



Oriens-Cumberland  
Community  
Resource Centre

Centre de ressources  
communautaires  
Oriens-Cumberland

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# ANNUAL REPORT 2017

MESSAGE FROM OUR PRESIDENT AND EXECUTIVE DIRECTOR

We are very pleased to highlight key achievements of the Orléans-Cumberland Community Resource Centre (OCCRC) in 2017.

We would like to thank our staff and volunteers whose contribution made it possible for us to provide assistance to hundreds of people and improve the well-being of many children and adults in our community. We would also like to thank our Board of Directors and the Fundraising Committee for their leadership and their efforts throughout the year.

STRATEGIC PLAN

In cooperation with OCCRC staff, volunteers and clients, the Board of Directors developed a new five-year Strategic Plan (2018-2022).

Close to 200 people participated in a public consultation on the OCCRC which we undertook in order to compile information on their experience with our services. We also gathered more than a hundred testimonials and stories from service users. This valuable information allowed us to gauge the level of customer satisfaction for our services and to realize that additional services should also be offered. We reviewed our mandate. We gave new meaning to our values and we identified four directions in which we will continue to evolve over the next five years.

COMMUNICATIONS

We developed a communications plan whose implementation is already underway. We also launched a new and more interactive website that allows us to post more detailed information on our programs, and we now have our very own OCCRC application. We hope that these communications tools will increase the community’s awareness of the OCCRC.

The Ontario Early ON Child and Family Centres Program, formerly the Early Years Centres Program, is currently being revamped, and 2018 will be a transition year. Effective January 1, 2018, the City of Ottawa will fund this program, instead of the Government of Ontario.

FINANCIAL MATTERS

As a result of changes that occurred in relation to one of our funders during the past year, a proposal to modify the calendar for the OCCRC fiscal year will be included in the financial procedures that are part of the Corporation’s Bylaw and Regulations. This change will streamline the budget process, since there will be one financial cycle only, instead of two, to be based on the calendar year. From now on, the Centre’s fiscal year will therefore cover the period from January 1st to December 31st. To facilitate this transition, we present in this report the statistical data collected between January 1 and December 31, 2017.

In the course of 2017, three years earlier than anticipated, we completely paid off the mortgage loan that we had secured in 2010 to allow for the refitting of our new office space.

As indicated in our audited financial statements, we finished our fiscal year, beginning in April 2017 to December 2017, with a financial surplus, in addition to exceeding our fundraising goal.

GRANTS

In the spring of 2017, OCCRC received a \$394,000 grant from the Ontario Trillium Foundation for three years which will allow the Centre to continue to provide services to youth with the goal of improving their social and emotional skills through programs offered in schools and in the OCCRC’s Youth Space drop-in centre. We plan to reach 1,460 young people by offering 96 workshops in schools, by holding 108 drop-in meetings in the evening and by providing up to 1,600 hours of individual counselling to youth.

A grant from the City of Ottawa helped us build a community kitchen. Now that this work is complete, we will develop a program tailored to a variety of clients to be put in place by the fall of 2018.



Funding from Crime Prevention Ottawa, in partnership with the City of Ottawa and Ottawa Public Library (Cumberland branch) made it possible for 13 young artists to participate in the Paint it Up! Program. Together, they designed and created a gorgeous outdoor mural that is displayed at the Cumberland Library. The program empowers youth through community art and offers funding for outdoor mural projects that support graffiti prevention, community safety and the beautification of Ottawa.

Financed by the Ontario Ministry of Seniors Affairs, the Easy Techno Project was designed

to help seniors overcome their misgivings and fears about information technology. A dozen of Easy Tech workshops were held in Navan, Vars, Sarsfield and Cumberland. A total of 34 participants had the opportunity to discover some of the possibilities of information technology as they learned the basics of electronic searches and got to use a number of communications tools.

COMMUNITY PARTNERS

As a leader in community partnerships, we continue to develop partnerships to meet the changing needs of people in our community.

SERVING THE PEOPLE IN OUR COMMUNITY

This year, we noticed a significant increase in the number of requests for help in some of our programs. The OCCRC’s increased visibility, in addition to its community program offering, contributed to an increase in the number of people who were welcomed by the Centre as they sought assistance.

