



Orléans-Cumberland Community Resource Centre  
 Centre de ressources communautaires Orléans-Cumberland  
 105-240 boul. Centrum Blvd., Orléans (Ontario) K1E 3J4  
 www.croc.ca

## Message from our Board President and Executive Director

Members of the corporation, community and partners,



Monique Oliver

**We are very pleased to present this annual summary of our major accomplishments in 2014-2015.**

As a Leader in community partnerships, we achieved a number of the objectives set out in our 2012-2017 strategic plan. We achieved those results with the support and dedication of a tremendous team of employees, volunteers, and community partners all engaged in providing the residents of our community with quality services.



Luc Ouellette

We expanded the Centre's programming to meet the growing and changing needs of the people in our community. Some of the changes we made included restructuring our Christmas program, and improving our income tax clinics to make them more accessible and give the people using the Centre's services an enhanced service experience. We developed a new guide to help people with their personal budgeting. We offered various workshops such as an after school program, baby massage workshops, self-esteem workshops for youth aged 16 to 21, "I luv to dance" workshops for girls, and many others.

The Centre continued developing its partnerships with a number of community organizations in order to expand its services. In collaboration with Ottawa Public Health, we organized smoking cessation discussion groups as well as healthy eating workshops. In collaboration with the Lowertown Community Resource Centre and thanks to a new \$10,000 grant, we held a summer camp that gave many youth from our community a camp experience as well as the opportunity to meet other young people their own age and develop various social skills.

Through our many workshops and discussion groups, we helped hundreds of people and distributed information on a range of topics such as the status of women, cultural diversity, sexual diversity, and healthy lifestyle promotion (diet, exercise, sexuality, and mental and dental health).

With respect to our human resources, the community of Orléans-Cumberland is truly blessed to be able to count on an impressive team of employees and generous volunteers who, day after day, provide excellent services and advice to the people visiting our Centre. By recruiting dozens of new volunteers every year, we are able to maintain an extensive roster of volunteers to assist us in delivering services – especially those related to our food bank, Christmas program, income tax clinic, and early years centre.

Over the course of the year, we launched the Centre's first Facebook page. This new medium of communication allowed us to share information on various activities at the Centre and heighten our social media visibility.

The community of Orléans-Cumberland showed great generosity toward the Centre again this year by making a total of \$115,551 in cash donations. *"This same period saw an 11% drop in food donations while the number of people participating in our food bank program increased by 12%."* This same period unfortunately saw an 11% drop in food donations while the number of people participating in our food bank program increased by 12%. The situation is concerning and will receive very special attention in the coming year.

Finally, we wish to thank all those whose generous collaboration and participation enhanced the wellness of our community's residents.

We also wish to thank our staff, volunteers, partners and donors. Through their great dedication and generosity, not to mention their individual and collective efforts, they helped improve the wellness of large numbers of youth and adults in our community.

**Commitment from our volunteers**

Every year, we are amazed by the priceless contributions of our team of volunteers. 218 strong, they play a vital role in the support and delivery of our services.

Our volunteers are involved in our Food Bank, Early Years Centre and Fundraising Program. They also offer their support during our Christmas Program, Income Tax Clinic and Back to School Program. They are Board



members and translators. They provide outreach and support during community events. They help us with our database, maintenance and administrative tasks. They even paint murals and supported a school readiness program. In all, they have contributed over 7960 hours of their time and energy in a collective effort to make this community a better place to live in. We salute and applaud their precious contribution.

*With one voice we say: Thank you!*

**The Orléans-Cumberland's Food Bank**

Every month, the Orléans-Cumberland Food Bank provides, on average, 3-4 days worth of food to 650 people on a monthly basis.

