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

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
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 organization 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.

Joint Message from the Board President, BARBARA PAQUETTE and Executive Director, NATHALIE LAFRENIEUÈRE

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, counseling to women and children who have experienced domestic violence, counseling to children and youth, neighbourhood outreach, help with any of life’s challenges, counseling 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.

**PROGRAM HIGHLIGHTS**

- **Violence prevention:**
  - 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!

- **Social inclusion:**

- **Health and Wellness:**

- **Poverty Assistance:**

**Joint Message from the Board President, Barbara Paquette and Executive Director Nathalie Lafrenière**

- **Violence Against Women** staff at Cruise Don’t Bruise fundraising event
  - **Social inclusion:**
    - **International Women’s Day**
    - **Youth Cooking Classes**
    - **Youth Hockey**
  - **Health and Wellness:**
    - **ESL class for adults**
  - **Poverty Assistance:**
    - **Youth Working Group**
  - **Youth Hockey**
  - **Volunteer’s Annual Women’s Day at Cruise Don’t Bruise Fundraising event**
  - **Soccer Team for Children and Youth (age 7-10)**
  - **Good Food Box**

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

**Youth Cooking Classes**

**Youth Hockey**

**Volunteer’s Annual Women’s Day at Cruise Don’t Bruise Fundraising event**

**Soccer Team for Children and Youth (age 7-10)**

**Good Food Box**

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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 these 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

OUR CORE VALUES:

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

Interesting Numbers – April 2017 to March 2018

<table>
<thead>
<tr>
<th>Category</th>
<th>April 2017 to March 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reception</td>
<td></td>
</tr>
<tr>
<td># of Phone calls</td>
<td>30,199</td>
</tr>
<tr>
<td># of Walk-ins</td>
<td>11,878</td>
</tr>
<tr>
<td>Resource and Referral</td>
<td></td>
</tr>
<tr>
<td># of contacts accessing Counseling and Information services</td>
<td>12,245</td>
</tr>
<tr>
<td># of Children receiving Back to School / Xmas Assistance</td>
<td>1,052</td>
</tr>
<tr>
<td># of clients benefitting from Food Distribution Programs</td>
<td>1,499</td>
</tr>
<tr>
<td># of visits to Specialized Services</td>
<td>6,723</td>
</tr>
<tr>
<td>Community Support Services</td>
<td></td>
</tr>
<tr>
<td># of clients using CSS programs</td>
<td>1,382</td>
</tr>
<tr>
<td># of Attendances at Foot Care Clinics</td>
<td>2,555</td>
</tr>
<tr>
<td># of Meals on Wheels delivered</td>
<td>24,983</td>
</tr>
<tr>
<td># of One-way drives provided in all CSS programs</td>
<td>7,951</td>
</tr>
<tr>
<td># of Matches in Service Coordination Programs</td>
<td>232</td>
</tr>
<tr>
<td># of Attendance days in Day Program</td>
<td>2,408</td>
</tr>
<tr>
<td>Women and Violence</td>
<td></td>
</tr>
<tr>
<td># of clients served in Women and Violence programs</td>
<td>2,629</td>
</tr>
<tr>
<td># of clients served in Court Support Programs</td>
<td>1,267</td>
</tr>
<tr>
<td># of Clients served in Renfrew Outreach Programs</td>
<td>1,225</td>
</tr>
<tr>
<td># of Children served in Child Witness to Violence program</td>
<td>58</td>
</tr>
<tr>
<td># of Mothers served in Child Witness to Violence program</td>
<td>50</td>
</tr>
<tr>
<td># of Women accessing Transitional Housing Programs</td>
<td>133</td>
</tr>
<tr>
<td># of support groups</td>
<td>6</td>
</tr>
<tr>
<td># of direct service hours – School Based Violence Program</td>
<td>269</td>
</tr>
<tr>
<td># of participants – school based violence program</td>
<td>950</td>
</tr>
</tbody>
</table>

FUNDING SOURCES – FY 2017 / 2018

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donation &amp; Fundraising</td>
<td>33%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>23%</td>
</tr>
<tr>
<td>City of Ottawa, ON</td>
<td>21%</td>
</tr>
<tr>
<td>Other Funds</td>
<td>13%</td>
</tr>
<tr>
<td>Client Contribution</td>
<td>10%</td>
</tr>
<tr>
<td>Total Revenue</td>
<td>$3,751,973</td>
</tr>
</tbody>
</table>

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“there was a transition for my dad to join the men’s day program from the staff male program it was very easy for him to fit in...the staff and other participants are doing likewise his social skills have increased tremendously.”

“this group is really helpful and is helping me grow.”

ANNEX: Impact Stories

Youth delivering Christmas baskets  
Cycling without Ages

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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

Supported by

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