

Since 1979

# Building Stronger Communities, Together

**EORC Annual Report  
2024-2025**

Ce rapport est aussi disponible en français.





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## Honouring the Land and Indigenous Communities

EORC acknowledges that the land on which we work and provide services is the unceded, unsurrendered Territory of the Anishinaabe Algonquin Nation.

We recognize and deeply respect the Algonquin people as the stewards of this land since time immemorial. Their enduring presence and connection to this territory guide us to reflect on our responsibilities and relationships — with the land, with one another, and with all communities we serve.

As a community-based social and health services organization, we are committed to reconciliation and to creating inclusive, respectful spaces that honour Indigenous voices, experiences, and knowledge. We strive to walk alongside Indigenous peoples and all equity-deserving communities in the pursuit of justice, healing, and meaningful change.

Let this acknowledgement serve as a call to action — to learn, to listen, and to uphold the values of equity, dignity, and mutual respect in all that we do.

## Resilience in the Face of Challenge: Advancing Progress Together

This past year has been one of both immense challenge and determined progress. The complexity of needs in our community continues to grow, yet funding has remained largely stagnant. This gap puts significant pressure on our teams and on the people we serve, many of whom face the daily realities of food insecurity, housing instability, and worsening mental health.

The use of our food cupboard reached unprecedented levels this year—just as the Ottawa Food Bank was forced to significantly reduce its distribution. In response, we retrofitted our food cupboard thanks to emerging needs funding from the Ottawa Community Foundation, expanded access to wraparound services, and shifted to an appointment-based system to better manage demand. We also launched a new community kitchens program, in partnership with the Gloucester Emergency Food Cupboard and supported by the Ottawa Food Bank, to promote food security and social connection.

Housing remains an urgent concern, with many individuals and families still living in emergency shelters and transitional housing opening on St-Joseph Street in our catchment area. We continue to advocate for long-term solutions.

Poverty continues to impact many aspects of our clients' lives, which is why we pushed for increased funding from the City of Ottawa for community tax clinics—tools that help put money back in people's pockets. We also extended our services into rural areas, increasing drives and purchasing a new hybrid vehicle to reduce barriers to access.

Within our own organization, we've taken steps to support our staff and build a stronger foundation. After several years of continuous turnover, our workforce is stabilizing. We added several new positions to ease workload and participated in the #ForUsForYou campaign to urge the provincial government to invest in the community services sector and ensure fair wages for frontline workers.

We are also looking ahead. With the support of Connect2Knowledge, we began the development of our next strategic plan, grounded in equity, inclusion, and sustainability. For the first time, we've developed an Equity, Diversity, and Inclusion (EDI) plan, a major step forward in our commitment to doing this work intentionally and holistically. We are also in the process of rebranding the EORC to better reflect who we are today—a modern, client-centered, and forward-looking organization.

There is still much work to be done, but our community is resilient, and so is our team. With your continued support, we remain hopeful for the future and committed to building a more equitable and compassionate region for all.

With deep gratitude,

**Barb Paquette**  
Board President

**Stephanie Fragman**  
Executive Director



## Our Guiding Principles

### Vision

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**A leading community partner working today for a healthier tomorrow.**

### Mission

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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.

### Values

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#### 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.



## Board of Directors



**Barb Paquette**  
Board President



**Michel Carrière**  
Vice-President



**Janet Legge**  
Vice-President



**Amy Richard**  
Treasurer



**Joel Assaoure**



**Betsy Chaly**



**Lise Chevrier**



**Christine Gougeon**



**Hicham Kahlouche**



**Sophie Parisien**



**Alexanne Stewart**

## Strategic Leadership and Governance

EORC is grateful for the leadership and support of our Board of Directors, who play a key role in guiding our mission and strategic direction.

This year, the Human Resources Committee focused on strengthening internal policies, including the development of a succession policy and a staff recognition policy, both aimed at supporting organizational continuity and a positive workplace culture.

The Fundraising and Public Relations Committee supported our rebranding initiative, helping to guide the development of a refreshed logo, updated fonts and colours, and a more accessible, user-friendly website.

