



EORC

Make a difference in your own backyard!

"Thank you! I don't know where I would be without help from this center."

Reaching out to strengthen our community since 1979

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2015/2016

ANNUAL REPORT

Joint Message from the
Board President, **LOUISE MARTIN** and
Executive Director, **RENÉE LADOUCEUR-BEAUCHAMP**

Eastern Ottawa Resource Centre (EORC) is part of what many refer to as the social safety net working within community to address challenges faced by individuals and families. Whether we are dealing with issues of violence, poverty, aging, health, adolescence, food security, housing or any other of today's challenges, the Centre is committed to be a welcoming place for all.

Continuing on our strategic path of ensuring a solid foundation from which to deliver services to the community in the years ahead, the Centre has a new home at the Gloucester Centre. After more than 30 years in Beacon Hill we are proud of our new location which offers increased accessibility to service in a safe and welcoming environment. With the LRT at our doorstep surrounded by supportive local business the Centre is well placed to reach people in need.

We are always amazed at the support EORC receives from the community and government partners. We have dedicated the centre page of this annual report to the numerous people, businesses and partners who made our long awaited move possible. We are grateful for the guidance and project expertise of CBRE who not only negotiated the services of skilled professionals but who also shared the goal of giving us new offices within our limited budget. The generosity of others has been remarkable throughout the project.

This last year the Centre has responded to additional community pressures that affect us all. We have mobilized our employees in the outreach to many new refugee families finding their first Canadian home in our community. We have engaged with residents and partners to respond to the needs in the community impacted by recent homicides. Our challenge is to be as effective and efficient with the resources available as we meet not only the needs of people who call on us but also the targeted outreach where emerging issues affect a community.

We are proud of our tremendously skilled team members, our generous program and special event volunteers, our committed business partners and our dedicated members of the Board. Together we continue to build a healthy and caring community.

Casey's Golf tournament



PROGRAM HIGHLIGHTS

The Centre offers a wide variety of support to people in need with specific programs targeting Seniors, Women, Children and Youth, Vulnerable Individuals and Families of all ages and walks of life. Areas of support available are; services to seniors at home in community, counselling to women and children who have experienced domestic violence, counselling to children and youth, neighbourhood outreach, help with any of life's challenges, counselling and support to those in need, access to other social and health services through our partnerships with other service providers.

Here are but a sample of some of the interesting initiatives of the past year.

✔ Violence prevention:

- Court Support and Accompaniment
- Safety Planning
- Crisis Help Phone Lines
- Home Invasion Info
- Orientation to MERIT (Multiagency Early Risk Intervention Table)
- Elder Abuse
- Legal Support
- Clothes Line Project, International Women's Day, Dec 6th vigil
- **Groups:** Children Who Witness Violence, School Based Anti-Violence, Self-Esteem, Anti-Bullying, Women and Wellness, Healthy Relationships, Anger Management(KIC) Keeping It Cool, Domestic Violence and Meditation

✔ Social inclusion:

- Refugee Orientation to Community
- Community BBQs with Gloucester Non Profit Housing
- Summer Camp
- Neighbourhood Movies in the Park
- Cleaning the Capital
- Youth Amazing Race
- Youth Guitar
- Youth Diversion
- Civic Engagement Training
- Retirees in Motion Group
- Rural Transportation
- Ottawa Local Immigrant Partnership advisory table
- Neighbourhood Engagement, Carlsbad springs, Pineview, Jasmine, Cyrville
- Coffee and Chat with Volunteers
- Storytime at Chapters

✔ Health and Wellness:

- Dental screenings, Partner Healthy Smiles
- Harm Reduction
- Seniors driving education, Partner Ministry of Transportation of Ontario
- Mental Health Support
- Addictions and problem gambling, Partner Sandy Hill Community Health
- Seniors Yoga
- Community Foot Care Clinics for Seniors
- Parkinson's Society Fitness
- Falls Prevention
- Seniors Grocery Bus
- Early Language Development, Partner Children's Hospital of Eastern Ontario
- Groups: Parkinson's, Alzheimer's, Diabetes
- Primary Care Outreach team, Partner South East Ottawa Community Health Centre
- Gloucester Recreation Development Organization
- Employee Assistance Program, Partner Family Service Centre

