



**Eastern Ottawa  
Resource Centre**

# **Annual Report 2023-2024**

**Together, we've been  
building a stronger  
community since 1979**

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# MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

Dear Valued Stakeholders,

As we reflect on the past year at the Eastern Ottawa Resource Centre (EORC), we are delighted to share the progress and achievements that have shaped our community efforts. With a new Executive Director and strategic changes within our management team, we have embarked on a transformative journey focused on enhancing our services and impact.

In 2023-2024, the EORC focused on developing and enhancing Human Resources infrastructure, recognizing the importance of attracting and retaining top talent in an increasingly competitive job market. Funded by the Canadian Red Cross with \$99,960, this initiative marked a strategic pivot towards establishing benchmark standards in talent management, while nurturing a supportive, inclusive workplace culture that champions innovation, collaboration, and employee wellbeing.

Throughout the year, our commitment to the south end of our catchment area remained steadfast. Initiatives highlighted in this report, along with ongoing efforts to support community leadership development, have empowered residents and strengthened connections in these neighbourhoods.

Addressing food security remained central as well. With \$5,500 from the City of Ottawa, EORC is leading a food mapping initiative in Sawmill Creek to identify opportunities to improve access to nutritious food across demographics, setting the stage for targeted interventions.

As we move forward, we extend our deepest gratitude to our board members, staff, and volunteers for their commitment and tireless efforts. To our stakeholders—beneficiaries, donors, partners, supporters—thank you for your unwavering support. Together, we are building a stronger, more inclusive community where everyone can thrive.

Warm regards,

**Gilles Sauv , President**

**Stephanie Fragman, Executive Director**



# Vision

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

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# 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.

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# 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.

# Land Acknowledgment

The EORC is located on the traditional unceded, unsurrendered territory of the Anishinaabe Algonquin People.

The Algonquin People have inhabited and cared for these lands long before today. We take this time to show our gratitude and respect to them, and to the land for all that it provides us: trees to give shade, water and food to sustain us, and paths to connect us.

We commit to continue to explore and make meaningful contributions to the Calls to Action that result from the Truth and Reconciliation Commission of Canada (TRC).



# Board of Directors



**Gilles Sauvé**  
Board President



**Barbara Paquette**  
Vice-President



**Amy Richard**  
Vice-President



**Kevin Reichstein**  
Secretary



**Michel Carrière**



**Betsy Chaly**



**Alexanne Stewart**



**Christine Gougeon**



**Sophie Parisien**



**Hicham Kahlouche**



**Janet Legge**

The Board made significant strides through its committees this year. The HR Committee finalized a new salary grid that ensures fair compensation aligned with market standards. The French Language Committee renewed our French language designation by updating internal policies for better service to our Francophone clients. The Board also played a key role in hiring our new Executive Director. We sincerely thank the members of these committees for their dedication. Additionally, we extend our heartfelt thanks to Gilles Sauvé, stepping down after 10 years, and Kevin Reichstein, completing three consecutive two-year terms. While Kevin must be absent for one year, we hope to see him return. We greatly appreciate their years of commitment and service.

# Program Overview

## Community Outreach & Development

Community development aims to improve quality of life, foster mutual benefit, and build shared responsibility among residents. It strengthens communities by promoting social justice, reducing poverty, enhancing food access, and advocating for change.

The Ontario Trillium Foundation (OTF) awarded EORC a \$102,000 grant. Though initiated last year, the project was successfully completed this year. The grant allowed us to expand outreach in the southern part of our catchment by recruiting an Arabic-speaking outreach worker, conducting community consultations, and launching senior social circles, mobile food distributions, and wellness check-ins.

The EORC partnered with the Gloucester Emergency Food Cupboard to secure \$30,000 from the Ottawa Food Bank to enhance food security for our hotel and shelter clients. This funding allowed our new outreach worker to deliver additional frozen meals and improve access to other EORC services.



**Seniors Social Circle**



**New Food Mission Stop**

### **Senior Social Circles testimonial:**

*"This social gathering has taken so much pressure off me. My father talks to me about the games and the neighbors. It's such a relief to know he is talking to people. Not always alone in that apartment."*

# Program Overview

## Resource & Referral

Whether it's for immediate assistance, support for an upcoming change, or help with essential needs, the Resource & Referral team is there to support clients by finding them resources and services tailored to their needs.