Also this year, the City of Ottawa increased our budget by 3%, compared with 2.8% the previous year. We greatly appreciate this increase, which will help us continue to play a leading role in the lives of our neighbours, friends and family members as well as those faced with difficult situations.

Thank you for your help and your support!



Hélène Quesnel  
Board Chair

Luc Ouellette  
Executive Director







OUR VALUES

RESPECT | PERSONAL CONNECTION | DIVERSITY & INCLUSION | EMPOWERMENT

2018-2022

STRATEGIC FOCUS AREAS



EVOLVE WITH  
COMMUNITY REALITIES

Our programs and services evolve as community needs change to ensure that all individuals are able to access supportive environments across our community.

OBJECTIVES:

- Continue to offer high quality prevention and intervention programs and services targeted to adults, families, children and youth
- Offer new services targeted to the needs of seniors, LGBTQ2+, newcomers, adult men, people dealing with mental health, and with addictions
- Look to new ways of servicing rural communities
- Continue to provide targeted francophone services
- Strive to be reflective of the community we serve
- Work collaboratively to improve the overall health and wellbeing of our community



BECOME BETTER KNOWN

We are well-known in the community and residents engage with us in a spirit of giving, receiving, and being part of something meaningful.

OBJECTIVES:

- Become one of the impactful local non-profit of choice for donors and funders
- Increase access by developing an outreach approach with multiple platforms to reach both urban and rural residents
- Realign our communication strategies to further reach our diverse and multicultural community
- Offer flexible support hours to provide greater access



CREATE LINKS

Social capital—the network of relationships among people who live and work in our area is the glue that grows our sense of community. We are taking this to the next level by leveraging and linking diverse relationships together.

OBJECTIVES:

- Connect with children and youth through our partnerships
- Further leverage the multiple skill sets and talents of volunteers
- Serve our diverse and multicultural community through our staff, partners and volunteers
- Develop projects that link the energy of our youth with the wisdom of our aging population



BE A MODEL ORGANIZATION

A sense of place is fundamental to the concept of community. We strive to model excellence in organizational health and management. To serve our community we must also take care of ourselves.

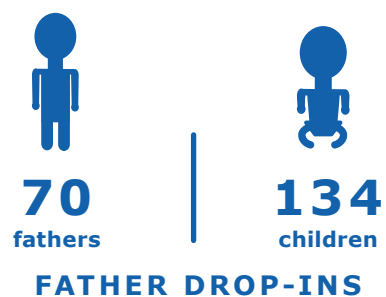
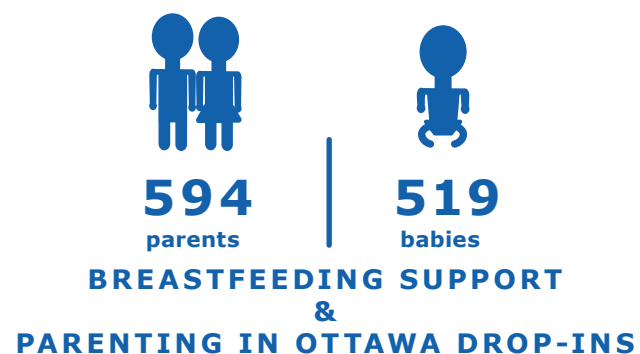
OBJECTIVES:

- Continue to attract, retain, engage and develop the best people
- Continue to foster a first-class volunteer experience
- Clarify our operational roles and responsibilities in relation to other areas of relevance to our mandate
- Strengthen our capacity and quality through training, capacity building, and the regular review and evaluation of our operations and programs
- Explore and secure innovative funding to grow and scale to meet emerging needs

This year, the Ministry of Education changed the way it funds family programs by putting in place an integrated service and support system for children 0-6 years as well as their parents and caregivers. Thus, since January 1st 2018, the City of Ottawa has been responsible for centres now known as EarlyON Child and Family Centres. The government of Ontario allocated funding to the City of Ottawa for a total of \$9.6 million, an increase of \$2.9 million over 2017, which speaks to the scope of the new integrated service and support system that were transferred. A proposal by the OCCRC currently underway would hopefully see the organization run the EarlyON Child and Family Centre located in its catchment area.

In cooperation with OCCRC's three satellite centres, the Early Years Centre (EYC) welcomed 24,710 children and 15,143 parents and caregivers.

