



Orléans-Cumberland  
Community  
Resource Centre

# Newsletter

## & the Community Caring Connection

March • April • May 2017

### People's voices have been heard!



Sometimes, our hesitation to get involved in a social cause that we believe in stems from the impression that our voice will have no impact and that no change will ensue. However, commitment, determination and the patience to pursue a cohesive approach recently bore fruit with the adoption of the City of Ottawa's 2017 budget.

Through Making Voices Count, an organization dedicated to working with elected municipal officials to build a city for all, a number of Ottawa residents came together to make their needs known during the 2017 pre-budget consultations.

Making Voices Count coordinated discussions with residents designed to identify their most pressing needs – namely an affordable transit pass for low income residents, reinvestment in the City's social infrastructure programs, and affordable housing. Residents and community groups identified the related components and developed a simple and concise reference document clearly setting out their needs and the impact of the 2017 budget decisions on their lives.

This document has guided the residents who delivered speeches and testimonies to the Finance and Economic Development Committee, Community and Protective Services Committee and Public Transit Commission containing striking stories and testimonials.

The City's elected officials and managers heard these messages. They were touched and influenced by the testimonials of people who explained the challenges they face and how improving the services in question could help them.

As a result, the City included measures to meet their needs in the 2017 budget. Officials know that an affordable and therefore equitable transit system is a key service in our city. An affordable transit pass, the EquiPass, costing \$57 per month, was proposed. This transit pass will be available to residents with an annual income of approximately \$20,000 or less for an individual or approximately \$38,000 for a family of four (i.e. the low income thresholds determined by Statistics Canada).

The residents and community groups involved in Making Voices Count see public transit as a shared responsibility of the City of Ottawa and the Province of Ontario. A contribution by the province would further reduce the \$57 per month transit pass, considered unaffordable by those in poverty, to \$41 per month. Moreover, a single fare option is needed for those unable to purchase a monthly transit pass.

All interested individuals can join this movement and contact their MPP to raise awareness of the importance of funding this City of Ottawa initiative. This funding will reduce the cost of a monthly pass and also open the door to offering a single fare option to thousands of low income residents in Ottawa. Ontario could follow the example of the Province of Alberta, which is sharing the cost of a similar pass in the cities Calgary and Edmonton on a 50/50 basis.

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Visit  
our website  
[www.crcoc.ca](http://www.crcoc.ca)



Find us on  
**Facebook**

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Unit 105  
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T 613-830-4357  
[info@crcoc.ca](mailto:info@crcoc.ca)

**Office Hours**  
Monday to Friday  
**8:30am to 4:30pm**

**Centre will be closed**  
from April 14 to 17 and on  
May 22, 2017

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**OC Transpo Buses**  
135, 136, 137  
stop near our building

... / Cont. p. 4

— Our programs and services are free of charge —

## Adults and families

**Intake and Intervention Program** – Talk to someone about stress, violence, crisis intervention, employment, bereavement, short-term counselling, advocacy, community education, etc. Call us for support and to discuss the resources available in the community.  
Info. Tracy or Lisa (613) 830-4357

**Contact North** – Online education, financial aid options, employment agency referrals and more.  
Info. Diane Iadeluca (613) 830-4357 ext. 301  
[orleans@contactnorth.ca](mailto:orleans@contactnorth.ca)

**CFSO** – Counselling for individuals, couples and families. (service available on a sliding scale)  
Info. Carole Barrette (613) 830-4357 ext. 406

**Employment Ontario** – Invites you to their Job Fair, Wednesday March 1st, 2017 from 10 a.m. to 2 p.m. at the Shenkman Center. Many employers will be present.  
Info: (613) 741-9042.