The food and other items provided by the Food Bank come mainly through donations from the community. Every year, the Orléans-Cumberland Food Bank receives thousands of donated food items and monetary donations from many community partners, which include: individual donations, local businesses, social clubs, schools, sport clubs and weekly delivery from Ottawa Food Bank. Our three largest food drives and food donations are organized by the Ottawa Firefighters in the fall and St-Pete's High School in the spring and the Orléans Sobeys's grocery store on a continuous basis. Without all these generous donations the Food Bank would not be able to accomplish its mission. During

the past year, we have registered more single people (28% increase) and single parent households (32% increase).

The first Canadian food bank was created in Edmonton in 1981. Since then they have multiplied into more than 800 food banks and 3000 food programs across Canada. Food Bank Canada states that they are 4 main reasons why people need to use food banks: massive loss of well paying blue collar jobs; too many people without the skills for today's labor market; senior and disability pensions do not cover basic needs; and inadequate social programs for people facing hard times. They also suggest 5 areas of government action to address these issues: (1) Invest in affordable housing at the federal level (2) Address the extremely high level of food insecurity in Canada's north (3) Replace ineffective social assistance (4) More effective support for low income families with children (5) Help Canadians with low level literacy to upgrade their skills for the jobs of today.

**Youth in action**

The OCCRC Child and Youth Program offers a variety of programs and services to children and youth ages 8-14.

These programs included individual counselling to 25 children with support to their families. More than 58 children participated in weekly group workshops that included life skills workshops and Girls Night/I Luv to dance that combines dance lessons and life skills activities. 77 kids participated in our summer and March break camps. In collaboration with Lowertown CRC and generous funding from Greenshield Canada Community Fund, 20 kids spent five days and nights at the Camp Air-O-Bois summer camp where they had lots of fun and

received several life skills workshops and individual support.

For the first time, the child and youth program organized a Flashmob at the Place d'Orléans mall on February 14th.

*"In collaboration with Lowertown CRC and funding from Greenshield Canada Community Fund, 20 kids spent 5 days and nights at the Camp Air-O-Bois summer camp."*

Supported by funding from Girls Action, 25 girls prepared a Flashmob dance to create awareness of the importance of women and girls in our society. And

finally, we offered CAP (Child Assault Prevention) workshops to more than 1245 children and to 79 adults in 5 different elementary schools and during 1 summer camp.

**Early Years Centre**

Welcome to the Ottawa-Orléans Early Years Centre!

With the collaboration of our 3 satellites we have received the visit of 25 525 children and 15 859 parents and care givers in 2014-2015. We have also offered workshops and training to 460 parents and care givers. In addition we have made more than 500 referrals to a variety of community services.

For 13 years, the Ottawa-Orléans Early Years Centre has been offering a wide range of programs, activities and information that are available for young children and their families. In January 2015, a group of 16 young children ages 3-5 participated in the School's Cool school readiness program. This 6 week program supported by 2 early years educators and a team of volunteer was a great success.

We invite you to come and meet our dynamic team of early years educators in a fun, welcoming and stimulating environment.

## Intervention and various programs highlights

### Busy year for the intake program

Close to 600 individuals from the Orléans-Cumberland area received services through our Intake program. The services offered included crisis intervention, mental

health support, financial assistance through referrals to available community programs, workshops, advocacy, information request and much more.

**All about Me/Tools for self care** — This free 6-week workshop for woman over 45 focused on providing tools for self-care. The subjects covered were stress management, self-talk, assertiveness and helpful thinking patterns. 8 participants had an opportunity to explore guided meditation, progressive relaxation and mindfulness during this 6-week workshop.

**2015 Income Tax Clinic** — This year, with the help of 11 volunteers who gave close 140 hours of their

time, the OCCRC tax clinic completed 150 income tax returns.

**Fallingbrook Community Playgroup** — This Fallingbrook neighbourhood community-based playgroup for children 0-6 joined the OCCRC family in 2014. Distinct from the Ontario Early Years playgroups, this program is offered once a week by volunteers (childcare providers and parents) at the Fallingbrook Elementary School. On average, 24 children and 10 adults attend the playgroup every week.

