

ANNUAL REPORT 2019



CALDWELL

FAMILY CENTRE FAMILIAL

FOR PEOPLE WITH PEOPLE — POUR LES GENS AVEC LES GENS

CaldwellFamilyCentre.ca

MESSAGE FROM THE BOARD CHAIR

As we all know - there is never a dull moment at the Caldwell Family Centre. It is bursting at the seams and it is abuzz with clients, staff and volunteers. That is, up until the pandemic struck. However, we are still abuzz and still working hard, just in a different fashion.

Our Family Centre has, through the years, faced so many challenges. Even now through this pandemic we are confidently forging ahead and making sure our community is well taken care of. Marilyn Matheson, our Executive Director, has implemented measures to manage the situation during the pandemic, and her staff and many volunteers continue to do amazing work.

The Board has also had to adapt and ensure rules and regulations are followed to keep everybody healthy and safe. During this past year and during our recent virtual board meetings, we are taking good care of the finances of our Centre and work hard so that the necessary funds are available to provide the essential services the community needs.

A first for us will be a **virtual** Harvest of Hope Auction and Gala on Thursday, October 1st on Rogers TV. More information will follow soon and of course we are looking forward to your participation.

Our Centre would not exist without the help and dedication of our supporters, our partners, our members, our numerous volunteers working hard in the community and at the Centre itself, our staff, volunteers and our Board. Since its inception, the Centre has been generously housed in two Ottawa Community Housing (OCH) units, that in turn enabled us to serve this community. We cannot thank OCH enough for their continued support.

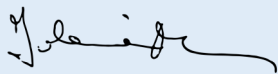
Over the years, the needs in this community have increased tremendously. Therefore we need more space for other agencies and also ourselves. As a consequence, with the community and city representatives we are working to build, on a social enterprise model, a financially sustainable "Hub" to house the Centre, other sister service providers and organizations. Our vision is to provide together the necessary services for this area and the City of Ottawa in general.

Four years ago, in 2016 the Family Centre was told that the funding for the LINC (Language Instruction for Newcomers to Canada) program would cease March 31, 2017. At the time, this program represented over 32% of the budget. Thanks to previous planning by the Board of Directors, the Family Centre had a contingency fund to help us weather the resulting deficits in 2017 and 2018. I am now happy to report that thanks to sound money management, and some budget reallocations, we ended 2019 in a much-improved financial position.

In the fall of 2019 the board spent a day together with a facilitator to revisit our Strategic Plan and work on this living document. We are still in the process of integrating all of our thoughts and those who we work with to provide a document that will help guide us in our plans moving forward. We continue to work hard to fulfill our mission and give our fellow citizens the necessary tools to learn to take care of themselves, be able to contribute to society and have the opportunity to live dignified lives. Our motto "For people - With people" is really based on all our clients, staff, volunteers and board. All the wonderful helping hands that make our Centre so successful. We couldn't do it without you.

This year marks the end of my term as Chair of the Board of Directors, but I look forward to continuing on the board as Past-Chair for another term. Over the past several years we have recruited some experienced and talented board members and I look forward to working with the board to continue moving forward.

Thank you.



Yolaine Münter, M.A., B. Ed.



MESSAGE FROM THE EXECUTIVE DIRECTOR

Last year I said that 2018 was a year of change for the Caldwell Family Centre. 2019 brought even more change as we provided services to record numbers of clients and their families. Under our Food Security Program more people required help with groceries through the Centre's Food Bank. We extended the Food Bank hours to include Friday evenings and Saturday mornings for people who worked or attended school during the week. And we continued to provide healthy weekday breakfast and lunches, as well as snacks for hungry kids afterschool. My thanks to Ottawa Community Housing and the City of Ottawa for their on-going support. As our Food Security Programs grew, OCH provided extra storage space, and the City allowed us to use the kitchen at Bellevue to prepare meals.

The need for clothing and household items also grew in 2019 as an approximately 4,800 people obtained goods valued at a fraction of their estimated value of \$63,000. As always, when families are referred by social service organizations or the City of Ottawa, items they need are provided free of charge. Our thanks to St. Bonaventure Church for continuing to allow us to store off-season clothing in their building.



