

# CALDWELL FAMILY CENTRE

## Annual Report 2012



*For People With People*

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### CFC Program Updates

**Emergency Food Program** The CFC food bank is open four days a week and provides hampers, containing enough food for three days, to people in need. Last year we provided 19,422 hampers which is an increase of more than 10% from 2010. The Centre also provides food five days a week in the Day Program and through cooking classes and special events. Help can be provided up to twice a month to clients.

**Day Program** The CFC Day Program is open Monday to Friday and received 27,784 visits in 2012 – an average of more than one hundred people for every day that we were open. Through the Day Program, people who use the centre gain access to food, computers and the internet, socialization, special activities and a variety of outreach services from other agencies.

**English Language School/ Child Minding** This past year, the Language Program operated at full capacity with 85 students passing through the doors. Small class sizes contribute to a family atmosphere where 19 students were successful in moving up a level in their education. Our child minding facility also provided necessary support to students with young children while they attended class.

**Senior's Centre** The CFC senior's Centre was opened in 2011 and in 2012 we saw an increase in its use. We now offer activities four days a week including a drop-in for seniors, cooking classes, community kitchen, crafts, games and a men's discussion group. Through the drop-in, seniors were connected to outreach workers from Ottawa Police Services, the Carlington Community Health Centre and Public Health.

The Caldwell Family Centre also provides services or partners with community agencies to provide the following programs: Christmas hamper program, Toy Mountain, ESL sewing classes, homework help club, citizenship classes and tax preparation clinics, and Operation Restore.

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*The Mission of  
the Caldwell  
Family Centre is  
to provide  
services which  
feed and nurture  
physical and  
emotional  
wellness and to  
empower  
people who face  
poverty, mental  
illness, cultural  
and social  
isolation, to  
reach their  
greatest  
potential*

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**Hours of Operation:****Day Program**

Monday – Friday 8:30-12/1-4

**Food Bank**

Tuesday – Friday 9-12/1-4

**English Language School**

Monday - Thursday 8:30-3

**(613) 728-1800****Focus: Language Program**

**Above: Canadian citizenship celebration for one of our Language Program students**

*'I can't explain [to] you what I am feeling today. It isn't easy to speak to you with a lot of sadness because I have to leave you. The past few years have been an amazing experience. My goal was to learn English but never along did I expect to meet such special people...you will be in my heart forever and I will never forget you guys because it is impossible to forget family. Thank you so much.*

**The excerpt above is from a graduation speech recently given by one of our Language Program students on her last day of classes.**

**Caldwell Family Centre  
Unit 20 1100 Medford Street  
Ottawa, Ontario, K1Z 8L5  
caldwellfamilycentre.ca**

**Message from the Executive Director**

Every day I stand beside coworkers who are motivated to improve their community. Every day I interact with clients and students who are struggling to make their lives better. And every day I talk to generous board and community members who give so freely to help make life better for people who need a hand. I consider myself lucky to keep such good company.

2012 has been a very productive year for the Caldwell Family Centre. We have restructured our administration to be more efficient and made some changes to the way we provide some of our services. While adding to the overall services, the Caldwell Family Centre reduced the total number of staff, and also reduced overall expenses from 2011 to 2012. More important than this streamlining of operations, is the fact that we have remained true to the mission and values of the organization – working for the people and with the people to help as much as we can.

I am also pleased to announce that through the City of Ottawa and Citizenship and Immigration Canada, funding is now in place for the next three years. This means that our Day Program, Emergency Food Program and Language Program can continue to operate without interruption.

Some other highlights for the year I would like to mention are: completion of the renovations to the drop-in centre and the school, a day spent with the volunteers from the Paroisse catholique St. Bonaventure who organized the Christmas Bazaar, and our first annual fundraising BBQ last August where we met with our Mayor, many MPPs, other community leaders, and many members of the public.

I would also like to thank the Board of Directors who provide stewardship and sound advice and to especially thank all of the community members who give freely of your time, energy and money to support our Centre. The Caldwell Family Centre was founded 29 years ago by a group of extraordinary women who made it their life's work to serve this community. I am pleased to play a part in continuing their work.

Many thanks,  
David Walsh B.A. B.Ed.  
Executive Director

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*The Vision of the Caldwell Family Centre is a strong, healthy, safe, self-sustaining community where the residents are confident, empowered and independent; where those who have need for food, companionship, housing, education, or knowledge are provided for in a coordinated fashion with dignity and responsiveness.*

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## Message from the Board President

Dear members and friends,

It seems like only yesterday since we held our last AGM. Another successful year has gone by and we have the privilege to report some highlights of this past year and plans we have for the year ahead of us. Plans we would not be able to bring to fruition without you. The Center exists and fulfills its mandate thanks to the help and dedication of our supporters, our partners, our members, our numerous volunteers working hard in the community and at the Centre itself – and our staff and our Board.