**2014 Christmas Program** — During the month of December 2014, more than 855 individuals (418 of which were children) received food, baby items, toys and gift cards to their preferred grocery store as part of the OCCRC Christmas program. This activity is completely funded by donations from the community.

**Rebuilding** — 8 participants completed this 10-week free workshop for individuals who are separated or divorced, and are looking for skills and support to overcome this difficult time.

## Fundraising by and for the community

As the need in our community changes, so too does the way we approach people for support.

Finding innovative ways to find funding for the programs and services we

offer has been a challenge, but a challenge we have enjoyed!

For over 15 years, the OCCRC hosted its own charity golf tournament, but in 2011 we saw that the interest to attend yet another charity tournament was depleting. To avoid losing further interest and support, we approached the very energetic team at Paul Rushforth Real Estate to see if we could combine our tournaments and encourage more people in community to participate.

*"In 2012, our two tournaments became one. Since then, we have raised \$70,000 to help support our community as well as DIFD (Do it for Daron)."*

In 2012, our two tournaments became one. Since then, we have raised over \$70,000 to help support our community as well as DIFD (Do it for Daron). The DIFD charity is a local group that focuses on Youth Mental Health. Over the past 3 years, we have watched this tournament turn into an incredible successful event where there is a waiting list to join in the golf.

Another great way that the OCCRC has 'changed with the times' is by adding a new exciting program... "Cards that Care", a gift card program. In 2014, this program brought in over \$3,100 to help support the OCCRC. The supporters can purchase everyday items like gas, groceries, coffee, and so much more while giving back to their community. We have had fantastic responses to this program and have now focused on the corporate world - allowing businesses to purchase bulk orders of gift cards that they can give away as gifts to staff and clients - all while supporting their community.

*Just a few ways your OCCRC is growing with its community!*

## 25th Anniversary celebration for the Coalition of community health and resource centres of Ottawa



The Coalition of Community Health and Resource Centres of Ottawa works to promote good health and wellbeing as identified in the 1986 Ottawa Charter of the World Health Organization.

The Coalition is a strong network of 6 Community Health Centres and 7 Community Resource Centres, which work well together in developing and providing community-based health and social service programs for residents in urban, suburban and rural neighbourhoods from Cumberland to Osgoode to Kanata.

The Coalition recognizes the importance of responding to the diverse needs within local communities and pays particular attention to those members of the community who are most vulnerable and at risk.

The Centres are effective in promoting healthy public policy or government response on issues of common interest, such as employment, food security, affordable transit, and access to healthy food.

## Members of the Board of Directors

André Brisebois (L)	Maria Aubrey
André Carrière	Melissa McGuirk McNeil
Carina Maggiore (L)	Monique Oliver - President
Denis Perrault (L)	Norm Houle - Treasurer
Felix Rusake	Sean Crossan
Hélène Quesnel - Secretary	
Jocelyne Courtemanche - Vice President	(L) left during the year

## OCCRC staff members

Carmelle Legault	Lisa-Ann Smith
Cathy Vautour	Luc Ouellette
Cindy MacKay	Mélanie Couturier
Diane Dicaire	Mélanie Jubinville-Stafford
Dominik Théoret	Nicole Perras
Fred Sherwin (L)	Rita Tapia
Geneviève Clermont	Rosanne Canzanella
Ginette Mahoro (L)	Suzanne Wert
Hélène Leblanc	Tania Lapointe-Harris
Jocelyne Bélanger	Tracy Pressé
Joffré Malette	(L) left during the year

## Our partners and collaborators

Action Housing	First Words
Assoc. francophone de parents d'enfants dyslexiques	L.E.S.A. (Life Enrichment for Senior Adults)
CFSO	Military Families Resource Centre
Contact North	Ottawa Public Health
Diabetes Education Program	Société franco-ontarienne de l'autisme
Employment Ontario	Youth Services Bureau

## Our main funders



### 2014-2015 Revenue Breakdown into Programs - \$2,230,186

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