In addition, one board member joined an internal working group of staff and management to support the development of our new strategic plan, helping ensure strong alignment between governance and operations.

We extend our sincere thanks to Christine Gougeon, who is completing her six-year term and will be stepping down for at least one year in accordance with our bylaws. Her dedication and contributions over the years have been greatly appreciated.

We also thank Hicham Kahlouche who is stepping down after two consecutive two-year terms for his unwavering support and guidance.

## Connecting Communities and Sparking Change

Community engagement thrived throughout the year, spearheading numerous initiatives and pilot programs. Following the fire at Donald Towers, which displaced hundreds, EORC stepped into a leadership role in coordinating relief efforts, with strong support from Councillor Tierney.

In partnership with Just Food and the Gloucester Emergency Food Cupboard (GEFC), we co-hosted the 3<sup>rd</sup> Annual Fall Farm Fest, drawing over 500 attendees for a day of family-friendly activities and sustainable agriculture. The 4th Annual Community Soccer Game at Sawmill Creek Park welcomed a record number of youth aged 8–15, with participation far exceeding expectations.

EORC secured a \$88,000 grant from the Ottawa Food Bank to support a 24-month collaboration with GEFC, enabling continued meal deliveries and a pilot community kitchen initiative. A \$13,332 grant from the Ottawa Community Framework also supports a resident-led monthly kitchen in Sawmill Creek, made possible by our outreach team's ongoing presence.

A year-long food mapping project in Blackburn Hamlet and Carlsbad Springs, in collaboration with Just Food, will culminate in a comprehensive report in November 2025.

Through a research partnership with the University of Ottawa, medical students interviewed residents in emergency hotels to assess service needs. Findings led to upcoming health-focused pop-up workshops with Ottawa Public Health and the City of Ottawa. Other initiatives included a parent-child drop-in at Blossom Park Elementary School and coordination of dental screenings and monthly health sessions for hotel residents.

Our seasonal programs also grew significantly. The winter support program nearly doubled its reach, serving 518 individuals—including 434 children and youth—with over 400 receiving new winter boots thanks to generous donors and partners.

*“Thank you for being so kind, and your compassion for people is a true gift. I am so blessed to have met you, and I will always cherish your wisdom and take our lessons towards a better life. The world is a better place with you in it.”*





## Meeting Immediate Needs with Compassion and Efficiency

To expand service capacity, EORC hired a third Intake and Outreach Worker, easing frontline workload and strengthening client support. In response to growing demand, the Resource and Referral team introduced several improvements to enhance service delivery.

The Emergency Food Cupboard transitioned to an appointment-based system, replacing the drop-in model and significantly improving efficiency. A \$10,000 grant from the Ottawa Community Foundation enabled retrofits to the food cupboard, including the purchase of an industrial fridge and doubling its physical space.

To streamline processes, the team developed digitized forms for client intake and seasonal program registration. This innovation helped manage

the influx of new clients in emergency housing and high seasonal demand.

The Sharing in Student Success program, in partnership with the Caring and Sharing Exchange, distributed 200 backpacks and 100 gift cards to support youth aged 15–18. During the holiday season, 181 families—over 700 individuals—were registered for the Caring and Sharing Christmas Exchange.

Our winter program also saw strong community support. Thanks to generous in-kind donations from Oak Tree, Royal LePage, Lemire, and a \$10,000 toy and gift donation from the Beacon Hill Optimist Club, over 500 children and youth received holiday gifts.



## Supporting Youth Through Growth and Connection

In addition to ongoing counselling, the Child and Youth Worker launched several initiatives throughout the year.

The “Keeping it Cool” workshop—focused on anger management and emotional regulation for youth aged 12–18—was refreshed to emphasize communication and conflict resolution. The updated program is scheduled for delivery in September 2025.

At Ottawa Technical Secondary School (OTSS), the Child and Youth Worker facilitated weekly 75-minute Life Skills workshops for approximately 15 students. Topics, identified by teachers, included healthy relationships, mental health, anxiety, and problem-solving. These sessions offered a safe, supportive space for meaningful discussion and received strong attendance and positive feedback.