**Action Housing** – Services for tenants and landlords related to housing, tenants' rights. Get information on your rights and responsibilities in order to avoid difficult situations.  
Info. Eddy Francillon (613) 830-4357 ext. 400

**Diabetes Program** – Information groups offered every month during the day and evening, in English and French. To register, call (613) 233-6655

**Francophone Association for Autism** – Information offered to individuals with autism and support to their family members.  
Info. [www.sfoautisme.org](http://www.sfoautisme.org)

**Life Enrichment for Senior Adults [L.E.S.A.]** – Counselling for adults 55+ experiencing problems with alcohol, medications, other drugs, and gambling – aiming to improve social / physical / psychological / spiritual health.  
Info. (613) 233-5430

**EBO - Financial Education Centre** – Offers help on budgeting and work with individuals and their families to achieve financial autonomy.  
Info. (613) 830-4357

**Financial counselling** - The Doyle Salewski firm offers counselling and solutions to people experiencing financial difficulties.  
Info. Falak Saadalla (613) 830-4357

**Ottawa Public Health** – Youth sexual health community clinics available to youth aged 29 and under. Opening November 2, 2016 – Wednesdays from 2pm to 5pm.  
Info. (613) 830-4357 to speak to Andrée Bourgault or Marie-Odile Grayson or to set up an appointment.

**Income Tax Clinic 2017** for the Orléans-Cumberland CRC  
Tuesday – March 28th and April 25th: **4:00 pm - 7:00 pm**  
Saturday – March 25th, April 8th and April 22nd: **9:00 am - 3:00 pm**  
Registration required: 613-830-4357 ext. 408

Clinics for **Coalition Ottawa health and resource centres**

You can also contact the Financial Education Centre at (613) 746-0400 or Acorn at (613) 746-5999

## Babies, children & teens

**Early Years Centre** : see middle of newsletter for activities

**First Words** – [speech & language services] Focus on prevention, early identification and treatment of speech and language problems in young children.  
Info. Ottawa Public Health at (613) 580-6744 or visit [www.firstwords.ca](http://www.firstwords.ca)

**Dental Screening Clinic** – Offered every 3<sup>rd</sup> Friday of the month at the OCCRC from 9am to noon.

**Youth Program [6-13]** – Individual counselling to discuss difficult matters at home, at school or in their environment. Bullying prevention workshops, support groups, such as social skills. Other social events as well, contact Hélène for details.  
Info. Hélène Leblanc (613) 830-4357 ext. 152

**Youth Program [14-18]** –  
**YOUTH WALK-IN** – Tuesdays 4pm–7pm when you can talk one on one with a Youth Worker about concerns, needs and resources.  
**YOUTH SPACE** – Thursday nights 4pm–7pm where youth can come to meet other youth in their community, share experiences, have fun, discuss different issues or their needs.  
Info. Tanya Lapointe Harris (613) 830-4357 ext. 140.  
March Break activities to come.

**Resources for military families** – The MFRC still offers counselling at the OCCRC.  
Info. (613) 998-4844 or email at [capp@mfrnc-ncr.org](mailto:capp@mfrnc-ncr.org) and [www.familyforces.ca](http://www.familyforces.ca)