This year, the team led EORC's participation in the Pride Parade, as part of the Coalition of Community Health and Resource Centers, demonstrating our continued commitment to diversity and inclusivity. Celebrating with 2SLGBTQIA+ colors and slogans, EORC increased its visibility and promoted its values of client-centredness, respect, compassion, accountability, and collaboration.

The Resource and Referral program continued to receive a high volume of requests, particularly for the Hydro Low-Income Energy Assistance Program (LEAP), the Ontario Electricity Support Program (OESP), and our food cupboard. Seasonal initiatives such as Teen Angels, Back to School, and Christmas Exchange programs were also in very high demand this year, highlighting the ongoing financial struggles within our community.



**EORC at Pride 2023**



**Backpack Distribution**

# Program Overview

## Programs Against Gender-Based Violence

Our Gender-Based Violence team provides intersectional support to women and children who are currently living with or have left abusive relationships, offering counseling, transitional support, as well as family court support.

The Gender-Based Violence team engaged in key initiatives to support marginalized communities. As part of the Rebuilding Trust Committee with Ottawa Police Service (OPS), EORC led two focus groups to understand the experiences of racialized and immigrant women with OPS. The team also participated in Canadian Multiculturalism Day and the Voices from the South Festival, promoting diversity and inclusion. On International Women's Day, they raised awareness about gender-based violence at the Gloucester Centre. In September, EORC co-organized "Take Back the Night," empowering women to reclaim public spaces.

Additionally, the EORC Family Court Support worker contributed to a University of Guelph study on the needs of diverse survivors of intimate partner violence and participated in the Domestic Violence Case Review Committee.



**"Take Back the Night" Women's March**

# Program Overview

## Child & Youth

Child & Youth Services serves youth from ages 6 to 21, providing a range of support and counselling services to ensure families with children are able to feel safe and secure at a vulnerable time in their life.

Through community consultations and partnership development, we helped secure support for Vimy Ridge Elementary school, which was without a food program. EORC successfully guided the administration through the Food Bank application process, obtaining funding for the current school year and the September 2024 semester. Responding to a request from our City Councilor and the school administration, we also launched an after-school basketball program in partnership with Prezidential. The program's popularity required us to expand our capacity to meet the high demand.

Additionally, resident consultations revealed challenges for school-aged children, especially newcomers without family physicians, in accessing routine vaccinations. By leveraging our partnership with Ottawa Public Health, we integrated this service into an existing COVID-19 vaccination site at a Health Hub, conveniently located for thousands of families.



## Youth Employment Resource Fair

# Program Overview

## Community Support Services

Community Support Services offers social and community services to older adults and adults living with physical disabilities. Services include Meals on Wheels, Transportation, Grocery Bus, Home Maintenance, Home Help, Foot Care, Day Program, Snow Go/Assist, Wellness & Fitness, and much more.

The EORC received \$19,000 from Health Ontario to establish a new foot care clinic at our Gloucester location, doubling capacity and improving services for clients in the Gloucester and Beacon Hill areas.

We expanded Meals on Wheels to serve our Seniors Social Circles, fostering community and belonging. We also launched the Indian Meals on Wheels program in June, offering culturally diverse meals to seniors.



## Seniors Yoga Class

To enhance safety in our Day Program, we installed calming diversion decals on doors to prevent unsupervised exits, especially for participants with dementia. This approach reduces confusion and minimizes the risk of wandering, ensuring a more secure environment.

Additionally, we acquired a new accessible van to improve transportation services for seniors in rural areas, ensuring they stay connected and active in their communities.

# Program Overview

## Volunteering

Many of our services rely on volunteers; without their contributions many of our services simply would not be available. We are fortunate to count on the support of our volunteers who give their time, efforts and expertise within our Community Support Services, Outreach Services, fundraising initiatives and Board of Directors.

In November, the EORC hosted a Holiday Tea Party for 45 of our amazing volunteers. It was a great opportunity for EORC staff and volunteers to get together, mingle and to show our appreciation for their incredible support!

