



**CALDWELL**

**FAMILY CENTRE FAMILIAL**

FOR PEOPLE WITH PEOPLE — POUR LES GENS AVEC LES GENS

[CaldwellFamilyCentre.ca](http://CaldwellFamilyCentre.ca)

# ABOUT US

## MISSION

The mission of the Caldwell Family Centre is to provide services that feed and nurture physical and emotional wellness.

## VISION

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.

## HOURS OF OPERATION

### Day Program

Mon-Fri: 8:30AM-12PM & 1-4PM

### Food Bank

Tue-Fri: 9AM-12PM & 1-4PM

### Transition Day Camp

Mon-Fri: 8:30AM-4:30PM (Jul-Aug)

**20-1100 Medford St.  
Ottawa, ON K1Z 8L5  
(613) 728-1800**

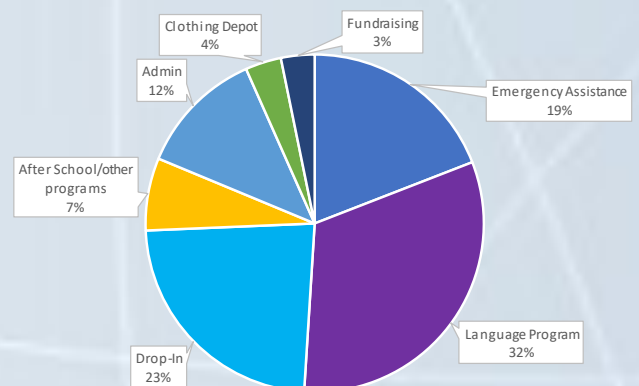
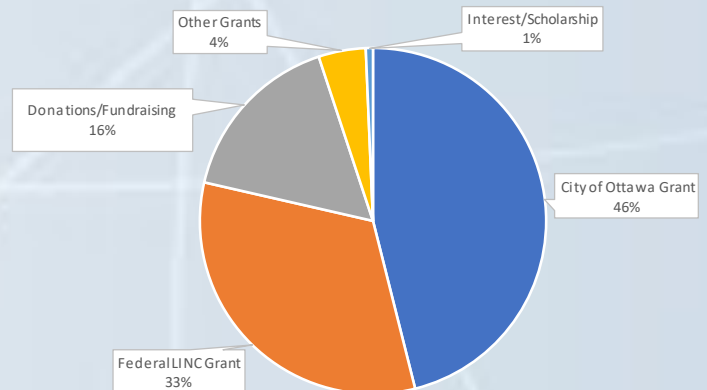
## FINANCIALS

### Revenues

City of Ottawa Grant	\$267,216	46%
Federal LINC Grant	\$188,454	33%
Donations & Fundraising	\$94,759	16%
Other Grants	\$25,551	4%
Interest & Scholarships	\$3,876	1%
<b>Total Revenue</b>	<b>\$579,856</b>	

### Expenses

Emergency Assistance	\$110,707	19%
Language Program	\$186,290	32%
Drop-In	\$135,083	23%
After School & Other Programs	\$40,197	7%
Admin	\$69,602	12%
Clothing Depot	\$19,757	3%
Fundraising	\$18,886	3%
<b>Total Expenses</b>	<b>(\$580,522)</b>	
<b>Net Income (Loss)</b>	<b>(\$666)</b>	





# MESSAGE FROM THE BOARD CHAIR

The Caldwell Family Centre continues to build on the achievements of the last 33 years providing needed community programs – this past year is no exception. We are thankful to all our supporters, staff, and volunteers who make our successes possible. Last summer the Board hired Marilyn Matheson to lead the way. Marilyn is a dynamic and experienced leader and has already made some positive changes to the Centre's programs.

Our Mission is to provide services to the community that feed and nurture physical and emotional wellness. We will continue to deliver high quality programs to support this mission, including a scholarship program. This is one way we strive to improve the lives of the residents including the younger generation.

However, it must be apparent to anyone visiting the Centre these days that we need more space. We are bursting at the seams! As a result, the Board has been actively exploring ways to ensure the availability of financial resources and support needed growth. We will continue to hold events like the Harvest of Hope Dinner and Auction to increase our visibility and attract new donors. We are also actively looking at all options for increasing our financial sustainability for the future. We are exploring relationships with our sister agencies and all our funding partners to improve our programs and to meet the dire needs of our community.

As our motto clearly says – we are working “For people with people”. We are not adverse to taking on large challenges; with your continued support in the future, nothing is impossible.