✔ Poverty Assistance:

- Baby Food Cupboard
- Income Tax Clinics
- Housing, Partner Action Lodgement
- Xmas Family and Teen sponsorship
- Food Cupboard, Partner Gloucester Emergency Food Cupboard
- Legal Aid Ottawa
- Back to School
- Budgeting
- Applications assistance for: LEAP heating/hydro, Xmas Exchange, Toy Mountain, Income Tax, Snowsuits, Eye Glasses, Ontario Electricity Support Program, Financial Counselling

"The compassion, knowledge and efficiency of the various staff including the kindness of volunteers truly reflects a community."

"Thank you! I don't know where I would be without help from this center."

Early Years participants



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Volunteer Management & Fundraising

2015 Cruise don't Bruise,
over 200 participants!



Volunteers are an essential part of the Centre helping us provide hands of support in the community as well as contributing to the success of special events and fundraisers. We have had a number of amazing volunteers join us this past year – especially in the Meals on Wheels program.

Our volunteers have delivered meals, driven clients to essential appointments, visited lonely seniors, supported people to attend the Day Program, helped clients with grocery shopping, organized Back to School supplies, distributed toys at Christmas and helped us communicate with new Canadians. We are incredibly lucky to also have numerous volunteers support our fundraising events – Cruise Don't Bruise and Charity Auction & Dinner – with help in all aspects of the work from the organization to the event itself.

Cruise Don't Bruise was highly successful in 2015. We broke our record and had over 200 bikers participate on a beautiful day. Our Charity Auction & Dinner sold out again with the theme being *Country in the City*. We are very proud to highlight the incredible success of the Auction having raised more than **\$ Half a million dollars** since its inception in 2002! All of which has gone directly back into our local community. We are making a *World of Difference in your own Backyard!*

EORC team building
at the Ottawa Dragon
Boat festival



“Friendly, welcoming staff.”

“You help us often ... to
do what we are unable to
do for ourselves now.”

“Thanks for a great year with
the kids.”

Hon. Marie-France Lalonde,
MPP and Hon. Yaisr Naqvi,
MPP releasing the Select
Committee on Sexual Violence
and Harassment final report.