In collaboration with the Children Who Witness Worker, the organization launched its first-ever March Break Camp. The camp was well-attended, with post-program surveys reporting over 95% satisfaction—laying the foundation for future seasonal programming.

Basketball drop-in sessions at Vimy Ridge Elementary School began with high energy and enthusiasm. Due to overwhelming interest, the program was expanded to accommodate all registered participants.

In partnership with the City of Ottawa and École élémentaire catholique Sainte-Marie, 17 children aged 7–12 were successfully registered for a four-week summer camp. Registration, fees, and transportation were fully coordinated to ensure an inclusive experience.



*“I often think of and appreciate the incredible support and guidance you provided when I first separated and began navigating both my domestic violence case and family court proceedings. I’m truly grateful for everything you did to help me through such a difficult time. I just wanted to take a moment to express my heartfelt gratitude for your support yesterday. Your presence, patience, and encouragement truly made a difference. I can’t tell you how much I appreciated having you there, listening to me, and helping me stay calm and motivated throughout the family court process.”*

## Strengthening Survivor Supports and Prevention Initiatives

This year, EORC continued to provide vital, trauma-informed support to women, children, and families impacted by violence through strong community partnerships and innovative programming.

In partnership with the Child and Youth Worker, the Children Who Witnessed Violence (CWWV) Counsellor coordinated a March Break camp for 15 children and youth. Supported by two student volunteers, the five-day camp offered free recreational activities that fostered skill development, social connection, and a safe, supportive environment for healing.

In collaboration with the Ottawa Police Service, EORC’s Transitional Housing Support Worker led a focus group with racialized women to better understand their lived experiences and enhance the cultural responsiveness of services. The worker also contributed to a City of Ottawa forum under the Housing Accelerator Fund, advocating for intersectional, survivor-centered housing strategies.

To strengthen access to justice and safety for survivors, EORC formalized its partnership with Ottawa Victim Services (OVS) through a Memorandum of Understanding. This agreement outlines how both organizations work together

to support women victims/survivors of violence. When EORC’s Family Court or Transitional Housing Support Worker is unavailable, OVS steps in by providing trained volunteers to accompany clients to family or criminal court. This collaboration ensures continuity of care and reinforces both agencies’ commitment to accessible, bilingual court support.

During the 16 Days of Activism, EORC’s Gender-Based Violence (GBV) team co-hosted a film screening and healing session in partnership with the Ottawa Coalition to End Violence Against Women (OCTEVAW). Participants engaged in meaningful dialogue, reflection, and the creation of a quilt that told collective community stories and honoured the lives lost to femicide. The GBV team also welcomed a third full-time staff member this year, increasing capacity to meet growing community needs. Their outstanding efforts were recognized with the Attorney General’s Award of Distinction for victim services.

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## Expanding Senior Services and Strengthening Community Connections

This year, the Community Support Services (CSS) team deepened its engagement with rural areas of our catchment. In February 2025, EORC proudly sponsored the Sarsfield Carnival, where staff connected with residents by promoting services, offering prizes for various activities, and raising awareness of available supports. Building on this momentum, the CSS team later hosted a free one-day mobile Foot Care clinic at the Carlsbad Springs Community Centre to introduce and promote EORC's Foot Care services.

The CSS team also focused on expanding our permanent Foot Care offerings. The Gloucester Foot Care Clinic officially opened on May 7, 2024. In February 2025, the team secured one-time funding that allowed us to offer free Foot Care services in March 2025 to all new clients accessing the clinic for the first time. Meanwhile, Foot Care services at the Aline-Chrétien Health Hub (ACHH) expanded from two to three days per week starting in October 2024, increasing our capacity to meet growing demand.

The Day Program introduced an even broader range of activities and special events this year. Clients enjoyed creative workshops such as flower arranging and painting, as well as performances by a variety of entertainers—including a flautist. A new calming diversion decal was also added to enhance the program environment. A key highlight was our exciting partnership with the University of Ottawa to deliver the Music and Movement program. Rooted in music education, the program uses movement to teach rhythm, structure, and musical expression. A total of 22 sessions were delivered between September and May by a trained specialist in Dalcroze Eurhythmics.

