



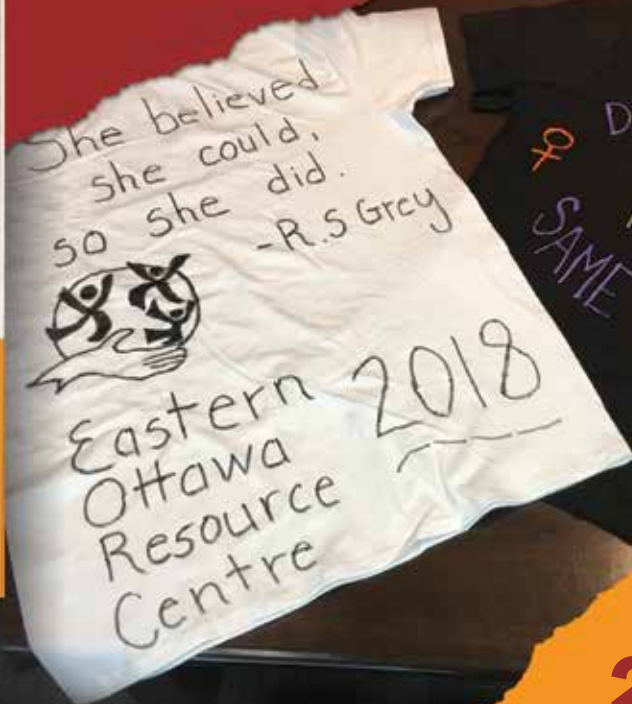
EORC

Make a difference in your own backyard!

"This centre and the counsellors is the main reason why I am feeling better and proud about myself."

Reaching out to strengthen our community since 1979

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2017/2018

ANNUAL REPORT

Joint Message from the

Board President, **BARBARA PAQUETTE** and
Executive Director, **NATHALIE LAFRENIÈRE**

The Eastern Ottawa Resource Centre (EORC) is a vital provider of social and health services to residents in Ottawa's east end, urban, suburban and rural communities and has seen a year of transition in 2017/2018.

In January, Renée Ladouceur-Beauchamp retired from her 17-year tenure as Executive Director of the agency. She leaves behind a legacy! An organisation built on a strong value based foundation supported by an exceptional team comprised of dedicated staff, a committed volunteer Board of Directors, hundreds of devoted volunteers and a loyal business community supporting people in their community. We thank her and wish her well. The Board was quick to launch its recruitment plan and hired a new Executive Director to resume the leadership of EORC. Despite such a change the Centre did not miss a beat.

EORC relies on the valuable funding from the Champlain Local Health integration Network, the City of Ottawa, the Ministry of Community and Social Services and the Ministry of the Attorney General to provide core support to people in need. Working with community and

government partners the Centre is part of the continuum of services in facilitating access to essential services as well as new programs aimed at improving the health and wellbeing of people. The collaborative work in the area of transportation services for seniors and people with a physical disability has enabled us to launch transportation for Seniors in Immigrant Communities. The addition of an Immigrant Support worker is a short-term project to coordinate refugee resettlement efforts to respond directly to the needs of Syrian refugees. 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.

The Centre has worked diligently to maximize opportunities for collaboration and is proud of this past year's added achievements in this area. The Centre has welcomed onsite; The Ottawa East Health Links team at our Tenth line location and the Rideauwood Addiction and Family Services at the Gloucester Centre site in an effort to help address the opioids crisis.

Eastern Ottawa Resource Centre remains a central hub for key services that affect us all.

Our success is the community's success and Thank you for your unconditional support!

**Board President, Barbara Paquette
and Executive Director
Nathalie Lafrenière**



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:



**Violence Against Women
staff at Cruise Don't Bruise
fundraising event**



International Women's Day

✔ Social inclusion:



**Soccer Team for Children and Youth
(age 7-13)**



ESL class for adults

✔ Health and Wellness:



Youth Cooking Classes



Youth Hockey

✔ Poverty Assistance:



**Christmas basket
deliveries**



Good Food Box

Youth delivering Christmas baskets



ANNUAL REPORT 2017-2018

Donating that doesn't cost anyone anything!