Youth guitar lessons with Larry Church

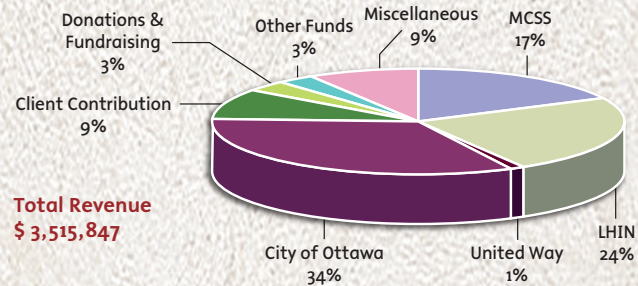


INTERESTING NUMBERS – April 2015 to March 2016

| | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Reception | |
| # of Phone calls | 26785 |
| # of Walk-ins | 13355 |
| Resource and Referral | |
| # of contacts accessing Counseling and Information services | 8493 |
| # of Children receiving Back to School / Xmas Assistance | 887 |
| # of clients benefitting from Food Distribution Programs | 1965 |
| # of Visits to Specialized Services (Action housing 655, addictions 72, OCISO 97, First words 426, Primary Care Outreach 1008, (MTO, YSB, Parkinson's FR and ENG, Exercise programs, legal aid, Going home, Dental clinic, Snow Go, Alzheimer's support group+ 5661) | 7919 |
| Community Support Services | |
| # of Clients using CSS programs | 1340 |
| # of Attendances at Foot Care Clinics | 1974 |
| # of Meals on Wheels delivered | 21684 |
| # of One-way drives provided in all CSS programs | 9393 |
| # of Matches in Service Coordination Programs | 161 |
| # of Attendance days in Day Program | 2482 |
| Women and Violence | |
| # of clients served in Women and Violence programs | 3108 |
| # of participants special events | 346 |
| # of MAG clients | 86 |
| # of Clients served in Renfrew Outreach Programs | 668 |
| # of Children served in Child Witness to Violence program | 54 |
| # of Mothers served in Child Witness to Violence program | 31 |
| # of Women accessing Transitional Housing Program (+ Renfrew) | 115 |
| # of support groups | 7 |
| # of direct service hours – School Based Violence Program | 209 |
| # of participants – school based violence program | 735 |

| | |
|---------------------------------------------------------------|-------|
| Child and Youth | |
| # of clients benefitting from Child and Youth programs | 1407 |
| # of drop-ins (youth) at After school program closed in June | 430 |
| # of drop-ins (children) at Early Years Drop-ins | 2323 |
| # of drop-ins (adults) at Early Years Drop-ins | 1180 |
| # of drop-ins (youth visits) Blackburn Drop-in closed in June | 85 |
| # of drop-ins (visits) - Summer Recreation program | 60 |
| # of contacts in individual/group counseling | 1263 |
| # of diversion clients | 21 |
| Community Development | |
| # of participants in Income Tax program (Apr only) | 200 |
| # of users of Millenium Learning Centre | 2037 |
| # of contacts – Wellness Groups | 993 |
| # of contacts – Community Development initiatives | 1015 |
| Volunteers | |
| # of Active Volunteers | 290 |
| # of Volunteer hours | 13651 |

FUNDING SOURCES – FY 2015/2016



COMMUNITY VOLUNTEERS MAKE ALL THE DIFFERENCE

Do you have ONE DAY A YEAR? Volunteer at one of our events...

- Fundraising events: Charity Auction, Motorcycle Ride, Christmas Campaign
- Special Initiatives: Back to School, Christmas Support, Clothing Exchange

Can you volunteer ONE DAY A MONTH? Volunteer in one of our programs

- Programs: Good Food Box, Grocery Bus, Senior's programs, Office work

Are you free ONE DAY A WEEK? Become a Volunteer Driver

- Seniors Programs: Deliver hot and frozen meal, take someone to their doctor's appointment, help in the Day Program, be a friendly visitor

Contact us at info@eorc-creo.ca or call to come and talk about how you can give back to your community and make a difference in your own backyard.

Local Businesses make a huge difference in our community

Financial sponsors: Scotiabank, Gro Mo & Sno, Kelly Funeral Home, Gloucester Centre, Franick Road Service Inc., McCay Duff, Royal Gardens, Tito Montano Royal Lepage, All seniors care, AMJ Campbell Ottawa Commercial, Parallel 45 Design Group Ltd, Canadian Motorcycle Cruisers

In Kind: Accent Furniture, HostedBizz Inc., CSR Eco Solutions (McMillan LLP), Sérigraphie ALBION Screen Printing, Loïselle Sport, Beau's All Natural Brewing Company, Vezina Opticians, Boucher magazine, Quad Expert

Third party fundraisers: Casey's Grill and Bar, Amigas Ottawa, CHANCE Foundation, Carleton Tavern

List of BOARD OF DIRECTORS

Executive Committee

Louise Martin, *president*

Barb Paquette, *vice-president*

Ross Stewart, *vice-president*

Roy Bartlett, *secretary*

Directors

Lise Chevrier
Ronald Lachance
Zakie Persad
Amy Richard
Gilles Sauv e
Claudia Sellinger
Luke Tedford

Day program volunteer Gary Whitten receives the 2015 Senior Achievement Award



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