



2018/2019 ANNUAL REPORT

*Reaching out to strengthen
our community since 1979*



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LOOKING BACK, MOVING FORWARD

Joint Message from the Board President **BARBARA PAQUETTE** and Executive Director **NATHALIE LAFRENIÈRE**

The year 2019 marks the 40th anniversary of the Eastern Ottawa Resource Centre.

As we reflect on our accomplishments of 2018-2019, it's also important to cast our glance back, and see how far EORC has come over the past 40 years.

In a short order the Centre implemented core services for the residents of the old City Gloucester South and North. In 1985, it started providing supports to women fleeing abuse and in 1986 started supporting seniors with Meals on Wheels. The years that followed allowed for more expansion in services and outreach to diverse communities, approving policy and procedures to follow the evolution of its growth. The Centre's French Language Designation under Bill 8 in 1992 solidified its commitment to serving the francophone community and in 2004 engaged in the development of the provincial francophone Helpline 'Femme à l'écoute'. The integration of Cumberland Home Support in 2007 allowed the Centre to expand its reach to seniors and offer adult day program services, just to name a few.

The Centre has not only seen growth in programs and services but has also seen a 24% increase in the operational budget from \$150,366 to \$3,749,991.



Looking Forward, Planning Ahead

While we celebrate this anniversary, now is not the time to rest on past successes. Quite the opposite, it is a time to continue to strive at reaching out to stakeholders, partners and residents in the community to work together to achieve equitable services to those in need in our own backyards.

As EORC enters its 4th decade, its Board and staff are weaving the agency values to guide its new priority goals to achieve its strategic plan and vision for the future. We strive at promoting the strength of community-based agencies and our collective impact on people as we await the tides of the years to come.

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 and in the 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 activities of the past year.

Violence Prevention



Pride Parade

Social Inclusion



Drumming lessons at Donald St Childrens group

Health & Wellness



Soccer



Cruise Don't Bruise



Film Making program



Meal Delivery

Poverty Assistance



Tuques for tots



Back to school



ANNUAL REPORT 2018-2019

A few interesting facts from the past **40 YEARS...**



1983

Name is changed to Gloucester Centre for Community Resources. Program Budget is \$16206



1991

Implementation of the Centre's transportation program for seniors



2004

Name is changed to Eastern Ottawa Resource Centre, 18322 volunteering hours offered



1979

Opening of the Eastern Ottawa Resource Centre (Gloucester Centre for Community Resource)



1988

Moved to Beacon Hill Shopping Centre and to Gloucester South Community Service Centre



1995

Budget is \$1,000,000 and staff complement is 31



2016

After over 30 years in Beacon Hill, the Centre moved to the Gloucester Shopping Centre

THANK YOU

to all our local businesses and community partners that continue to support us in so many ways!

Do you have one day a year? Volunteer at one of our events...

- **Fundraising events:** Motorcycle Ride, Christmas Campaign
- **Special Initiatives:** Back to School, Christmas Support

Do you have one day a month? Volunteer in one of our programs!

- **Programs:** Good Food box, Grocery Bus, Senior's Programs, Office work

Do you have one day a week? Become a Volunteer driver.

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

Board of Directors



Executive Committee

Barbara Paquette, *President*
Alain Deschamps, *Vice President*
Gilles Sauv , *Vice President*
Amy Richard, *Secretary*

Directors

Ross Stewart
Zakie Persad
Luke Tedford
Janet Legge
Roy Bartlett
Christina Ribeiro
Kevin Reichstein

INTERESTING NUMBERS

APRIL 2018 - MARCH 2019

INDIVIDUALS SERVED BY EORC

37,540

ADULTS AND SENIORS WITH DISABILITIES PROVIDED WITH SERVICE

1,323

INDIVIDUALS SERVED IN PROGRAMS AGAINST ABUSE

2,401

HOURS OF VOLUNTEER SERVICE DONATED

13,445

CLIENTS BENEFITTING FROM CHILD AND YOUTH PROGRAMS

1,362

MOTHERS AND CHILDREN SERVED IN VIOLENCE PREVENTION SERVICES

525

MEALS ON WHEELS DELIVERED

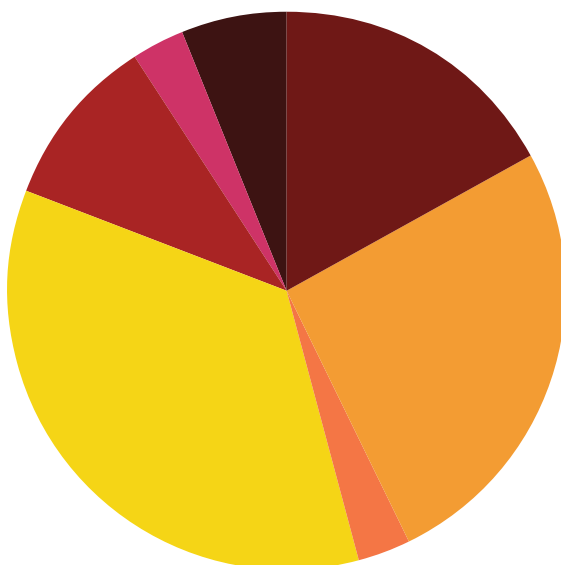
24,827

CHILD AND YOUTH DROP-INS

1,491

VIOLENCE PREVENTION EVENT PARTICIPANTS

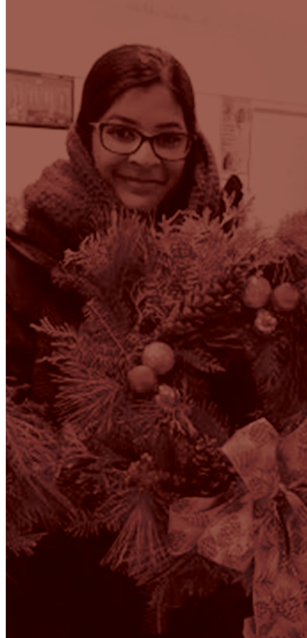
711



FUNDING SOURCES FY 2018/2019

- MCCSS 17%
- LHIN 25%
- OTHER 3%
- CITY OF OTTAWA 35%
- CLIENT CONTRIBUTIONS 10%
- DONATIONS & FUNDRAISING 3%
- MISCELLANEOUS 6%

**TOTAL REVENUE
\$3,794,390**



OUR MISSION

The Centre provides a wide range of supportive and empowering community services to individuals in need. This is achieved in a progressive and collaborative manner through the proactive efforts of a dedicated, client-centred and compassionate team who is committed to promoting a strong, healthy, diverse and equitable community.

OUR VISION

“A leading community partner working today for a healthier tomorrow”

♥ Find out how you can help

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

CORE VALUES

Client-Centred

We view clients as unique individuals. We value their strengths and encourage their participation in decisions affecting their wellbeing and quality of life.

Respect

We treat each other and everyone around us including clients, their families, our volunteers, supporters and community partners with dignity and respect.

Compassion

We serve with our hearts.

Accountability

We take responsibility for our actions and our words.

Collaboration

We value and encourage the contributions of all, blending and optimizing the skills and interests of staff, volunteers and community partners in unsurpassed collaboration.