## Food Bank information

**Individuals and families coming to the food bank**

**Office Hours:**

Tuesday — 4pm - 7pm  
Thursday — 1:30pm - 4:30pm  
Friday — 9am to noon

*\*\*\*Please come in 30 minutes before closing time.*

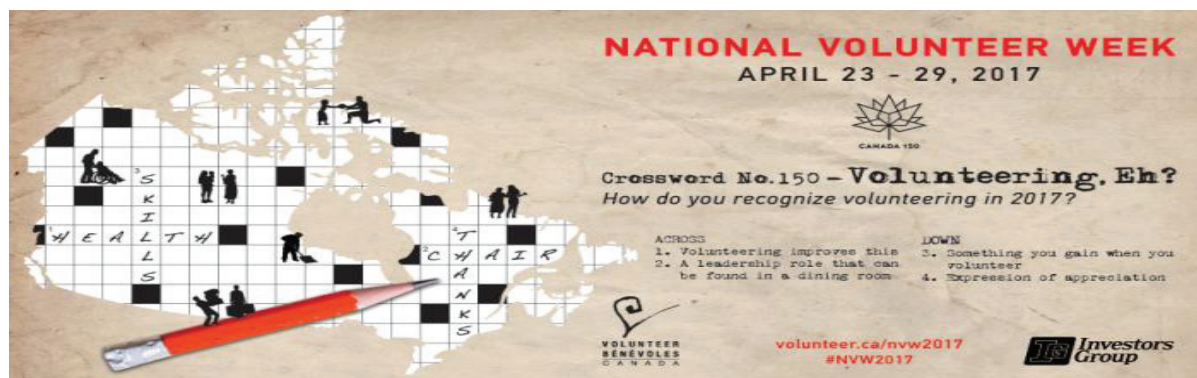
**For donations**

**Office Hours:**

Tuesday — 11:30am - 3pm  
Wednesday — 9am to noon  
Thursday — 9am - 4pm  
Friday — 9am to noon



# Volunteer Appreciation Week 2017



## Canada 150 for 150 Challenge



THE CANADA 150 FOR 150 VOLUNTEER CHALLENGE IS A NATION-WIDE MOVEMENT LED BY VOLUNTEER OTTAWA

IN PARTNERSHIP WITH VOLUNTEER CANADA AND VOLUNTEER CENTRES ACROSS THE COUNTRY.

**THE GOAL** is to have Canadians give 150 hours of volunteer time in 2017 in celebration of Canada's 150th anniversary. To celebrate, we invite all residents of Ottawa to give 150 hours of their time during 2017 and give back to your community by making a difference in people's lives. Special recognition will be awarded to "NEW CANADIAN", "ABORIGINAL", "YOUTH", and "SENIOR" 150 for 150 Volunteers. Those who have contributed the most hours in each province and territory will be invited to Ottawa to be recognized in a ceremony in early 2018.

**REGISTER** for the Challenge at [volunteer150for150.ca](http://volunteer150for150.ca) to share your volunteer stories, track your volunteer hours, create your volunteer profile and hear about what others across the country are doing to meet the Challenge.



*"We are grateful for the priceless contribution of our volunteers"*

**VISIT** [volunteerottawa.ca](http://volunteerottawa.ca) to view over 1000 local volunteer opportunities with Ottawa's non-profits and charities.

## Would you like to...

- Receive our newsletter by email? Write to [info@crcoc.ca](mailto:info@crcoc.ca)
- Become a member of our **Community Caring Connection** (CCC)? Call 613-830-4357 x305
- Make a donation to the OCCRC? Please find the form on our website on the "Get Involved" page <http://crcoc.ca/get-involved/donate/>

## Youth Program 14-18

### Youth Program winning logo

Over a year ago, the Youth Program 14-18 was created to fill the gap and answer youth needs through resources and opportunities in the Orléans-Cumberland and adjacent neighborhoods. To ensure that the program represents the youth in our community, we launched a logo competition. Individually or as a group, youth could create a logo with the following criteria: represent youth aged 14 to 18, include our program name and be easily converted in both official languages. The winner or winners had the chance to win a \$25 gift card of their choice!

Béatrice Desloges, a French catholic high school in Orléans, took interest in the project and decided to include it as part of an assignment. Once all the logos were received in June 2016, youth participants in our program and staff had a challenge to choose a winner. It was hard, but one logo truly stood out by the colors and design chosen, as well as the representation of youth. The Centre wants to honor the artist behind the logo, Emma DeNicolas, a student at Béatrice Desloges. Emma describes her logo as the following:



«The small characters are each one of the secondary colors: green, mauve and orange, such as the age of youth in high school and in the Youth Program. The tree trunk and branches represent the program that supports and helps these young people. The various colors of the leaves represent the different cultures and individuals, while accentuating the logo to make it aesthetically beautiful. Each person has a place in the community! This is the important message of this logo.»

**Winner of the contest, Emma De Nicholas, with her logo**

The logo will represent our Youth Program 14-18, over time. We hope it will create a sense of credibility to the program and act as a bridge of trust between youth and our program.

Thank you, once again, Emma DeNicolas, for your wonderful addition to our foundation!

