

# ANNUAL REPORT 2017



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

# MESSAGE FROM THE BOARD CHAIR

It has been a very busy year at the Caldwell Family Centre. A year of hard work and planning. But also, thanks to our staff, volunteers and supporters a year filled with promise and successes.

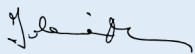
In the 25 years of my volunteering with the Caldwell Family Centre (CFC), it is with great consternation that I've seen the Caldwell community needs continuously increase.

CFC can claim multiple success stories. We can, however, in partnership with other agencies and social enterprise improve the lives of the residents by offering increased learning and employment opportunities. This partnership with other agencies and social enterprise will ensure a better quality of life for our clients and financial sustainability of the Community hub and its programs.

So far the Board has garnered the support of several agencies, formed a hub working group, garnered the support of the residents and worked closely with all three levels of government.

We are now working hard on getting the funding to ensure the sustainability of a hub where we can bundle the essential services our community needs and deserves.

With your continued support, we are looking forward to a better future for the residents of this area.



Yolaine Münter, M.A., B. Ed.

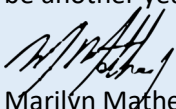
# MESSAGE FROM THE EXECUTIVE DIRECTOR

As you will see from reading through this report, 2017 was a year of change for the Caldwell Family Centre. The LINC (Language Instruction for Newcomers to Canada) program was replaced by other activities, while keeping some language training such as the Parents and Babies ESL classes.

Ongoing surveys of clients and area residents help us determine what type of programing is needed most. With some people reporting that 80% to 85% of the food they and their family consume is provided by the Family Centre, we stepped up the nutritional aspect of the breakfasts, lunches, and afterschool snacks. This work will continue in 2018 as plans roll out to provide healthy recipes at the food bank, complementing the cooking classes.

Our plans for 2018 also include more emphasis on programs for children and youth. The children and youth are the future, and by working closely with our community partners we can ensure they receive healthy food and other tools they need to succeed.

The programs of the Caldwell Family Centre will continue to evolve in response to the needs in the area, and 2018 will be another year of change as we move forward.



Marilyn Matheson, CAE

Cover Photo: Segun captivates guests with his drumming workshop at "The International Taste of Canada"



# 2017 BOARD

## OFFICERS

Chair	Yolaine Münter	Vice-Chair	Michael Van Dusen
Secretary	Eileen McGregor	Treasurer	Patrick Girard
Executive Director, Marilyn Matheson			

## BOARD OF DIRECTORS

Renee Stewart, Kevin Williams, Cathy Curry, Paula Klein

# FINANCIALS

The Caldwell Board of Directors approved a one-time deficit budget for 2017 as it was a transition year for the organization. The budget provided for wind-down costs for a long time federal language program which ended during the year. It was replaced with other activities. As well, the Board committed to increases in staffing for program management, fundraising and financial service activities to position the organization for the future.

Patrick Girard, Treasurer

### Revenue

Grants	395,997	70%
Fundraising	47,530	8%
Donations	124,544	22%
Interest and Other	1,584	0%
Total Revenue	569,655	100%

### Expenses

Food Assistance	135,757	22%
Drop-in Centre	156,832	26%
Language Program	50,708	8%
After School & Other Programs	121,439	20%
Administration	83,543	14%
Clothing Depot	18,124	3%
Fundraising	43,306	7%
Total Expenses	609,709	100%
Net Income (Loss)	(40,054)	-7%





# PROGRAM HIGHLIGHTS

## FOOD SECURITY PROGRAMS

The **Food Bank**, open four days a week, provides a box of food to last three days. In 2017, the food bank helped 1,261 households containing 2,520 unique individuals who visited the foodbank up to twice a month as needed. This means the food bank gave out enough food to help 17,858 individuals once. This compares to 18,414 last year. While the Family Centre received most of its food from the Ottawa Food Bank, donations from Individuals helped to supplement the choices available by providing things like soup, pasta sauce, prepared pasta, and versatile sources of protein like tuna and peanut butter. The Family Centre continued to supplement the food received by purchasing milk and meat.