A stylized, handwritten signature in black ink, appearing to read 'M. Matheson'.

Marilyn Matheson, CAE

	2019	2018	% Increase
Number of Unique Individuals - all Programs	3,450	2,730	26%
Number of Client Contacts	71,500	33,000	116%

BOARD 2019

OFFICERS

Chair: Yolaine Münter

Vice-Chair: Paula Klein

Secretary: Eileen McGregor

Treasurer: Bernard Guité

Executive Director, Marilyn Matheson

BOARD OF DIRECTORS

Renée Stewart, Karen Holliday, Cathy Curry, Diane Obam Dallaire, Brian Kells

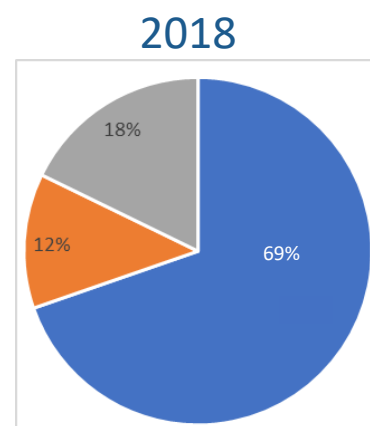
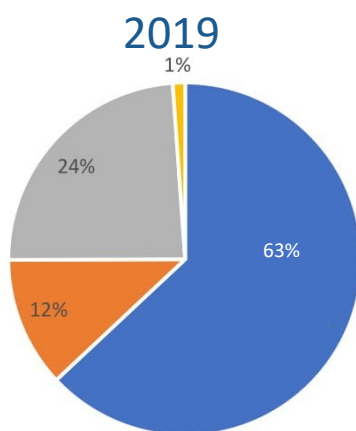


FINANCIALS

Revenue from grants increased by \$9,570 in 2019 when compared to 2018. As a percentage of total revenue Grants accounted for 63% of the total in 2019. (69% in 2018). The reduced proportional contribution of grants is due to a significant increase in donations of almost \$49,000 in 2019. The Caldwell Family centre added a new category of revenue to this graphic in 2019, Capital Funds. This new category is used for donations specific to the acquisition of capital assets. During 2019 a new van and an industrial cooler were included in this category to support operations of the centre.

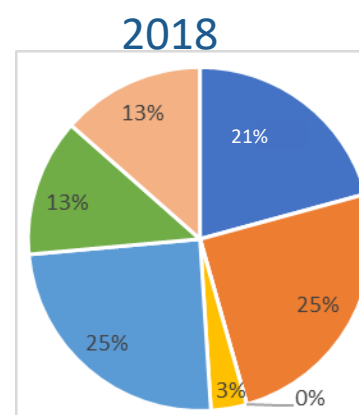
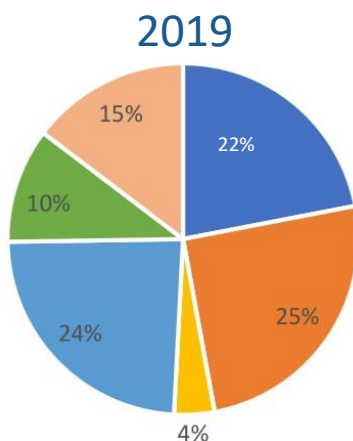
Under Expenses, the percentage of Administration decreased by 2% from 13% to 10%, while the Fundraising expenses increased by 2% from 13% to 15%. As the need in the Food Assistance Programs (Food Bank, meals, Community Kitchens, afterschool snacks) increased by 1% from 21% to 22%, the percentage of expenses for Other Programs decreased also by 1% from 25% to 24%. The Drop-In Centre expenses were similar to the previous year at 25% of the overall expenses.