To meet rising interest in wellness programming, the number of yoga classes offered at the ACHH doubled. Back-to-back sessions are now held twice weekly, ensuring more clients can benefit from this popular activity.

Finally, the transportation program saw significant growth this year. The fleet welcomed its first hybrid vehicle—a 2025 Ford Escape—demonstrating our commitment to sustainable service delivery. In addition, the purchase of a 2016 Dodge Caravan brought our total number of vehicles to eight, further enhancing our ability to serve seniors and clients with mobility challenges.



*"I would just like to express my gratitude to the EORC for their Meals on Wheels. My father is 93 years old and is not able to cook for himself and therefore having Meals on Wheels bring him a meal every day during the week is a great relief for me. My other gratitude for Meals on Wheels is that I know there is someone there every day knocking on his door and making sure he does answer the door."*



## Celebrating the Heart of EORC

We are grateful for the priceless contributions of our volunteers. This past year, 210 volunteers gave their time, talent and skills to support our programs and initiatives. Together they contributed 7130 hours across all our programs, a significant increase from the previous year.

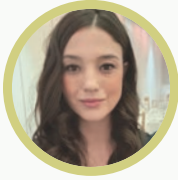
We thrive on acknowledging the efforts of our volunteers. We hosted 2 recognition events throughout the year. Perfect opportunities to bring volunteers together, foster a sense of belonging and shared purpose. Our work is stronger because of them, and for that, we are deeply grateful.



## Raising Funds, Fueling Impact

Our fundraising initiatives have been pivotal in supporting our mission and furthering our impact. Through our Charity Gift wrapping initiative and proceeds from the charitable gaming at Ottawa Capital Gaming Centre, we raised \$75,787.74 (Charity Gift wrapping: \$8,530 / CGaming: \$67,257.74)

## Honouring Dedication and Excellence



**Natasha Albert** (5 years)

Natasha began with EORC in 2019 on a rural outreach contract. Her dedication led to roles in outreach and program development, and in 2024 she became Coordinator of Family and Community Services. Natasha has demonstrated exceptional leadership—guiding her team with clarity, compassion, and strategic vision. Her journey reflects not only growth and resilience, but also a passionate, strong-willed commitment to driving meaningful community impact.



**Asmae Lamzouri** (5 years)

Asmae demonstrates exceptional dedication and passion in her work with survivors. Her meticulous attention to detail and resolute approach reflect a deep commitment to excellence. With a strong and principled presence, she consistently upholds the highest standards of care and advocacy.



**Nadine Bourgeois** (5 years)

We are thrilled to recognize Nadine for her outstanding 5 years of service. Her unwavering dedication to client safety and her meticulous attention to detail have played a vital role in creating a safe and enjoyable environment for our clients. Nadine's commitment and hard work have made a lasting impact, and we truly appreciate her invaluable contributions to our team.



**Don Stratton** (5 years)

Don joined the Transportation Team five years ago. His client-focused approach, dedication, and empathy consistently shine through in his work. Don takes the time to truly understand our clients' needs. We're thankful to have him on our team.



**Chrisoula Mourelatos** (5+ years)

Chrisoula has been a dedicated and valued member of the EORC team for the past eight years. From the moment she joined, she has exemplified our client-centered mission through her dual roles as a transport attendant and kitchen assistant in the day program. Her positive attitude, warm smile, and commitment to delivering high-quality service have had a lasting impact on both clients and colleagues. We are grateful for her continued dedication and proud to celebrate her eight-year milestone with EORC.

## Partner of the Year: **The Beacon Hill Optimist Club**

At the heart of every Optimist Club lies a powerful mission: to bring out the best in youth, our communities, and ourselves. The Beacon Hill Optimist Club exemplifies this mission in action, demonstrating just how transformative optimism and community spirit can be.

Over the years, the Beacon Hill Optimist Club has been a steadfast supporter of EORC, standing by us through growing challenges and rising community needs. As we've faced increasing demands—particularly in addressing food insecurity among children and youth—their unwavering partnership has made a tangible difference.

Their contributions have been both generous and impactful. Whether it's supporting our back-to-school programs, donating over \$10,000 in in-kind gifts during the holiday season or providing an additional \$3,000 towards our summer shoes initiative, their support has directly benefited hundreds of children in our community.