2017 marked a change in the type of food served in the **Drop-in Centre**. In the mornings, more complete, healthier breakfasts were served instead of toast, and in the afternoons, clients were served a complete lunch most days instead of a snack.

**Cooking Classes** for men and women were held separately on alternating Wednesdays at the Bellevue Community Centre. There were also monthly **Community Kitchens** for Men, Women and Newcomers. The classes and kitchens run by dedicated volunteers were quite popular and gave participants the chance to bring some food home with them. Since the classes began during the Family Centre's first years in the eighties, the classes have been funded through donations from other charities like faith groups and individuals, 2017 saw a new source of support through The Ottawa Food Bank who, starting in October, are now providing regular shipments of food for the classes and Community Kitchens.



While some ingredients still need to be purchased, the bulk of the food is now provided. This not only frees up funds for other programs but gives participants the opportunity to learn how to cook with the food that they would normally receive from the Family Centre's food bank. There were more than 500 visits to the cooking classes and community kitchens in 2017.

The **Christmas Hamper** program continued to see a great deal of community support from area churches and other groups who provided hampers to families that the Family Centre supports. The Caring and Sharing, Christmas Exchange Program assisted with coordination and helped us to avoid duplication of service. The help from all our community partners enabled us to coordinate assistance for 400 families, with 250 hampers coming directly from Caldwell Family Centre. For the first time Caldwell Family Centre delivered a number of hampers to families for whom picking up hampers would be difficult, this was made possible by the Rotary Club of Nepean-Kanata who organized and made the deliveries to 73 families.

*"Keep up the great work for being there for support and help! Thanks for the food that was provided in our time of need, much appreciated."*



# PROGRAM HIGHLIGHTS

## ADULT PROGRAMS AND SERVICES



With more than 23,600 client visits in 2017, the **Day Program and Drop-in Centre** gave visitors an opportunity to participate in special activities and access to a variety of programs and services, as well as get a cup of coffee or tea and something to eat. During the summer several clients participated in a trip to Lac Philippe, which included a BBQ and other activities. This trip was a welcome breath of fresh air to many who would not normally get the chance to go out into the country.

Thanks to a generous grant from Project Clear Skies of the Ottawa Airport Authority, the Family Centre was able to purchase new laptop computers and a printer for clients to use. This was a much-needed improvement as the few computers that were still working were antiquated with outdated software and floppy disk drives.

**Pet Savvy Workshops** for Dog and Cat Owners, offered through the Ottawa Humane Society, provided valuable information to help keep pets healthy, information about spay-neuter clinics for cats and the Pet Resource Bank. All participants received free gift bags!

**Naloxone training** was offered in November to community members and facilitated by the Ottawa Public Health Department.

The **Welcome Program** offers quarterly outreach visits to new Ottawa Community Housing residents that move into the area. A Family Centre and Carlington Chaplaincy staff person both visit the new families and present information on all local programs, Market Mobile vouchers and Clothing Depot coupons! This is a Bellevue Interchange outreach activity.

### Employment Skills Training

New in 2017, The **Certificates for Employment** program gave **nine participants** the opportunity to gain sought after employment requirements like WHIMIS, CPR/First Aid, and Safe Food Handling certificates. Instructors also assisted attendees with resumes, cover letters and job search techniques. It was a successful partnership with the Ottawa-Carleton District School Board, the City of Ottawa Community and Social Services Department and the YMCA-YWCA Employment Services.

**YMCA-YMCA Employment Services** (Merivale Rd.) were on-site in May to offer workshops in *Resume and Cover Letter Writing* and *Job Search Strategies*. Individual intake sessions were held on Friday April 7<sup>th</sup> and Friday April 21<sup>st</sup>.