*“ I’ve taken advantage of services provided by the EarlyON Child and Family Centre, particularly the play groups for babies under 12 months and the 0-6 years. I’m very glad to be able to use the Centre, and I feel that it provides invaluable services to parents who live in the city’s east end ”*



Through the Parenting in Ottawa Drop-ins Program from Ottawa Public Health and the OCCRC's Breastfeeding Support Program, 594 parents and 519 babies were seen by staff and received assistance.

This year, a larger number of fathers accompanied by their children participated in our father and child drop-ins – a total of 204 individuals (70 fathers and 134 children) compared to 170 last year. As many as 249 parents and caregivers attended workshops on parenting skills.

We wish to also emphasize that OCCRC staff completed over 618 referrals to a variety of community services.

We invite you to come and meet a Family Resource Worker for any questions you may have on your child's development (0-6 years).

## YOUTH



The OCCRC offered a range of services to youth ages 7-18. For example, a camp was held during March Break for youth ages 7-14, and summer camps were held over several weeks for 77 children from low-income households. In addition to these activities, there were also guitar lessons (31 youth participated) and dance lessons (25 youth participated). Also, 33 youth and 37 parents received individual counselling and 19 individuals attended workshops for parents.

Through the OCCRC School Supplies Program, children and youth from kindergarten to grade 12 were provided with 282 school backpacks filled with school supplies.

In partnership with Ottawa Public Health, the Centre also held 20 Healthy Transitions group workshops (80 sessions) that reached more than 450 youth from grades 7-8 in our catchment area. These workshops help youth overcome challenges, learn how to speak more easily with their parents, teachers and friends, and better manage their emotions, worries and stress.

Other partners worked in cooperation with the OCCRC to hold a number of workshops attended by more than 70 youth, including Sources of Strength, Keeping it Cool, Pens and Paint, and Mind Over Mood.



Funding from the Ontario Trillium Foundation made it possible for the OCCRC to offer three streams of services to youth ages 12-18 :

- 1 Weekly drop-ins took place in the evening in several formats (mixed, girls only and LGBTQ2+). Activities during drop-ins gave youth the opportunity to share a meal, have a chat with someone, or meet with guests and discuss topics of concern to them.
- 2 One-to-one counselling service was offered to youth ages 12-18. In 2017, the Centre provided one-on-one counselling to 43 youth over the course of 188 sessions.
- 3 The Centre also developed a series of workshops called SELFY to be held in Orléans-Cumberland schools with the goal of providing youth from grades 9-12 with tools designed to help them develop their self-esteem and resilience.

*“ The drop-in is a place where youth can have fun together; they can also share information and experiences and learn successful communications skills as they make new friends. ”*

*~ Tanya Lapointe Harris,  
Youth Counsellor with the OCCRC.*





## VOLUNTEERS



We are very grateful to our volunteers for all their accomplishments. Over the past year, 259 volunteers, compared to 228 the previous year, supported the OCCRC staff in the delivery of a number of programs and activities.

“ I volunteer at the food bank. From day one, I was impressed and felt energized when I saw how dedicated the coordinator and her team were to all clients, how they cared for them and how they showed them respect. Volunteering gives me the opportunity to help fellow Canadians in a diverse and welcoming environment, and this makes me happy and proud. ”

Our amazing volunteers also assisted hundreds of individuals and families who came to the Centre seeking help in one form or another. In all, volunteers contributed more than 10,147 hours last year, compared with 9,800 hours the previous year – an increase of 3.5% over last year and 32% over the past five years. Collectively and each one in their own way, the volunteers selflessly gave their time, showing energy and dedication. In doing so, they helped make the Centre a warm and welcoming place as they supported the community.

We are very lucky to be able to count on such a dedicated group of volunteers, and we want to commend each one for their contribution and tremendous commitment to the community.

Thank you!



## FOOD BANK



The Centre received close to 188,000 food items donated by individuals, social clubs, schools, sports clubs, the Ottawa Firefighters Association, St. Peter Catholic High School and local businesses.

Many OCCRC partners in the community also held food drives during the year. As a result, the Food Bank team and volunteers had adequate food supplies on hand to be able to help many families and individuals in need in our community.

