



Orléans-Cumberland Community Resource Centre

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Orléans, ON K1E 3J4
www.croc.ca

Annual Report 2016-2017

April 1, 2016 – March 31, 2017

Message from our President and Executive Director



Hélène
Quesnel
Présidente

We are very pleased to highlight the key achievements of the Orléans-Cumberland Community Resource Centre (the Centre) in 2016-2017.

We would like to thank our staff and volunteers. Thanks to these people, we were able to come to the help of hundreds of individuals and improve the well-being of many children and adults in our community. We would

also like to acknowledge and thank the members of our Board of Directors and our Fund Development Committee for their leadership and commitment.



Luc Ouellette
Directeur général

New strategic plan

In recent months, the Board of Directors and the Centre's staff focused their efforts on developing a new strategic plan that will ensure the Centre's growth until 2022. In winter 2017, we analyzed the demographic profile of the wards we serve. We conducted surveys online, by telephone and through focus groups with the Centre's clients, volunteers, staff and members of the general community. In all, more than 200 people participated in this exercise.

The findings provided us with useful information that will help us identify priorities for action over the next five years.

Serving the people in our community

We have seen a substantial increase in requests for help in some of our programs. The Centre's visibility and the community programs we offer have helped us welcome and assist even more people. Use of our intake program, mental health support and financial assistance services have increased by 26%, while use of our youth program has increased by 44% over the last year.

This year, the City of Ottawa increased our budget by 2.8% compared to 1.5% the previous year. We greatly appreciate this increase, which will help us to play a leading role with neighbours, friends, members of our most vulnerable families and those living in difficult situations.

Financial outlook

Due to changes in the funding calendar of one of our funders, we are making a change to our fiscal cycle starting in 2017 and adopting a budget based on a calendar year. As our audited financial statements show, we finished the 2016-2017 year with a surplus. We exceeded our fundraising goal.

Moving forward

The next year will be busy and exciting because we will start implementing a new strategic plan. We plan to start our work with youth in schools thanks to the Ontario Trillium Foundation grant. We will also focus on services for seniors and hope to renovate our kitchen in order to offer collective kitchen workshops. We will develop a new communications plan which will allow us to better reach our community.

Thank you for your help and your support!

Community Partners

As a leader in community partnerships, we continue to develop partnerships to meet the needs of people living in our community. In this spirit, the Centre is now working with Ottawa Public Health to offer a sexual health clinic for young people 29 years old and under. Since November 2016, the clinic received 97 youth. Sexually transmitted diseases and contraception were the topics most addressed.

A recent survey conducted by the Centre found that more and more people living in our community are experiencing financial problems. To respond to this concern, we developed a partnership with the accounting firm Doyle/Salewski, to provide financial counselling services. Since fall 2016, 30 people received assistance in order to balance their budget.

Recognizing the needs of youth in Orléans

Since fall 2015, we have been offering a youth program for 14-18 year olds, so that they can meet in a safe environment, as well as receive counselling services. These services were funded through donations of approximately \$70,000 from our community and thanks to grants totaling \$38,000 from the Ottawa Community Foundation and Ontario Trillium Foundation.

Over the course of 18 months, we have helped over 100 young people who have attended guitar lessons, individual counselling and workshops on cyber-bullying, conflict resolution and self-confidence. As a result of this successful accomplishment, we have just received a very large grant from the Trillium Foundation of \$394,000 to cover a three-year period. This funding will enable us to reach more than 1,400 youth to improve their social and emotional skills.

ACTIVITY REPORT

INDIVIDUALS SHARE THEIR STORIES

Here are a few stories and highlights from our survey of the individuals who received services from our intake, food bank and child and youth programs.

What did you appreciate the most about our services?

- ✓ Staff very helpful and friendly
- ✓ Connection to other resources, compassion of staff
- ✓ The girls are always so nice and such good listeners

What could we have done better?