REVENUE



Grants Fundraising Donations Capital Funds

EXPENSES



Food Assistance Drop-In Centre Clothing Depot
Other Programs Administration Fundraising



PROGRAM HIGHLIGHTS

FOOD SECURITY PROGRAMS

- 325-500 children and 600-775 adults served at the food bank each month
- 495 Christmas Hampers provided
- over 2,200 meals each month, including weekday breakfasts and lunches
- afterschool snacks for over 680 children per month
- community kitchens provide social outlet as well as teach healthy recipes
- 640 healthy lunches served at summer camp

The food security programs offered by the Family Centre include the food bank; healthy breakfasts and lunches each weekday; Community Kitchens; snacks for kids after school; lunches and snacks for kids attending the summer day camp; monthly lunches at Lepage Manor; the Nutritious Choice Program; and Christmas Hampers.

None of these programs would be possible without the help of our community partners including the Ottawa Food Bank, Salvation Army, Giant Tiger, and all of our supporters listed on page 8 of this report. The Ottawa Food Bank increased the amount of food they deliver to the Family Centre to assist us in providing services to the people who rely on these programs. The value of the food they provided increased from approximately \$615,000 in 2018 to close to \$900,000 in 2019. However, even with this increase, we needed to raise another \$420,000 worth of food to meet the demand.

The number of households served by the Family Centre Food Bank increased in 2019 to 1,308 representing 2,832 people, compared to 1,217 households, or 2,481 people in 2018. The number of visits to the Food Bank increased from 18,718 to 20,122. In addition, the number of meals served increased from 23,266 in 2018 to 26,841 in 2019. A major change in food distribution was the addition of the Alexander Community Centre After School Program for after school snacks in the month of December. This more than doubles the number of children receiving after school snacks through the Caldwell Family Centre to approximately 4,000 a month.

Thanks for the Sandwiches!

It was a win win for both the kids at the Caldwell Family Centre Summer Camp program, and the participants in the chef training program at the Ottawa Mission. This is due to a generous contribution from the Maycourt Club to fund the purchase of lunch sandwiches from the training program at the Mission. (picture on front cover)



Lunch time salad

Did your income go up by 8% last year? Because average rents in Ottawa just did.

Are you looking for an apartment in Ottawa? You need an annual income of \$56,400 to afford the average two-bedroom apartment in Ottawa.

And if you're looking for an apartment for rent right now, the average 2-bedroom listed is \$1,663. You'd need an income higher than \$66,500 to afford that.

If you're on a fixed income, there's pretty much no housing available that you can afford. - Alliance to End Homelessness Ottawa



PROGRAM HIGHLIGHTS

SEWING PROGRAM

More popular than ever, with 12 participants this year, the sewing program was able to continue thanks to contributions from our donors. Also, thanks to many contributors of fabrics and other supplies, participants were able to take home several lovely new garments each. Some for themselves, and some for the kids. This program continues to teach skills that can lead to employment, or self-employment. It also gave several participants a chance to practice their English. Thanks to our ongoing partnership with HIRE Power Employment Services, and the Community Employment Resource Centre, a program of the John Howard Society of Ottawa, funded by Employment Ontario and the Government of Canada, participants got assistance with resume writing and interview skills.



sewing invisible zipper

NEW VAN

After many years of faithful service the old Dodge Caravan was starting to need a lot of maintenance costing the Centre money that could be better used for other things. Facing a large repair bill, which did not make economic sense, the Centre put out an emergency plea for funds to purchase a new van in November. The City of Ottawa and The Rotary Club of Nepean-Kanata came through agreeing to split the cost, which was much reduced by Southbank Dodge as a charitable contribution of their part.

The Rotary Club gave the donation to commemorate their 50th anniversary. According to Linda Newton, Past President they chose Caldwell because “Rotarians are community builders. We collaborate with community leaders who want to get to work on projects that have a real, lasting impact on people’s lives. The Caldwell Family Centre is one such organisation in our Ottawa community. We have supported their annual bazaar the past two years so it was only natural that our 50th anniversary project would involve Caldwell”.



Picking up donations with new van

Caldwell uses the van to pick-up between \$5,000 and \$10,000 worth of donated food each week, and it delivers groceries to those who are unable to come the Centre in person. Also, the van is instrumental in helping to deliver donated items to the Clothing Depot.

A big thank you again to the City of Ottawa, the Rotary Club of Nepean-Kanata, and Southbank Dodge.