*"I feel their programs are very important for the community"*





# PROGRAM HIGHLIGHTS

## CHILD AND YOUTH PROGRAMS

The **After-School** program for kids aged 6 to 10 was funded through the United Way. The program for 11 to 15-year-olds, **Keeping Youth Connected**, was funded by Trillium. Both programs had more than 2,200 visits in 2017. While the younger children played cooperative games and engaged in activities designed to build self esteem and boost confidence, the older ones participated in activities designed to help build leadership skills and help kids stay in school and thrive. The children and youth attended the Ottawa Public Library Bookmobile, field trips to: Alexander Park in May (to celebrate Ottawa Police Week); the opening of Common Ground Park in the fall; and TD Place in December (to watch an Ottawa 67's game, tickets provided by Kids Up Front Ottawa). Positive community connections were fostered through visits by the local community policing officer, Constable Dawn Neilly. A *Garden Tower* was purchased in November with a grant from the City of Ottawa's Healthy Kids Community Challenge Program. The youth planted seeds and continually harvested the lettuce, swiss chard and basil, for use in the Cooking Programs and Day Program, fostering empathy and building community capacity.



The **Baby Depot** provided families with support through offering practical items such as diapers, formula, and baby food; information and referrals to resources and family support; developmental screening and parent education information. The **Toy Library** provided parents with opportunities to borrow educational books and toys and increase children's school-readiness skills. (Studies have shown that children from this area tend to be behind in Language and Cognitive development-the Social Planning Council.)

In 2017 the **Transitions Summer Camps** for children aged 5-12 years old were held again, as they proved quite successful in 2015 and 2016. The program encouraged children to participate in planning by brainstorming and researching activities, budgeting, then collectively agreeing on which activities to do. Field Trips included visits to local pools and beaches, Ottawa Public Library, NAC for music in Confederation Park, Byward Market-Inspiration Village, Bank of Canada Museum, Funhaven, Agricultural Food Museum, Museum of Nature and Skyzone!

The camp helped foster independence and leadership skills and is a partnership with the Children's Village of Ottawa-Carleton.

An exciting new partnership in the Fall of 2017 with **Crossroads Children's Centre**, enabled collaboration by Caldwell Family Centre providing direct referrals and a space option for families living in Carlington to receive treatment services if they choose.

## NEWCOMER SERVICES

An on-going partnership with Jewish Family Services allows us the ability to offer on-site settlement support services to Newcomers every Monday morning. Assistance is provided to Convention Refugees and Permanent Residents who are now making their home in the Ottawa area.

Our continued partnership with the Ottawa Catholic School Board saw the start up of the **Parents and Babies ESL Conversation Group**, another exciting group for Newcomers in April 2017. The group enabled newcomer parents (with young children), an opportunity to learn English, through parenting discussions with an ESL Teacher and consulting with an Early Childhood Educator regarding parenting in Canada.

A **Newcomer Community Kitchen** continued to occur, on the last Monday of every month, facilitated by a Settlement Worker from Jewish Family Services.



# PROGRAM HIGHLIGHTS

## COMMUNITY EVENTS

### An International Taste of Canada

In order to celebrate Canada's 150<sup>th</sup> and thanks to a generous offer of funding from the City of Ottawa 150, the Caldwell Family Centre held a special event to bring members of the community together on July 8, 2017. The free event featured recipes and food tasting from many different cultures, visits from Ottawa Police and Fire Services, and activities for the kids including African drumming and a bouncy castle. Approximately 300 community members including 50 children came out to enjoy the festivities. While the food went fast, everyone had an opportunity to have a taste and several people expressed an interest in participating in a similar event every year.