## Fundraising

Our fundraising efforts this year raised \$68,462, and we received \$36,007 in donations, showcasing the tremendous support from our community and volunteers. The 14th and final edition of Cruise Don't Bruise raised \$12,340 for our Violence Against Women programs. A Charity Golf Tournament, organized by the Phoenix Business Exchange, took place at the scenic Canadian Golf & Country Club and raised \$2,825. Our 3rd season of the Charity Gift Wrapping Fundraiser had record-breaking sales in the days leading up to Christmas, generating \$10,300. Finally, EORC joined the Charitable Gaming Association in February 2023 and, in 2023-2024, raised \$42,997 in gaming revenues from the Ottawa Capital Gaming Center.



**186**  
**ACTIVE**  
**VOLUNTEERS**



**6,253**  
**VOLUNTEER**  
**HOURS**



**Cruise Don't**  
**Bruise 2023**

# Staff Recognition



**Nancy  
Bernier**

Nancy has excelled in multiple roles over the past 5 years, from Community Support Services Worker to Driver, and now as the Day Program's first Recreation Technician. Her outgoing personality and sense of humor brighten everyone's day. Nancy's kindness and care are evident in all she does.



**Luc  
Chatelain**

Luc joined the Transportation Team in 2016 and is a valued, client-focused, and dedicated member. Always starting and ending his shift with a smile, he consistently puts clients first, showing compassion and taking the time to understand their needs.



**Aline  
Gahimbare**

With 16 years of experience, Aline has dedicated her life to improving the quality of life for women. She joined EORC in 2016, as a Family Court Support Worker, where her commitment and empathetic approach quickly made her invaluable. Aline's work has transformed countless lives and inspires others to strive for a safer world for women.

# Staff Recognition



**William Woo**

Wil began as a volunteer at EORC and joined the Transportation Team over 10 years ago. Always ready to help, he gives 100% in medical drives, grocery deliveries, and Meals on Wheels, consistently going above and beyond for clients. His dedication, kindness, and compassion make him an invaluable team member.



**Marie-Thérèse  
Savage**

Marie-Thérèse has worked at the EORC as a violence against women counsellor since 2011. Her passion for supporting women is central to her professional commitment. Advocating for women's rights and helping victims has become a personal mission for her. Her dream is to see a world without violence, where every woman can live in safety and with dignity.



**Annie  
Parisien**

Annie has demonstrated unwavering commitment to our organization and clients for 15 years. She began in the Day Program before joining the x300 team, where she's coordinated a wide range of services and programs. Annie's deep knowledge, problem-solving skills, and strong connection with clients make her an invaluable asset and her positive nature brings laughter and camaraderie to the team.