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### People's voices have been heard (*Cont. from p. 1*)

The City has also budgeted \$610,000 for community organizations, with \$500,000 of this amount earmarked for a fund to help manage the growing demand from their communities and an annual \$110,000 to cover inflation (1.5% to 2% increase).

Municipal counsellors are generally familiar with residents' needs. However, informing municipal counsellors personally through letters, meetings or testimonials is clearly an approach that produces results, as in the case of the EquiPass.

Organizations such as Making Voices Count support citizens' efforts and encourage civic engagement. The organization recently published a Kit for Engaging City Decision Makers, available online at <http://makingvoicescount.ca>. If you as a citizen wish to make your voice heard on these topics or any other issues of concern, we encourage you to do so. Please contact us if you need any support.

A voice that is publicly expressed is heard, creates opportunities for others to join in and spread the word, and helps foster change.

# Our Christmas Program

With the help of this incredible community our 2016 Christmas program broke records!



The OCCRC is proud to say that more than 870 individuals received the necessities to help make their holiday season a little less stressful. More than 350 children woke up Christmas morning with special gifts under their trees. This was thanks to the more than 400 individual, families & businesses that took the time to donate food, financial support and/or purchase gifts for children AND the 16 Angel Tree locations who helped to collect toy donations that stayed right here in our neighborhood.



There were many tears of gratitude shed by the families receiving the support this holiday season and we are grateful to you our community for your incredible support again this year!



*Thank You*





## Our Caring Community Corner...

Are you hosting a "caring" family/community event this fall?  
Let us know and we'll post it in our *Caring Community Corner*.

### **Thank you does not seem enough...**

The list below shows many OCCRC supporters who donate food items to our Centre on a **monthly** basis. Your heartwarming contributions is what keeps our food bank full for those who need it.

- Dessureault YIG
- Farm Boy Orleans
- Giant Tiger -St. Joseph Blvd.
- Kardish Health Food Centre – Innes Rd.
  - Orléans United Church
- Pantry Plus – St. Joseph Blvd.
- Queenswood United Church
  - Sobeys Orléans
- St. Helen Anglican Church
  - Starbucks – Innes Rd.
  - Tim Hortons – Innes Rd.
  - Tim Hortons – St. Joseph



## **Thank you all for your very generous support!**

### Upcoming Events

Are you looking for community events that support the OCCRC's efforts to build a better community? Please join us and these incredible businesses/ organizations/ groups hosting events in March, April and May 2017.

**March 4 2017 – Paul Rushforth Door- to - Door Food Drive** – If you live in Orleans be ready on March 4th between 10am- 12pm for the incredible team from Paul Rushforth Real Estate to knock on your door. They will be collecting non-perishable food items for the Orléans-Cumberland's Food Bank. Info: [www.paulrushforth.com](http://www.paulrushforth.com)



**May 13 & 14, 2017 – Hot Tots Spring Consignment Sale** – Join us for this annual sale being held at Beatrice-Desloges High School (1999 Avenue de Provence, Orleans). Non perishable food items will be collected in support of the Orleans-Cumberland Food Bank. Info.: [www.hottots.ca/ottawa-east-sale.shtml](http://www.hottots.ca/ottawa-east-sale.shtml)

**April 2017 – OutGrow OutPlay Spring Consignment Sale** – Please join us on April 7, 8 & 9, 2017 for this annual spring consignment sale being held at Blackburn Arena (200 Glen Park Dr.). Non-perishable food items will be collected in support of the Orléans-Cumberland Food Bank. Info.: [www.orleans.outgrowoutplay.com](http://www.orleans.outgrowoutplay.com)

**April 2017 – Capital Artisans Guild's Spring Sale** - Please join us on April 22 & 23 for this spring sale that will be held at Sir Wilfrid Laurier High School (1515 Tenth Line Rd, Orleans). Non-perishable food items and financial donations will be collected in support of the Orleans-Cumberland Food Bank. Info.: [www.capitalartisansguild.org](http://www.capitalartisansguild.org)



**May 13, 2017 – Move your Feet so Kids Can Eat, Annual Charity Walk-A-Thon**– Please join us for this great annual event that helps to support our Centre's many programs and services. Info.: [www.ottawa-voyageurs.wikidot.com/charity-walkathon](http://www.ottawa-voyageurs.wikidot.com/charity-walkathon)

**May 2017 – St. Peter's Secondary School's Food Drive** – During the month of May, the amazing students and staff of St. Peter's Secondary school will conduct their annual food drive that helps to fill the shelves of our Food Bank.