Cordially,



**YOLAINE MÜNTER**

M.A., B. Ed., Chair, Caldwell Family Centre Board of Directors

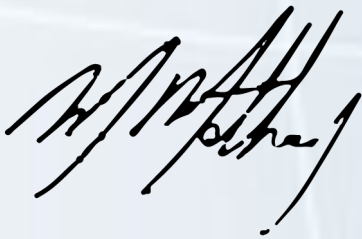


# MESSAGE FROM THE EXECUTIVE DIRECTOR

It is my honour to have been chosen to lead the team of dedicated staff and volunteers at the Caldwell Family Centre. I thank them all, as well as the clients, for the wonderful welcome I received. Through past work experience in Ottawa I knew of the good work done by the Centre, and it is a privilege to join such a respected organization.

As Yolaine Münter mentioned in her report, the Centre has achieved a lot this past year. As a 'Family Centre' we provide programming for the whole family, from age 0 to 100+, regardless if the household consists of one person, or 15+ people. It is our intent to continue to conduct client surveys and needs assessments to better understand the on-going needs of the community.

Looking forward, 2017 and 2018 may see many changes at the Centre as new programs start, and others end. The creation of a volunteer Program Committee will help keep us on track, while ensuring the needs of our clients are met.



**MARILYN MATHESON**

Executive Director, Caldwell Family Centre Board of Directors



# PROGRAM HIGHLIGHTS

## EMERGENCY FOOD PROGRAM

The Foodbank, open four days a week, provides a box of food to last three days. In 2016, the food bank helped 1343 households containing 2627 unique individuals who visited the foodbank up to twice a month as needed. This means the foodbank gave out enough food to help 18,414 individuals once. This compares to 17,418 last year. The increasing need for help is expected to continue into 2017. As Caldwell is a member of the Ottawa Foodbank, much of the support needed comes through their deliveries on Mondays. However, Caldwell will continue to supplement the food received from the Ottawa Foodbank with meat and milk purchased separately.

## NEWCOMER SETTLEMENT SUPPORT

An on-going partnership with Jewish Family Services allows us the ability to offer support services to Newcomers every Monday morning on-site and by appointment at other times.

## AFTER SCHOOL HOMEWORK PROGRAM & KEEPING YOUTH CONNECTED

There were 1647 visits to the afterschool homework program (funded by United Way), by kids aged 6 to 12, where they completed homework, played cooperative games and engaged in activities designed to build self esteem and boost confidence. New this year, we also had 13 to 14-year-old participants in a new program – Keeping Youth Connected, funded through Trillium. This program is designed to help build leadership skills & help kids stay in school and thrive. Activities included field trips to an Ottawa 67's Hockey Game, an Ottawa Police Week event and a performance by the Ottawa Stilt Union. Special guest included Constable Dawn Neilly.

## CVITP TAX PROGRAM

Six Tax Preparation Volunteers & two staff assisted in providing assistance to 58 individuals on three Tax Clinic Days: February 26, March 11 & April 1

## RAFFLE

Our thanks to WestJet for donating a round trip flight for two to any regularly scheduled WestJet Destination! Tickets on sale now! draw to take place October 4th 2017 at the Harvest of Hope Auction (you don't need to be there to win).

The WestJet logo, featuring the word "WESTJET" in a bold, sans-serif font, with a stylized green and blue wing graphic to the right.



# PROGRAM HIGHLIGHTS

## LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC)

In 2016 a total of 83 continuing adult English students & 121 total new adult students were taught English language skills by qualified teachers in a home-like setting. Students reported feeling like a family, happy and that they had made friends here. Daily breakfast was provided as well as snacks, food bank/baby cupboard access, Settlement Worker access, Needs Assessments, Information/referrals and special events and visitors (i.e. Carlington Community Health Centre Health Promoter, Centretown Community Health Centre Diabetes Screening Team, Action Logement Housing Worker, OPS Community Policing Officer, Carlington Chaplaincy, etc.) & walks around the community, to help bridge them to community services & facilitate healthy settlement in Canada.

While students attended LINC classes a childcare program (CNC) was offered concurrently to reduce barriers to education mainly experienced by Newcomer mothers. The childcare hosted 7 spaces in the morning and 7 the afternoons & helped 24 children become school-ready & settle in Canada. Parents received valuable parent information and were engaged in their children's activities eg. how to make sensory play dough, "goop" & moon sand, pumpkin carving, planting beans in Ziploc bags etc. Parent education included: developmental screening, referrals to First Words, information provided on immunizations, food safety, Halloween safety, home safety, dressing for winter, family-friendly recipes, child nutrition, language development, importance of speaking in the first language & physical activity, to ensure school success.

