



EORC

Make a difference in your own backyard!

"I feel this agency changed my life and is helping me to make a life of my own, a healthier and safer life."

Reaching out to strengthen our community since 1979

Tel: 613.741.6025 • TTY: 613.741.3556
www.eorc-creo.ca • Info@eorc-creo.ca
1980 Ogilvie Road, Suite 215
B.N. 12960 2470 RR 0001



Cycling Without Age

2016/2017

ANNUAL REPORT

Joint Message from the

Board President, **BARBARA PAQUETTE** and
Executive Director, **RENÉE LADOUCEUR-BEAUCHAMP**

The Eastern Ottawa Resource Centre provides social and health services to citizens in a large geographic area which includes urban, suburban and rural communities. The uniqueness of each community is at the heart of our service delivery planning as we look to facilitate access to important resources affecting people's health and wellbeing.

It is hard to believe a year has gone by since we moved our main office to the Gloucester Centre. Community members and service partners agree the new location and environment have facilitated access to a welcoming supportive place.

EORC values the incredible contributions of all of it's partners. This last year we welcomed the Youth Services Bureau to the onsite team of providers at Gloucester Centre. With a growing number of seniors in our adjacent neighbourhoods we have also augmented the presence of our internal senior's services specialists at the main office site.

We are proud of the range of valuable supports offered through EORC. Even in tough economic times we continue to show leadership through important community initiatives such as the Orleans Health Hub and East Ottawa Health Link. Our employees show great creativity through community projects and initiatives such as Youth Guitar, Jasmine Community Safety group, Senior's Yoga and our very new "Cycling Without Age" senior's community bike program.

EORC relies on the valuable funding from the LHIN, City of Ottawa, MCSS and MAG to provide core support to people in need. We continue to identify areas of need where prevention and investment are key to helping people from our community deal with some of life's challenges. At the heart of this EORC depends on the generous support of individuals and businesses who contribute to our fundraising efforts. Their collective contributions of time, skill and financial resources make a community.

The employees and volunteers connected to EORC are an essential piece of what allows us to truly make a difference in our own backyard. On behalf of the Board of Directors we wish to thank them for their professionalism and dedication.

Board President, Barbara Paquette and Executive Director Renée Ladouceur-Beauchamp supporting community events



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
- Housing
- Legal Support
- Elder Abuse
- Training to Partners; Action Housing, La Cité, Western Ottawa CRC, Gloucester Non-Profit, as well as Bernadette McCann Shelter, Ontario Works office, Employment Centre in Pembroke.
- MERIT (Multiagency Early Risk, Intervention Table)
- Groups; Children Who Witness Violence, School based Anti-violence, Self Esteem, Anti Bullying, Keeping It Cool, Anger management (KIC), Women and Domestic Violence

✔ Social inclusion:

- Refugee Support and Outreach
- Community BBQs
- Neighbourhood engagement; Jasmine, Carlsbad Springs, Pineview, Blackburn, Donald
- Young Women and Men on Wellness
- Youth Guitar
- Rural Transportation
- Prevention of Isolation for seniors
- Paint It Up Murals
- Youth Legal Diversion
- Youth Amazing Race
- Story Time at Chapters
- Carlsbad Youth Group
- Cycling without Age (À vélo sans âge)

✔ Health and Wellness:

- Orleans Health Hub planning
- Health Link 4 partner
- Homemaking and Home Maintenance services
- Dental screening, Partner Healthy Smiles
- Anonymous HIV testing, Partner Public Health
- Harm Reduction
- Seniors driving education, Partner Ministry of Transportation of Ontario
- Mental Health Support
- Addictions and problem gambling, Partner Sandy Hill Community Health Centre
- Community Foot Care Clinics
- Seniors Fitness
- Falls Prevention
- Groups; Parkinson's, Alzheimer's, Diabetes
- Primary Care Outreach, Partner South East Ottawa Community Health Centre
- Gloucester Recreation Development Organization
- Employee Assistance Program, Partner Family Service Centre
- Youth Service Bureau, Partner
- Hearing Clinic
- Bed Bug Kits Distribution

✔ Poverty Assistance:

- Baby Food Cupboard
- Income Tax Clinics
- Housing, Partner Action Lodgement
- Affordable fresh produce (Good Food Box)
- Legal Clinic, Partner Legal Aid Ontario
- Back to School
- Cooking & eating on a budget
- Finance & budgeting
- Applications assistance for: LEAP heating, Ontario Energy Support Program, Snowsuit fund, Caring and Charing, Income tax, Eye Glasses, Ontario Disability Support Program, Canada Pension Plan, Low Income transit pass, Subsidized Housing, Training and Education, Clothing, Furniture
- Counselling, Assistance and Support

"I am truly grateful for being made aware and participating in this program. The counsellors are knowledgeable and extremely empathetic and patient....thank you for helping me though such a difficult period in my life."

"I am so impressed and grateful for the high quality and professional support that I received at the Eastern Ottawa Resource Centre....the whole centre changed my life and gave me hope and a place to feel respected and heard."

Youth workshop on Healthy low budget meals





ANNUAL REPORT 2016-2017 Volunteer Management & Fundraising

Everyone comes from all walks of life with different capabilities and everybody has a place at EORC. Clients, staff and volunteers are all essential pieces of the puzzle to help shape one beautiful picture.