- ✓ Nothing, everything's good
- ✓ Need a better selection of healthier food, fresh fruit and vegetables
- ✓ More activities for young people between 5 p.m. and 7 p.m.

Are there other services you need?

- ✓ A support group for men, I think it's really necessary
- ✓ Financial help on-site for monthly expenses
- ✓ Help for me to move into a retirement home
- ✓ Homework club for children

COMMITMENT BY OUR VOLUNTEERS

We are very grateful for all that our volunteers contribute. Over the past year, 228 volunteers, versus 206 the previous year, supported the Centre's staff in a number of programs and activities.

Our amazing volunteers also supported hundreds of individuals and families who visited our Centre to receive help in one form or another. In all, they contributed over 9,800 hours of their time and energy in a collective effort for our Centre to be a warm and welcoming place, and above all, to support the community. This represents a 15% increase over the previous year.

We are very lucky to be able to count on such a dedicated group of volunteers. We recognize every volunteer's contribution as well as their tremendous commitment to the community. *Thank you!*

*I had a great life and the time I spend at the Centre makes me realize how lucky I am. I'm more aware of the needs of my community and how I can help.
Diane, volunteer at the Centre*

FOOD PROGRAM



Banque alimentaire OCCRC Food Bank

The Centre received over 100,000 food items from individuals, social clubs, schools, sports clubs, Ottawa firefighters, and local businesses.

A number of our community partners also organized food drives throughout the year that generated enough donations for the Food Bank team and their volunteer team to serve the families and individuals in need within our community.

The Centre's Food Bank supplied food to 2,421 families and 7,464 individuals. For our Christmas program, the Centre organized a Community Store to give our clients more freedom in choosing the foodstuffs going into their Christmas hampers, and 246 families (802 people) benefited from that.

We offered over 10,000 days' worth of meals to people in need in the course of the year.

EARLY YEARS CENTRE

In February 2016, the Ministry of Education announced its provincial plan to move forward with the integration and transformation of child and family programs by establishing Ontario Early Years Child and Family Centres (OEYFCs) by January 2018. The City of Ottawa will be responsible for local management of the OEYFCs delivering core services.



In collaboration with our three satellite centres, the EYC received 26,457 visits by children (an increase of 3% over the previous year) and 16,236 visits by parents and caregivers.

In partnership with the Parenting in Ottawa Drop-Ins 622 parents and their children met with a public health nurse or a breastfeeding consultant.

Our playgroup drop-in for fathers and their children were attended by 114 people.

It should also be noted that we made over 656 referrals (an increase of 31%) to various services in the community.

SERVICING OUR COMMUNITY

Our income tax clinics were attended by 230 people from our community. Through these clinics, 15 of the Centre's volunteers devoted 223 hours of their time to help families prepare their income tax returns. We helped 57 more people this year than the previous year, which represents a 31% increase and required the addition of six new volunteers. From the same perspective of increasing our visibility within the community, we held two of our seven income tax clinics outside our Centre for the first time.

Our School Supplies Program helped 270 young people (114 families).

Our Intake Program received 2,413 visits by 899 individuals. In addition, we accepted 150 applications to the Low-Income Energy Assistance Program (LEAP). The Intake Program team helped over 90 individuals apply to the Ontario Electricity Support Program (OESP) offered to low-income families experiencing rising electricity costs.

CHILDREN & YOUTH

Many services and programs were offered to hundreds of youth in our community aged 6 to 18. These included evenings of mixed repertoire attended by approximately 57 youth; individual counselling sessions offered to 29 youth; summer camp and March Break activities attended by over 50 children; workshops on various topics (stress and anxiety, self-defence, life skills) attended by over 230 youth from Orléans and surrounding areas; and, finally, 14 parents attended positive discipline workshops.



Young adolescents come to the Centre to take part in the weekly Youth Space Program, which offers them activities and the chance to interact. They can attend guitar classes as well as workshops on cyber-bullying, conflict resolution, and self-confidence. Our Drop-In Program had received 317 visits. We reached 38 youth through programs such as Youth Active Media, Youth Net, and guitar classes delivered in partnership with other organizations.