## Soon the grass will be green and it will be time to golf!

Spring is upon us and soon it will be time to dust off our golf clubs and hit the links.

The Paul Rushforth 6h Annual Charity Golf Tournament is just around the corner and we are looking for businesses that would like to donate an item that could be highlighted in the evenings live and silent auctions. With more than 200 people due to attend this incredible event, don't miss this opportunity to have your business featured at one of the "Best Charity Tournament" of the summer ~ Contact the tournament planning committee today!

www.paulrushforthgolf.com  
613-830-4357 ext. 305  
prgolf@croc.ca  
@GolfPaulRush



## Celebrating our community

On Monday, February 6, 2017, our staff and board of directors had the opportunity to meet, mingle and thank our Centre's incredible supporters. With the help of Domaine Perrault & Sobey's Orleans, Donors enjoyed a night filled with stories of community support, giving and togetherness.

We would like to thank Chef Marc Miron from Cuisine & Passion here in Orleans for sharing his stories of why community giving is so important to him. You are an inspiration to us, Chef Marc, and we thank you for your contribution that you have provided our Centre.

Guests also had the pleasure of hearing a touching poem written by an amazing community member who spoke about his experience with the services offered by the Centre. We would like to thank all those who support our Centre - you are the reason we are able to continue to offer the many programs and services we do.





# COMING TOGETHER

ORLÉANS-CUMBERLAND COMMUNITY RESOURCE CENTRE | MARCH - MAY 2017

## THE HEROES AMONG US



When you think of a hero, what comes to mind? For some it is a masked superhuman with a cape, flying all over protecting the world from evil. For others, right here in our community, a hero is defined as someone who does not use superhuman powers to help their community. Heroes are people who donate a bag of groceries to ensure that their neighbors have food on their table. Heroes are those people who give their time, talent and, in most cases, financial support to assist their neighbors. Here at the OCCRC we define a hero as YOU – our dedicated donor.

### How YOUR donations are helping our community?

Did you know that there are over 100,000 people living throughout Orleans, Cumberland, Sarsfield, Vars and Carlsbad Spring? On average, over 600 of those residents come to our Centre every month for support from our Food Bank. More than 2400 interventions took place through our crisis intervention program; 173 individuals received help filing their income taxes at no charge; 326 students age 4-18 went back to school with all the necessary supplies to succeed; and more than 115 community members received help applying to the "LEAP" (Low-income Energy Assistance Program) to receive a reduction in their skyrocketing monthly electricity bills.

Thanks to you, more than 200 children ages 6-13 were able to access a number of programs like free summer camps, individual and group counselling, workshops and so much more. Thanks to the incredible support of people like you, the OCCRC was able to create a Youth program. Over this last year more than 100 youth right here in our community took advantage of free guitar lessons, our youth drop-in (Youth Space), counselling services and many more programs!



*"I just think the biggest component of charity that I like is that anyone can stroke a cheque, it's actually doing something and getting involved, rolling up your sleeves physically doing something to help someone."*

~ Paul Rushforth ~

Owner of Paul Rushforth Real Estate and Annual Charity golf Tournament host in support of the OCCRC's programs and services

We could not do this without the incredible help of our community. On behalf of the people we are helping, thank you for:

- Taking the time to drop off food and organizing food drives;
  - Signing up to become a monthly CARING Donors;
- Participating in our Online Auction/ Pancake Breakfast Christmas Program/ Back to School Program;
- Taking the time to organize a community fundraising event; and,
  - Supporting the annual Charity Golf Tournaments.

**Without your dedicated, continued support we could not serve our community as we do.**