# Program Highlights

## PROGRAMS AGAINST GENDER-BASED VIOLENCE



**+2,300**  
HOURS OF  
COUNSELLING



**+440**  
INDIVIDUALS  
SERVED

## FAMILY & COMMUNITY PROGRAMS



**+800**  
INDIVIDUALS  
SERVED

## FOOD CUPBOARD PROGRAM



**+3,500**  
INDIVIDUALS  
BENEFITTING



**+1,000**  
VISITS

## COMMUNITY SUPPORT SERVICES



**+11,900**  
MEALS DELIVERED



**+6,300**  
DRIVES PROVIDED



**+1,500**  
FOOT CARE APPTS  
PROVIDED

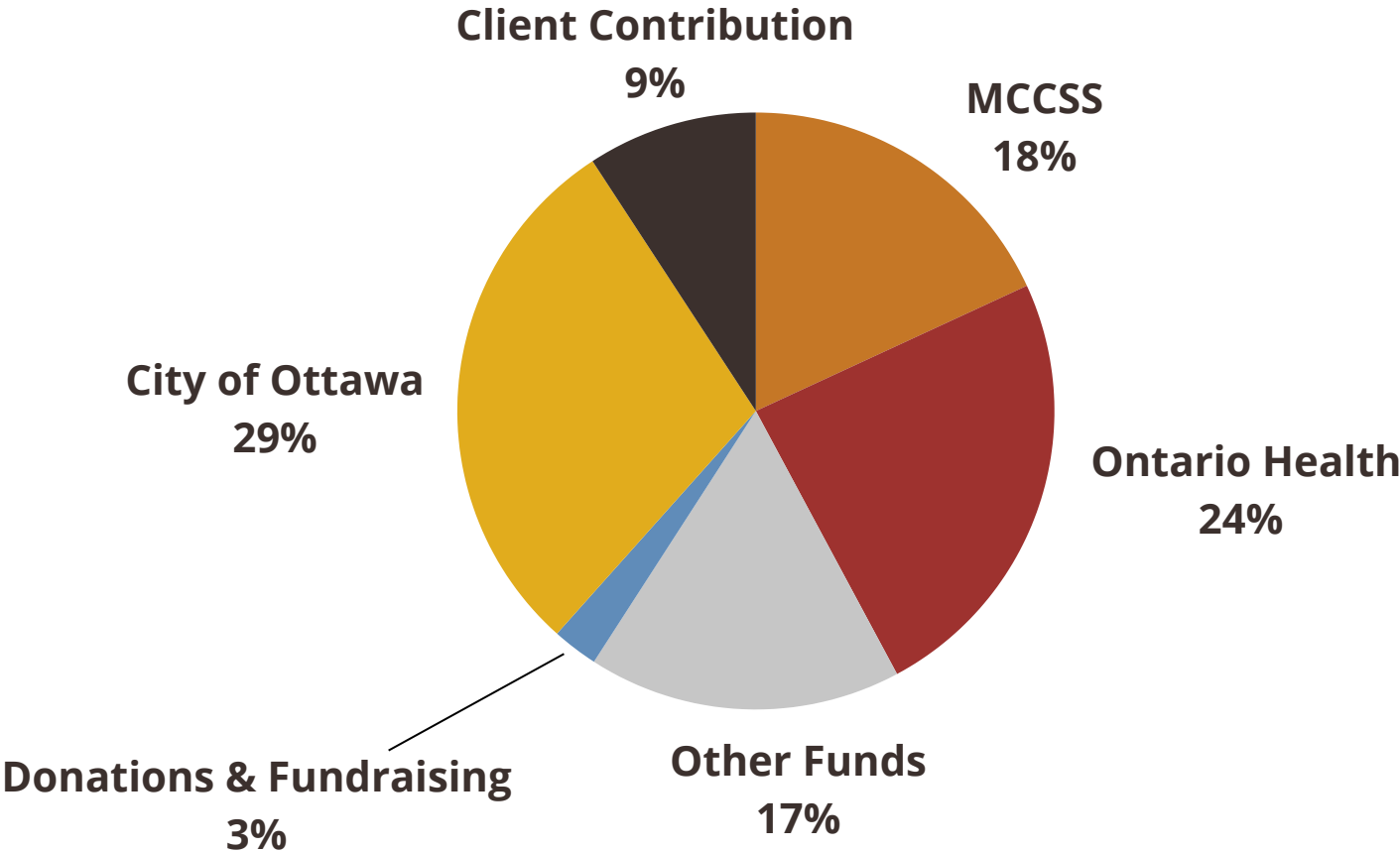


**+1,300**  
SENIORS/ADULTS WITH PHYSICAL  
DISABILITIES SERVED



**+2,700**  
VISITS/CALLS WITH  
ISOLATED SENIORS

# Funding Sources



**Total Revenue: \$4,058,291.00**

# Public Funders



Ottawa Food Bank



An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

# EORC Partner of the Year



Gifts in Kind (GIK) is a city-wide initiative enabling individuals, corporations, governmental and non-profit organizations to share items with their community. GIK donates goods and services, such as clothing, school supplies, furniture, and medical equipment, to help people in need in Ottawa. Thanks to our strong partnership with GIF, we provided essential clothing and winter supplies to over 248 individuals, distributing a total of 3,488 pieces of clothing.

## Client Testimonials:

*“We arrived with only one bag for the entire family, we had no means to buy clothes at all. Every piece of clothing we have is from you. God bless you and your family.”*

*“ I was so worried sending my kids to school with old clothes... My daughter cried because she was teased all the time. I never thought I would be able to give her nice new clothes. She has been a different person.”*



# Contact Us



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## HEAD OFFICE

RESOURCE & REFERRAL, PROGRAMS  
AGAINST GENDER-BASED VIOLENCE,  
CHILD & YOUTH SERVICES, COMMUNITY  
DEVELOPMENT

## SATELLITE OFFICE

COMMUNITY SUPPORT  
SERVICES FOR SENIORS &  
PEOPLE LIVING WITH  
DISABILITIES



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