Indeed, the OCCRC Food Bank provided food supplies to 2,366 families (7,099 individuals), for an average of 592 people a month. As part of its Christmas Program, the OCCRC also set up a community store that made 250 families (746 individuals, 46% of which were children) feel more at ease to pick food items of their choice for the Holidays.

In the past year, the Centre donated more than 10,000 days' worth of food to people in need in our community.



“ When I think about the Christmas Program, what comes to my mind is that obviously, this program matters a lot to a great number of employees at the Centre. The team works together in order to reach a goal that all members share, and that is to help, all the while making sure to respect one another ”



## ADULTS



In 2017, a total of 245 individuals from the community attended the OCCRC income tax clinics. A team of 17 volunteers contributed to these clinics by giving 248 hours of their time to help families prepare their income tax returns. This year, the clinics helped 15 more individuals than last year, and two clinics were held off-site, including one at the Hervé-Joly Residence in Sarsfield.

“ Each time I came to the Centre, it was because I needed help to deal with issues in my personal life. I was treated kindly, in a professional manner and with compassion. Staff understood my needs and how I felt and they were extremely helpful. My family and I wouldn't be where we are today, had we not had access to ALL services available at the Centre. I'm very grateful to the amazing team of our community centre. ”

The OCCRC Intake Program team welcomed 1,155 individuals compared to 899 last year – an increase of 14% – for a total of 2,797 visits. The Centre also processed 165 applications for the Low-Income Energy Assistance Program (LEAP). In addition, the Intake Program team helped more than 96 individuals apply to the Ontario Electricity Support Program (OESP) that is available to low-income households impacted by rising electricity costs.

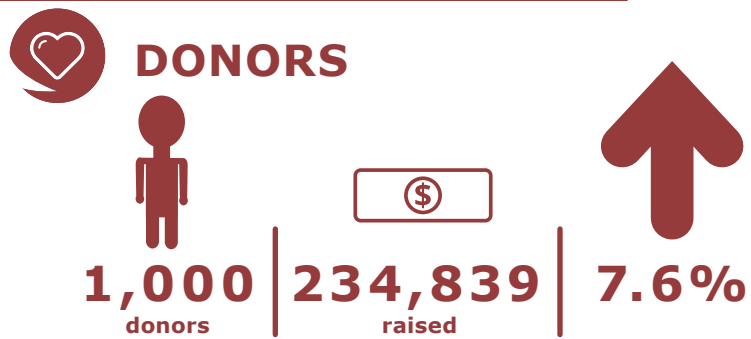


## COMMUNITY ENGAGEMENT



Between 5 and 15 adults 35 years of age and older met weekly in a location with low social barriers to hang out and break isolation. The group is coordinated by Christine Leclair, a local community leader and mental health advocate. The peer-based model means that decision making is achieved through full consensus from participants.

Many participants navigate poverty and mood disorders while living in a suburban social service desert. The objective of the group is to strengthen a sense of belonging, in addition to fostering interconnectedness and worthiness through friendship, care and laughter.



Our community is very fortunate to be able to count on the support of very generous people. Again this year, approximately a thousand individuals contributed to our fundraising campaign that brought in more donations than last year. We exceeded our financial objective by raising over \$234,839 – a 7.6% increase over the previous year.

We undertook a new fundraising activity this year in the form of a pancake breakfast. The event, which took place at the Proulx Farm, was an opportunity for OCCRC staff to meet members of our community as they collected donations for the Centre.