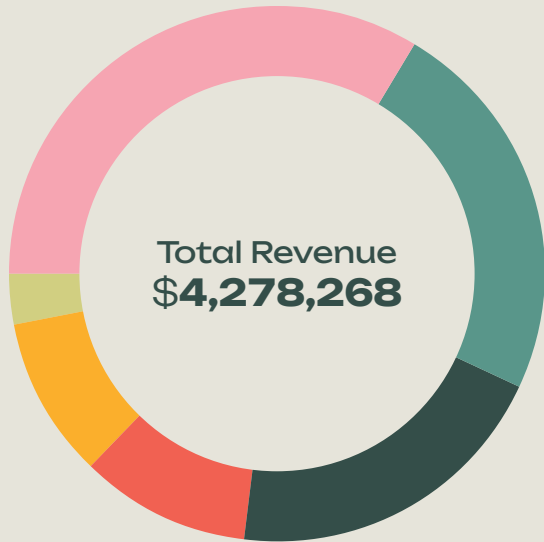
We are deeply grateful for their continued commitment and are proud to recognize the Beacon Hill Optimist Club as our 2025 Partner of the Year. Their dedication inspires us all and reminds us of the power of community collaboration.



**Club Optimiste  
de Beaconhill**



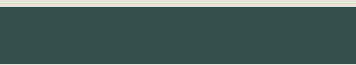
## Our Supporters and Funders



City of Ottawa  
**\$1,438,615**



Ontario Health  
**\$1,005,625**



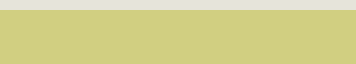
MCCSS  
**\$850,462**



Client Contribution  
**\$446,409**



Other Funds  
**\$417,095**



Donation & Fundraising  
**\$120,062**

## Public Funders: Investing in Community Well-Being



Ottawa Food Bank  
La Banque d'Alimentation d'Ottawa



invested for good

Special thanks to all our other donors and contributors for their continued generosity and belief in our mission.

By the Numbers:  
Program Impact at a Glance

Gender-Based Violence (GBV)

1200

Hours of Counselling

508

Individuals Served

Family & Community

259

Children & Youth Served

1213

Clients Served by our  
Resource & Referral Team

5815

Individuals Participating  
in Community Initiatives

Food Cupboard

804

Individuals Served

2569

Number of Visits

Community Support Services (CSS)

18 662

Meals Delivered

6562

Drives Provided

1846

Foot Care Appts  
Provided

1463

Seniors or Adults with  
Disabilities Served

2707

Visits/Calls with  
Isolated Seniors

3054

Attendance Days  
for Day Program

Volunteers

210

Volunteers

7130

Hours

Eastern  
Ottawa  
Resource  
Centre



Centre de  
ressources  
de l'est  
d'Ottawa

## Rebranding for a Stronger, More Accessible Future

This year, EORC took an exciting step toward refreshing our visual identity to better reflect who we are today—an inclusive, modern, and client-centered organization. With input from staff and board members, we developed a new logo, updated our fonts and colours, and redesigned our website to improve accessibility and ease of navigation.

While the rebranding was finalized right at the end of the fiscal year, we're excited to offer a **sneak peek** in this report. This transformation goes beyond aesthetics—it represents our evolving identity and the strong foundation we're building for the future.





# Building Stronger Communities, Together



## **Stay Connected with EORC**

**613-741-6025**  
**[info@eorc-creo.ca](mailto:info@eorc-creo.ca)**

Head Office

**Resource, Referral & Outreach Program,  
Gender-Based Violence Program,  
Child & Youth Program,  
Community Development**

Gloucester Centre (2<sup>nd</sup> Floor, Suite 215)  
1980 Ogilvie Rd, Gloucester, ON K1J 9L3

Satellite Office

**Community Support Services for Seniors  
and Adults with Physical Disabilities**

Aline-Chrétien Health Hub (Section G)  
2225 Mer-Bleue Rd, Orléans, ON K4A 5M3



**Building Stronger  
Communities, Together**