## OTHER PROGRAMS

- Three successful **Income Tax clinics** were held again in March 2017, with Volunteers recruited through the Revenue Canada CVITP program.
- The **2017 Scholarship** of \$1000 was awarded to Catherine Haba, at our 2017 AGM! Catherine was a student who attended Glebe Collegiate Institute.
- **Other Programs in 2017** included: Dental Services, Daisy's Drop-In, Clothing Depot, Backpack Program, and Crisis Counselling

*"The scholarship I received from the Caldwell Family Centre helped me greatly in purchasing the numerous textbooks needed for each of my classes and a part of my tuition. I am grateful to have been able to have all the tools necessary for me to keep up in my classes and actively engage with up to date class material. I associate my success in my courses to the fact that I was able to complete assignments and prepare for lectures with course material. In turn, I am grateful to the Caldwell Family Centre for offering me the ability to be well equipped like my peers in order to focus more on learning and less on financial concerns. I know no other way to show my gratitude than to continue to strive for excellence in my studies and stay active in my community. Thank you for investing in my future." Catherine Haba*

## HARVEST OF HOPE DINNER AND AUCTION

On October 4, 2017, this sixth annual fundraiser brought in \$23,000 to support the various programs at the Caldwell Family Centre. This would not have been possible without the support of everyone involved, from the volunteer committee members, to those who attended and bid generously on the auction items, to the Ottawa Police and Fire Service volunteers who helped to run the event. Auctioneers from CBC, Dan Sequin and Lucy Van Oldenbarneveld made the auction very entertaining. C.A.P.S. Auto Parts was the main event sponsor. WestJet offered "The Gift of Flight" for a raffle which was won by Chris Villeneuve of Ottawa. Again, thank you to everyone who helped to make this event such a success.



# SUPPORTERS



Ottawa Food Bank  
La Banque d'Alimentation d'Ottawa



THE CANADIAN  
MEDICAL FOUNDATION  
LA FONDATION  
MÉDICALE CANADIENNE



Ontario  
Trillium  
Foundation



An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

Fondation  
Trillium  
de l'Ontario



United Way  
Centraide  
Ottawa



Trinity United  
*Spirit Matters!*

## All Nations Reformed Pentecostal Gospel Spiritual Assembly

Arc-en-Ciel School

Calvin Christian Reformed Church

Canadian Auto Parts Supply

Caring & Sharing Exchange

Carlington Community Association

Carlington Community Chaplaincy

Carlington Community Health Centre

Children's Village of Ottawa Carleton

Christmas Cheer Foundation

## City of Ottawa Community and Social Services Department

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 Legal Services

Crossroads Children's Centre

Dymon Storage

Épices de Cru

Faith Evangelical Lutheran Church

FAMSAC

Filles de la Sagesse du Canada

## Healthy Kids Community Challenge Ottawa

Jewish Family Services

Kehillat Beth Israel

Kids Up Front Canada

Kitchissippi United Church

Kiwanis Club of Nepean Incorporated

Les Capucins du Quebec

## LTI

## Ministry of Citizenship and Immigration Ontario

Ottawa Carleton District School Board

Ottawa Catholic School Board

Ottawa Coalition of Community Houses

Ottawa Community Housing Corporation

Ottawa Fire Services

Ottawa Police Services

Ottawa Public Library-Bookmobile & visits

## Our Saviour Lutheran Women's Missionary League

Paroisse Catholic Saint-Bonaventure

Revenue Canada - CVITP Program

Rotary Club of Nepean-Kanata

Sir Wilfred Laurier School

Social Planning Council of Ottawa

Soeurs de la Charité D'Ottawa

Soeurs de l'Institut Jeanne D'Arc

Soeurs du Sacre Coeur de Jesus (Canada)

St. Elizabeth Ladies Auxiliary

St. Elizabeth Parish

St. George's Conference St. Vincent de Paul

St. Leonard Roman Catholic Church

Sunset Singer's Senior Choir

The Reach Centre

The Salvation Army

Tora Embrun Limited

Twis & Weber

W. E. Gowling Public School

Westboro Academy

YMCA/YWCA Employment Services