“Pairing with community organizations such as the Caldwell Family Centre helps us to reach some of those most in need in our communities and helps to amplify our impact”. Rotarian, Alicia Wilkinson



PROGRAM HIGHLIGHTS

CHILDREN AND YOUTH

- After-school Programs that include homework help
- Summer Day Camp for ages 6 to 12
- Baby Depot and Toy Library
- Backpacks for School

Cool Kids! Summer Camp

This year 80 children participated in two weeks of summer camp each and our supporters made it happen. Boom Savings, a Facebook group, raised \$4,000 to help stretch our limited budget so we could include as many children as possible, and deliver a fully enriched program with great field trips, snacks, crafting supplies and games. In addition to great activities every day, including trips to the pool. The kids went to places like Britannia beach, and the Agriculture and Science and Technology Museums.



Marilyn Matheson and Gavin Thompson (Boom Savings)

I love camp because I have fun. I learn new things and I don't want to go home because my mom makes me sleep."



Petting a goat at the Agriculture Museum

Visit from South Korea

In late October we were intrigued to receive a letter requesting a tour of the Caldwell Family Centre from Ministry of Health and Welfare, Republic of Korea. Tahwan Shin, the Deputy Director, stated in the letter "We have a deep interest in the social welfare programs of your region as it has the great reputation for implementing a successful social welfare program". We contacted our partner agencies including the Carlington Community Chaplaincy, the City of Ottawa, and the Carlington Community Health Centre and organized a presentation and a tour.

The delegation of 12 Korean Government officials plus translators showed great interest as we showed them around the Carlington Recreation Centre, the Chaplaincy and the Caldwell Family Centre, described our programs and how we worked together as a community. They were very impressed with the services and the number of people helped at the Caldwell Family Centre, given it's small size and low number of staff. They also remarked on our different approach to social services as a whole, having multiple non-profit and government funded agencies working so closely together.



SUPPORTERS



Ottawa Food Bank
La Banque d'Alimentation d'Ottawa



OTTAWA
COMMUNITY
FOUNDATION



United Way
Centraide
Ottawa

Rotary
Club of Nepean-Kanata



St Elizabeth Parish



Giving
Hope
Today



TELUS Friendly
Future Foundation



Trinity United
Spirit Matters!

1394657 Ontario Inc.

Algonquin College

Best Western Plus Ottawa City Centre

Broadview Public School

Calvin Christian Reformed Church

Caring & Sharing Exchange

Carlington Community Association

Carlington Community Chaplaincy

Carlington Community Health Centre

Carlington Recreation Centre

Christmas Cheer Foundation

City of Ottawa Community and Social Services Department

City of Ottawa Parks and Recreation

City View United Church

Coalition of Community Houses

Coalition of Day Programs

Cobbs Bakery

Columbus Club-Council 485 Charitable Foundation

Community Food Centres Canada

Canadian Society of Association Executives

Dovercourt Recreation Centre

Dress for Success

Faith Evangelical Lutheran Church

FAMSAC

Harry P Ward Foundation

Jewish Family Services

Julian of Norwich Anglican Church

Kanata Muslim Association

Kanata United Church

Kardish Health Food Centre

Kehillat Beth Israel

Kelly Santini LLP

Kenneth J Hoyt Professional Corporation

Kitchissippi United Church

Kiwanis Club of Nepean Incorporated

Marketmobile

Maycourt Club

MIDAS—Baseline Rd

Myers Cadillac-Chev-Buick-GMC

Oil Changers

Ottawa Carleton District School Board

Ottawa Catholic School Board

Ottawa Fire Services

Ottawa Humane Society

Ottawa Police Services

Ottawa Public Health

Ottawa Public Library-Bookmobile

Paroisse Catholique Saint-Bonaventure

Project Clear Skies—Ottawa Airport

RBC

Red Lobster

Revenue Canada - CVITP Program

Rotary club of West Ottawa

Schooley Mitchell

Sir Wilfred Laurier School

TELUS

The Feast

The Salvation Army

W. E. Gowling Public School

Westboro Academy

Woodroffe High School

YMCA/YWCA Employment Services