EORC has partnered with WebGiv for YOU to donate money to us...without donating money to us!

All you have to do is download the WebGiv Google Chrome extension by going to the link below and follow the easy steps to install and start donating. Every time you shop online through our app, you will see the EORC logo beside your search results. The logo indicates that those retailers support our cause and a portion of your purchase will be donated to EORC.

Your donation does not cost you anything...no additional fees and NO DATA ever collected!

Help EORC Raise funds by Shopping Online:
<https://www.eorc-creo.ca/WebGiv.php>

Cycling without Ages



INTERESTING NUMBERS – April 2017 to March 2018

Reception			
# of Phone calls		30 199	
# of Walk-ins		11 878	
Resource and Referral			
# of contacts accessing Counseling and Information services		12 245	
# of Children receiving Back to School / Xmas Assistance		1 052	
# of clients benefitting from Food Distribution Programs		1 499	
# of Visits to Specialized Services		6 723	
Community Support Services			
# of Clients using CSS programs		1 382	
# of Attendances at Foot Care Clinics		2 555	
# of Meals on Wheels delivered		24 983	
# of One-way drives provided in all CSS programs		9 761	
# of Matches in Service Coordination Programs		232	
# of Attendance days in Day Program		2 468	
Women and Violence			
# of clients served in Women and Violence programs		2 629	
# of Clients served in the Court Support Programs		126	
# of Clients served in Renfrew Outreach Programs		525	
# of Children served in Child Witness to Violence program		58	
# of Mothers served in Child Witness to Violence program		50	
# of Women accessing Transitional Housing Program		113	
# of support groups		6	
# of direct service hours – School Based Violence Program		266	
# of participants –school based violence program		950	
Child and Youth			
# of clients benefitting from Child and Youth programs		1 273	
# of drop-ins (children) at Early Years Drop-ins		2 370	
# of drop-ins (adults) at Early Years Drop-ins		2 232	
# of drop-ins (visits) - Summer Recreation program		213	
# of contacts in individual/group counseling		1 499	
# of diversion clients		11	
Community Development			
# of participants in Income Tax program (Apr only)		250	
# of users of Millennium Learning Centre		1 308	
# of contacts – Wellness Groups		737	
# of contacts – Community Development initiatives		2 277	
Volunteers			
# of Active Volunteers		271	
# of Volunteer hours		11 324	

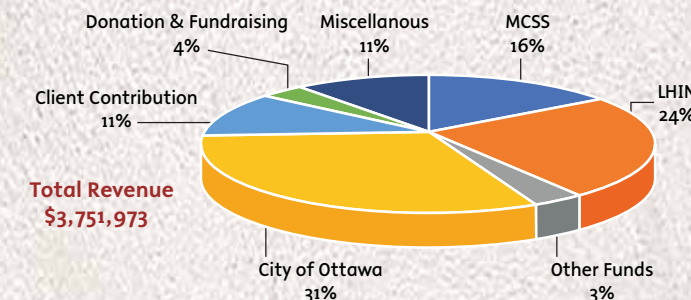
OUR CORE VALUES:

- Client Centred
- Respect
- Compassion
- Accountability
- Collaboration
- Integrity



Volunteers hard at work preparing for Cruise don't Bruise

FUNDING SOURCES – FY 2017 / 2018



"This group is really helpful and it helps ground me."

"there was a transition for my dad to join the men's day program and the staff made it very easy for him to feel 100% confident in going... his social skills have increase tremendously."

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: 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

- Program: 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 meals, take someone to their doctor's appointment, help in the Day Program, be a friendly visitor

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!

OUR MISSION:

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

OUR VISION:

A leading community partner working today for a healthier tomorrow.

List of BOARD OF DIRECTORS

Executive Committee

Barbara Paquette, *president*

Gilles Sauvé, *vice president*

Alain Deschamps, *vice president*

Amy Richard, *Secretary*

Directors

Ross Stewart

Lise Chevrier

Zakie Persad

Luke Tedford

Janet Legge

Roy Bartlett

Christina Ribeiro

2017-18 Board members



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