income Energy Assistance Program (LEAP):** Partnership with Simcoe County United Way and Booth Centre's Salvation Army – more than 115 applications submitted for arrears payments to Hydro Ottawa, Hydro One and Enbridge. Since November 2015, a large number of individuals have accessed **Ontario Electricity Support Program (OESP)** allowing a reduction in monthly billings.

### CHILD & YOUTH PROGRAM

#### 7 - 13 years old + 14 - 18 years old

In August 2015, thanks to funding and donations from the community, the Child & Youth Program added a new component for youth aged 14 to 18. The program is thus now offering a variety of programs and services for children and youth aged 7-18. These services include crisis intervention, referrals, individual counselling, support groups, workshops, camps and much more.

We provided individual counselling to 30 children/youth as well as support for several families. With the help from four placement students, we offered a number of programs and workshops to 32 youths, two groups for girls and one group for boys. They took part in **I Luv to Dance**, an activity combining learning to dance with social skills. Twelve girls attended **Girls in Action**, a workshop teaching empowerment and self-defence to girls.

In addition, with help from the participants in **Youth Futures**, 25 children/youth were able to attend our summer camp (four weeks) and 18 children were able to attend our March break camp. **CAP** (*Child Assault Prevention*) workshops were given to 75 children in an elementary school. Social skills workshops were also offered to nine groups (225 children) attending the Alain Fortin elementary school.

Grants from the Ottawa Community Foundation and the Ontario Trillium Foundation made it possible to offer a weekly **Youth Drop-In (Youth Space)** allowing youth aged 14-18 to meet in a safe environment, share a meal, and explore a variety of topics of interest. Since late October, 29 youth have been taking part in Youth Space.

A partnership with the Eastern Ottawa Resource Centre has allowed us to offer **guitar lessons** to 34 children/youth. In collaboration with the Carlington Community Health Centre, the **Keeping It Cool** conflict resolution program was also offered to a group of young women aged 15 to 18.



For **Bring Your Kids to Work Day**, three youth had the opportunity to shadow a youth worker and learn more about the field of social work and propose activities for the program.



We invite the youth of our community to participate in our program and get more involved in their community.

## EARLY YEARS CENTRE (EYC)

With the collaboration of our three satellite centres, the EYC has received the visit of 25,751 children and 16,159 parents and caregivers.

Of this number, 1452 individuals participated to the Drop-in Cumberland, in our rural sector. Through the

*1452 residents participated to our drop-ins offered in Cumberland, in our rural community.*

**Parenting in Ottawa Drop-in** and the **Breastfeeding**

**Support Drop-in**, 755 parents met, with their child, a public health nurse or a Lactation Consultant.

There has been an increase in participation at our father and child drop-in, 170 attended in the past year. We

have also offered parenting workshops to 512 parents or caregivers. The EYC also added its first **single-parent drop-in**.



Our Early Years Centre has seen an average increase of 19% compared to five ago. Demographic changes and the Centre's visibility were key factors. This year, we have made more than 500 referrals to a variety of community services.

We invite you to come and meet a parent resource worker for any questions about your child's development aged 6 and under.

## FUND DEVELOPMENT & MARKETING

For many years, the OCCRC has hosted a community fundraising event in the fall where we have called on the support of local donors, sponsors, and community members to help in its success. This event has undergone several changes throughout the years and is now called **"Bids for Change" Online Charity Auction**. This event is held over 11 days. Last year, we had a record year raising over \$6,000 that went directly to OCCRCs programs and services.



Another great way that we are changing with the help of our community is through our **"Community Cares" 3<sup>rd</sup> party fundraising events**. For these events, community members, organizations and businesses, with a little help from our Fund Development & Marketing program, host their own event and donate the funds that they raise to the Orléans-Cumberland Community Resource Centre.



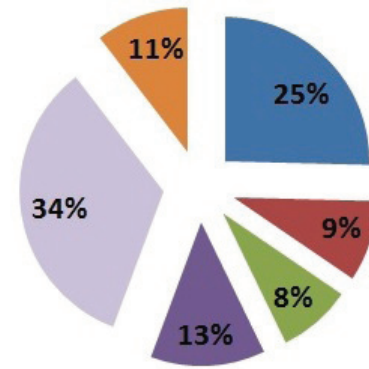
Thanks to an amazing community, the number of people who have approached us to host their own event has grown significantly.

*Thank you to all those who have helped make our community better, one donation at a time!*



## 2015-2016 Revenue Breakdown

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



## Our Board of Directors

André Carrière  
 Felix Rusake  
 Hélène Quesnel - Secretary  
 Jocelyne Courtemanche - Vice-President  
 Maria Aubrey  
 Melissa McGuirk McNeil (L)

Monique Oliver - President  
 Norm Houle - Treasurer  
 Sean Crossan

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## Agencies at the OCCRC

Action Housing  
 Catholic Family Services Ottawa  
 Contact North  
 Diabetes Education Program  
 EBO - Financial Education Centre  
 Employment Ontario

First words  
 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

## Our main funders



## The OCCRC Team

Carmelle Legault (L)  
 Carolle Séguin  
 Cathy Vautour  
 Chantal Pomerleau  
 Cindy MacKay  
 Diane Dicaire  
 Dominik Théoret  
 Eugénie Rioux  
 Geneviève Clermont  
 Hélène Leblanc  
 Jocelyne Bélanger  
 Joffré Malette (L)  
 Lisa-Ann Smith

Luc Ouellette  
 Mélanie Couturier  
 Mélanie Jubinville-Stafford  
 Nicole Perras  
 Rebecca René  
 Rita Tapia  
 Rosanne Canzanella  
 Suzanne Wert  
 Tanya Lapointe-Harris  
 Tracy Pressé

(L) Left during the year