Volunteers are essential to delivering services to seniors & front line special programs as well as at the governance level. We depend on their contribution to provide the services directly to people in need.

Our fundraising efforts are thanks to many community events, local businesses and board volunteers who dedicate themselves to EORC, the clients and their community.

Become a volunteer!

NEW IN 2017!!!

You enjoy cycling? Become a Volunteer PILOT for our new TrioBike!

You enjoy baking & cooking? We're in need of volunteers to cook up some delicious healthy snacks and meals for some of our programs!

Contact Joanne at jvermette@eorc-creo.ca or call to get more information on these exciting new initiatives and wonderful programs! Find out how you can help!



Ongoing support from the Greely Legion



Live artist Allan André bringing our Auction theme to life, 'Evening Aboard the Titanic'

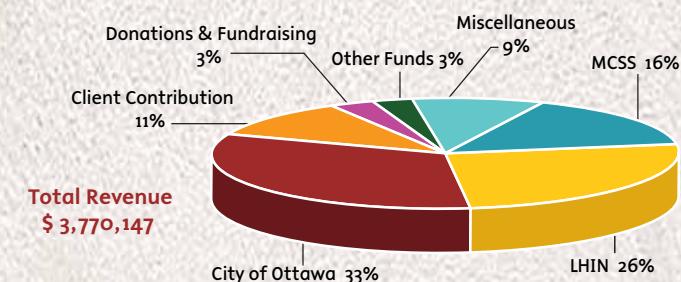


Carlsbad Spring Youth Drop in

INTERESTING NUMBERS – April 2016 to March 2017

Reception		
# of Phone calls	35 794	
# of Walk-ins	14 287	
Resource and Referral		
# of contacts accessing Counseling and Information services	11 133	
# of Children receiving Back to School / Xmas Assistance	881	
# of clients benefitting from Food Distribution Programs	1 478	
# of Visits to Specialized Services	6 874	
Community Support Services		
# of Clients using CSS programs	1 549	
# of Attendances at Foot Care Clinics	2 413	
# of Meals on Wheels delivered	24 929	
# of One-way drives provided in all CSS programs	10 513	
# of Matches in Service Coordination Programs	209	
# of Attendance days in Day Program	2 483	
Women and Violence		
# of clients served in Women and Violence programs	2 536	
# of participants special events	1 375	
# of MAG clients	89	
# of Clients served in Renfrew Outreach Programs	752	
# of Children served in Child Witness to Violence program	57	
# of Mothers served in Child Witness to Violence program	55	
# of Women accessing Transitional Housing Program (+RENF)	97	
# of support groups	7	
# of direct service hours – School Based Violence Program	237	
# of participants – school based violence program	1 214	
Child and Youth		
# of clients benefitting from Child and Youth programs	1 208	
# of drop-ins (children) at Early Years Drop-ins	2 401	
# of drop-ins (adults) at Early Years Drop-ins	1 362	
# of drop-ins (visits) - Summer Recreation program	31	
# of contacts in individual/group counseling	1 384	
# of diversion clients	18	
Community Development		
# of participants in Income Tax program (Apr only)	135	
# of users of Millenium Learning Centre	1 739	
# of contacts – Wellness Groups	990	
# of contacts – Community Development initiatives	2 659	
Volunteers		
# of Active Volunteers	350	
# of Volunteer hours	13 749	

FUNDING SOURCES – FY 2016/2017



"I felt like I had nowhere to turn and desperate, I am so thankful to find this resource."

"Thank you to the dedicated group of volunteers who make this happen every year. Looking forward to 2017's ride."

"I'd like to thank you for your ongoing help."

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.

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 or TrioBike Pilot

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

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

Local Businesses Invest In Community!

Financial sponsors: Scotiabank, Gro Mo & Sno, Franick Road Service, Action Martial Arts, DNT Transportation, Royal Gardens Retirement Home, McCay Duff Chartered Accountants, Kelly Funeral Home, First Capital -Gloucester Centre, Tito Montano Royal Lepage, Carr & Company Insurance, Conseil des écoles catholiques du Centre-Est, Employment Ontario La Cité, Casey's Grill & Bar Ogilvie, Windsisters Motorcycle Club

In Kind: Accent Furniture, Albion Screen Printing, Boulder Magazine, Canadian Motorcycle Cruisers, Aluminorm Renovations, Casey's Grill & Bar Ogilvie, Amica Retirement Home, All Senior's Care Retirement Homes, Club Optimiste Beacon Hill, Hosted Bizz, First Capital- Gloucester Centre

Third party fundraisers: Realtors Care Foundation, Royal Lepage Shelter Foundation, Casey's Golf Tournament, CHANCE Foundation

List of BOARD OF DIRECTORS

Executive Committee

Barbara Paquette, *president*

Ross Stewart, *vice-president*

Gilles Sauvé, *vice-president*

Amy Richard, *secretary*

Directors

Lise Chevrier
 Ronald Lachance
 Janet Legge
 Louise Martin
 Zakie Persad
 Claudia Sellinger
 Luke Tedford

Volunteer Peggy Gilmour recipient of Ontario's 2017 Leading Women Building Communities Award