We young people, we need a place where we can talk and interact among ourselves so we can understand each other better, get to know ourselves better, and have fun... and this gives me self-confidence.
Youth program participant

COMMUNITY DEVELOPMENT

The Orléans-Cumberland Community Resource Centre is truly fortunate to receive so much support from the communities it serves. It is very important for us to take advantage of opportunities to interact and participate actively in events taking place in Vars, Sarsfield,

Cumberland, Navan, Carlsbad Springs and Orléans. Between October 2016 and March 2017, our community development worker gave three presentations to organizations in rural areas, participated in approximately 15 regional events and 30 collaborative meetings, and met with approximately 20 community organizations.

A VERY GENEROUS COMMUNITY

Our community is extremely lucky to be able to count on support from some very generous people. Once again this year, approximately 1,000 individuals contributed to our fundraising campaign, which led to an increase in the donations received during the year. We exceeded our financial objective by raising over \$192,000, which represents a 5% increase over the previous year.



We undertook a new fundraising activity this year in the form of a pancake breakfast. This event held at the Proulx Farm was an opportunity for us to collect donations and meet members of our community.

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

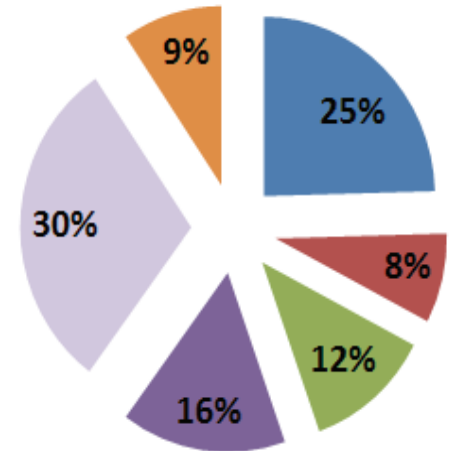
We thank everyone who devoted their time this past year to collecting financial and food donations during community events in order to ensure the success of our Food Bank Program.

Seven years ago, we started supporting the events held by the Centre, such as the golf tournament, auction, and Christmas Program. Two years ago, while talking to a staff member at the Donor Recognition Evening, we learned that the Centre has a program for donors to make monthly donations. This was the best way for us to give because we have busy lives. We donate online and let the Centre decide where the funds should be invested.

Karen, donor to the Centre

2016-2017 Revenue Breakdown into Programs - \$2,441,340

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



Our Board of Directors

Hélène Quesnel - President
 Jocelyne Courtemanche - Vice-President
 Maria Aubrey - Secretary
 Norm Houle - Treasurer
 André Carrière

Sean Crossan
 Christine Dudley
 Andrée Métivier
 Felix Rusake

Agencies at the OCCRC

Action Housing
 Catholic Family Services Ottawa
 Contact North
 Diabetes Education Program
 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

Our main funders



Community
Foundation of
Ottawa



Fondation
communale
d'Ottawa

Ontario
Trillium Foundation



Fondation Trillium
de l'Ontario

The OCCRC Team

Carolle Séguin
 Cathy Vautour
 Chantal Pomerleau
 Cindy MacKay
 Diane Dicaire
 Diane Ladeluca
 Dominik Lavictoire
 Eugénie Rioux
 Geneviève Clermont
 Hélène Leblanc
 Jasmine Bertschi
 Jocelyne Bélanger (L)
 Katherine Januszewska
 Lisa-Ann Smith

Luc Ouellette
 Manon Beaulieu
 Mélanie Couturier
 Nicole Perras
 Niki Léonard-Smith
 Rebecca René
 Rita Tapia
 Rosanne Canzanella
 Suzanne Wert
 Tanya Lapointe-Harris
 Tracy Pressé

(L) Left during the year