From a Board perspective we have worked hard and will continue to do so on the Board and its various committees, updating our policies and bylaws, continuing to be good stewards of the finances of the centre and making sure that the funds will continue to be available and will enable us to provide the services that are so essential to our community.

Last June marked the arrival of our new Executive Director, David Walsh. David came to us with a wealth of experience in a social services organization in Newfoundland and has quickly put this experience to work in helping us fulfill our mission and mandate.

A new initiative we have taken on this year is to provide a scholarship for a deserving Grade 12 student living in our community who is entering University or College. The student will receive a \$1,000 scholarship towards the tuition.

These past years have seen an increased need for our services, particularly at the food bank. We are serving 1,610 people per month, an increase of 160 people per month compared with two years ago. This is a worrisome trend since it places more demand on our funders and supporters but we will continue to work hard to ensure our programs meet the needs.

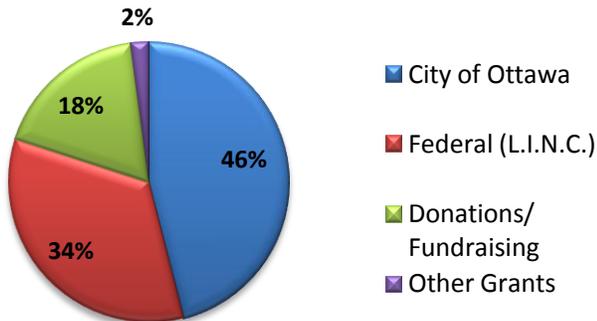
Thanks to our volunteers in the community, several fundraising events take place annually. This year we held a spring bazaar and are planning another before Christmas. These events are successful in raising money by selling good quality used items and other handmade items such as food, baking, preserves and beverages. Last year we held our first fundraising BBQ at Marion Dewar's Place in front of City Hall. This year we are planning to add a 3rd fundraising event in October – a buffet-dinner auction. Mr. David Smith, a well-known philanthropist and owner of Nate's Deli has graciously offered to be our auctioneer. Stay tuned for upcoming details on this event.

We look forward with hope and confidence to the year ahead of us. Next year we will celebrate our 30<sup>th</sup> year of service in the community. Our motto "For people; With people" is really based on all the wonderful helping hands that make our Centre so successful. We couldn't do it without you.

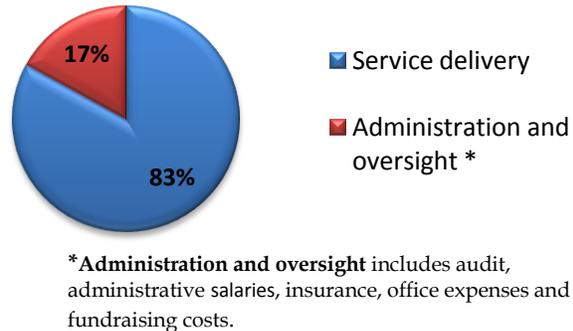
Thank you.

Yolaine Münter M.A. B.Ed.,  
CFC Board President

### CFC Sources of Revenue 2012



### CFC Expenditures, 2012



## Group and Organizational Sponsors

The Caldwell Family Centre is grateful to:

Bromley United Church

City View United Church

Paroisse catholique St-Bonaventure

St. Basil's Roman Catholic Church

St. Elizabeth School

St. Mark's School

St. Stephen's Presbyterian Church

Trinity Outreach Committee

Westboro Academy

W.E. Gowling School

Calvin Christian Reformed Church

Our Saviour Lutheran Church

St. Augustine's Roman Catholic Church

St. Elizabeth's Roman Catholic Church

St. George's Roman Catholic Church

St. Richard's Anglican Church

The Oaks

Trinity United Church

Westboro United Church

## Board of Directors

Yolaine Münter, President

Jean Meldrum, Vice-President

Valerie Mullen, Treasurer

Eileen McGregor, Secretary

Lorena Morris, Director

Barbara O'Reilly, Director

Dianne O'Gorman, Director

Michael Van Dusen, Director

## Community Partners

The Caldwell Family Centre takes pride in working closely with the following community partners:

Bellevue Manor Tenants Association

Carlington Community Health Centre

City of Ottawa

Coalition of Community Houses

Coalition of Day Programs

Jewish Family Services

Ottawa Police Service

Ottawa Food Bank

Ottawa Carleton Catholic School Board

Ottawa Community Housing Corporation

Ottawa Public School Board

Regional Public Health Department

Royal Ottawa Health Care Group

Stronghold Centre