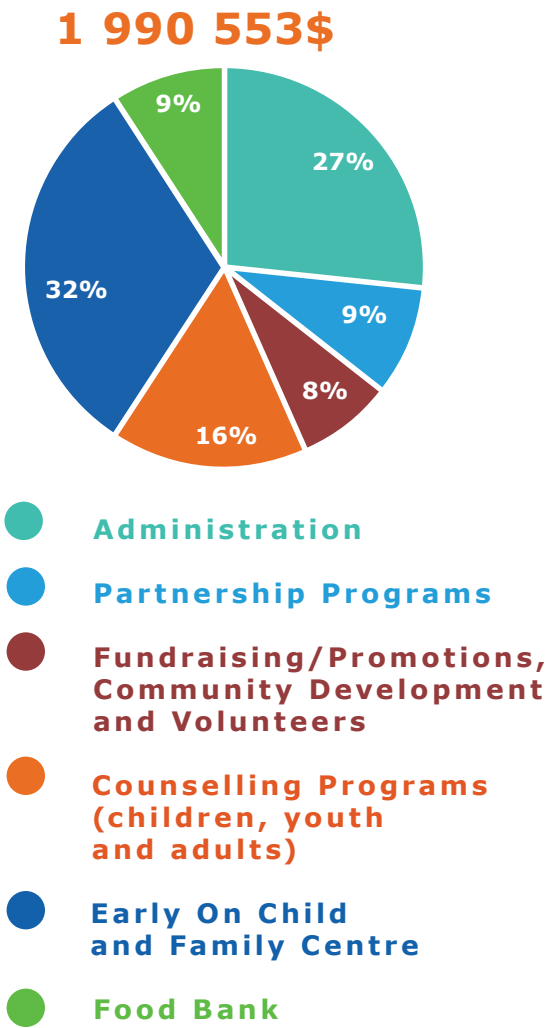
We also innovated this year by putting in place a new community kitchen with the kind support of Lowes, OakWood and a grant from the City of Ottawa.

Throughout the year, we received many testimonials from individuals who donated to the Centre.

We thank everyone who donated their time this past year and collected financial as well as food donations during community events. Their significant contributions played a role in the continued capacity of the OCCRC Food Bank to provide assistance to many individuals in the community.



**APR. TO DEC. 2017  
REVENUE BREAKDOWN  
BY PROGRAMS**



**OCCRC COMMUNITY PARTNERS**

**CONTACT NORTH:**

Registrations .....	2,300
New students.....	415

**EMPLOYMENT ONTARIO :**

Visits .....	3,809
People met .....	2,251
Jobs obtained.....	651

**L.E.S.A. (LIFE ENRICHMENT FOR SENIOR ADULTS) AND SMART RECOVERY GROUP :**

Number of participants	
Individual sessions.....	14
Smart meetings .....	4 – 8

**FIRST WORDS :**

Visits for speech therapy .....	1,461
Visits for evaluations and revaluations .....	418
Child hearing screening tests .....	374

**DIABETES EDUCATION PROGRAM :**

In English:	
Groups.....	88
Participants .....	427
Individual meetings.....	476

In French:

Groups.....	26
Participants .....	95
Individual meetings .....	351

**DOYLE SALEWSKI INC. :**

Personal contacts .....	96
Consultations .....	66
Consumer proposals or bankruptcy filed with DSI.....	32

**OTTAWA PUBLIC HEALTH :**

Sexual health clinic .....	179
Dental clinic	
Screening exams .....	168
Application of varnish fluoride .....	83

**PARENTING IN OTTAWA :**

Parents .....	594
Babies .....	519

**OUR MAIN FUNDERS**



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## OUR BOARD OF DIRECTORS

Hélène Quesnel  
board of chair

Andrée Métivier  
vice-president

Norm Houle  
treasurer

Maria Aubrey  
secretary

Félix Rusake

Christine Dudley

Jean Chrétien

Marino Francispillai

Sean Crossan

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## STUDENTS EMPLOYED DURING THE SUMMER

Cynthia St-Jean

Gabriel Kennedy

Lara Tolba

Sara Tolba

Théo Landry

Justine Sabourin

Anne-Christelle  
Franck

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## PLACEMENT STUDENTS

Emanuelle Digiovine

Anne-Christelle  
Franck

Abiola Akande

Roxane Bujold

Faelle Bien-Aimé

Eugénie Rioux

Sabrina Martel

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## EMPLOYEES

Chantal Pomerleau

Cathy Vautour

Carolle Séguin

Carole Soros

Diane Dicaire

Cindy Mackay

Dominik Lavictoire

Geneviève Clermont

Hélène Leblanc

Janelle Gagnier

Joel Beauchesne

Katherine  
Januszevska

Lisa-Ann Smith

Luc Ouellette

Manon Beaulieu

Mélanie Couturier

Mélanie Jubinville-  
Stafford

Nicole Perras

Niki Léonard-Smith

Rebecca René

Rita Tapia

Rosanne Canzanella

Suzanne Vivarais

Suzanne Wert

Tanya Lapointe-Harris

Tracy Pressé



**\*Quotes excerpted from answers provided by the public to a survey on strategic  
directions for the Orleans-Cumberland Community Resource Centre (2017)**