## DAY PROGRAM & DROP-IN CENTRE

Coffee, toast and companionship are available along with access to computers, phone, fax, and printers. The drop-in centre provides visitors with a friendly environment where they can participate in special activities or access a variety of outreach services. There are special breakfasts once a month, and barbeques in the summer months. In 2016 there were over 11,900 visits for morning coffee and toast, and 746 visits for the special monthly breakfasts which included sausages, and eggs.



# PROGRAM HIGHLIGHTS

## ESL CLASSES

An afternoon adult ESL multi-level class and ESL Women's Sewing class were held, in partnership with the Ottawa-Catholic School Board. The on-site ESL class benefitted from all the community visitors to the LINC program, visits to the Clothing Depot & other special events held.

Both classes are now taking place at St. Nicholas Adult High School with registration through the Language Assessment Centre.

## SCHOLARSHIP PROGRAM

Our 2016 winner of the \$1000 Scholarship was Tianna Geddes, a full-time student at Glebe Collegiate Institute and participant in Carlington Community Health Centre's SWAG (Students Will All Graduate) program!

Other Programs in 2016 included: Dental Services, Cooking Classes and Community Kitchens, Daisy's drop-in, Clothing Depot, School supplies, Christmas Hampers, and Crisis Counselling

## THE FIFTH ANNUAL 'HARVEST OF HOPE' DINNER AND AUCTION

Mark the Date! The Fifth Annual Harvest of Hope Dinner and Auction will take place October 4th, 2017, at the Hellenic Meeting & Reception Centre. Check our website over the summer to see the growing list of auction items.

## TRANSITIONS SUMMER CAMP

This year the kids at Transitions summer camps (for children aged 5-12 years old), raised more than \$600 through their own bake sales. The money was used to fund their field trips (to City of Ottawa pools, Parliament Hill, local beaches, Wave pool, movie theatre, Skyzone, Papanack Zoo, Cosmic Adventures & the Museum of Nature). Participants brainstormed activities and collectively agreed how the funds would be distributed, researching the activities re: cost, logistics and budgeting to determine if the activities were affordable. The camp, is staffed by the Children's Village of Ottawa-Carleton is offered at the Caldwell Family Centre each summer, where the centre provides the facilities and the food. This partnership has been a success since it started in 2014, and registration is now taking place for 2017.





# SUPPORTERS

## BOARD OF DIRECTORS

Chair	Yolaine Munter
Vice-Chair	Diane O’Gorman
Secretary	Eileen McGregor
Treasurer	Patrick Girard
Directors	Michael Van Dusen
	Birgit Nielsen
	Renée Stewart
	Kevin Williams
	Cathy Curry



## OUR PARTNERS

Action Logement-housing speakers  
Calvin Christian Reformed Church  
Caring & Sharing Exchange  
Carlington Community Chaplaincy  
Carlington Community Health Centre  
Children’s Village of Ottawa-Carleton  
Christmas Cheer Foundation  
City of Ottawa  
City of Ottawa Parks and Recreation  
City of Ottawa Public Health Department  
City View United Church  
Coalition of Day Programs  
Columbus Club Council 485 Charitable Foundation  
Community Foundation of Ottawa  
Faith Evangelical Lutheran Church  
Filles de la Sagesse du Canada  
First Words-visits to child care program  
IRCC-Immigration, Refugees & Citizenship Canada  
Jewish Family Services  
Ontario Trillium Foundation  
Ottawa Catholic School Board

Ottawa Coalition of Community Houses  
Ottawa Community Housing Corporation  
Ottawa Food Bank  
Ottawa Police Service  
Ottawa Public Library-bookmobile & visits  
Paroisse Catholique St-Bonaventure  
Revenue Canada-CVITP Program  
Roman Catholic Episcopal Corporation  
Social Planning Council of Ottawa  
Sœurs de l’Institut Jeanne D’Arc  
Sœurs de la Charité d’Ottawa  
Sœurs du Sacré Cœur de Jésus (Ottawa)  
St. Elizabeth Parish  
St. George’s Conference  
St. Joseph’s Roman Catholic Church  
St. Richard’s Anglican Church  
The Salvation Army  
Trinity United Church Outreach Committee  
United Way of Ottawa  
W.E. Gowling Public School

