



Centre de ressources communautaires
RIDEAU-ROCKCLIFFE
Community Resource Centre

Overbrook • Forbes • Carson Grove • Manor Park
Lindenlea • Rockcliffe • New Edinburgh

Rapport annuel
2012
Annual Report





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ON BEHALF OF THE Board of directors and the staff of the Rideau-Rockcliffe Community Resource Centre, we are pleased to share our organization's Annual Report.

In 2012, we celebrated an important milestone – the 30th Anniversary of our Centre. This milestone moment was followed by a brand new name. This change signifies our commitment to reach out to all the residents of our catchment area by adopting the municipal Ward 13 name of Rideau Rockcliffe – our Centre's exact geographic boundaries.

Throughout the entire year, we celebrated a long history of service in the best way possible – by rededicating our efforts to serve our community.

Our Centre is the sum of many parts. We measure programs and services according to the impact that they make on the lives of the individuals and families that we serve. Here are some compelling examples of these impacts in 2012.

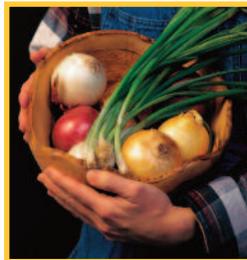


847 children between birth and six years of age visiting our **ABC123 Family Resource Centre** benefitted from an overflowing basket of activities and resources to nurture early learning and good health through dental and language screening, building on parenting skills, and participating in school readiness activities. As our smallest residents explored their expanding horizons, their parents and caregivers grew ever more confident in their skills and qualities.

Through after school homework help, March Break, summer transition activities, soccer and basketball programs, **967** children and youth are growing up to be great citizens of Rideau-Rockcliffe. A youth volunteer program piloted in 2012 connected youth to the Centre's Emergency Food Program.

By summer's end, they had infused this twice-weekly food service with energy, empathy and efficiency and had carved out a permanent program space for a unique hands-on leadership opportunity.

Another exciting highlight of our youth's accomplishments occurred through the generosity of Monsieur Claude Gingras of Ginsberg Gingras Inc. Two young people in our community were awarded post-secondary scholarships as a result of winning designs for this firm's corporate Christmas card.



In the **Emergency Food Program**, **10,090** people received emergency bags of food. **37%** of the recipients were children. As the gap between the rich and the poor widens, we work towards the day when this service will no longer be needed. We take this opportunity to honour our community's resilience in the face of hunger and the extraordinary support of our partners – the Ottawa Foodbank, local churches and schools, our private donors, and the **30** volunteers who work alongside us every week to meet our community's basic needs.

Through community development, we worked hand in hand with residents, local community associations, and our service partners to organize 50 weekly community breakfasts, annual BBQ's, Spring clean-ups, communication inserts in community newspapers, a youth-led crime prevention mural, and 182 income tax clinics. As a result, **2,284** neighbours built new networks of support and contributed to improvements in their community.



Through counseling, intake services and referrals, we are able to report **2,096** contacts with **1,674** clients who dropped in at the Centre to benefit from support to manage well in the face of personal crisis, overcome systemic barriers due to inadequate housing or income supports and regain their dignity and well-being.

68 children also received vouchers for school supplies.

In 2012, we increased the community's access to these services by offering weekly Intake and counseling services at the Community House on Carson Road.



In 2012, **588** people visited the Community House on Carson Road to plan community capacity-building events, meet their neighbours at BBQs, create a children's garden and share spring cleaning. Another **1,002** residents received academic support, participated in organized sports and other physical activities, accessed technology, and planned a new children's play structure to coincide with construction of the new Community House. Carson community members of all ages gave back to their community with **2880** hours of their time.

Through the Gifts In Kind Program, **5,400** residents all across Ottawa received donations ranging from **8,000** hockey tickets to cheer the Ottawa 67's, bathing suits for children learning to swim, work clothes for homeless men in shelter job retraining programs, and computers for volunteer-led charitable grass-roots organizations. This is one of the many client testimonials that we received...



"I am so grateful for this wonderful gift, especially that I never watched a hockey game in my life!"

Client of the Canadian Cancer Society

As the home base for the Anti-Poverty Initiative of the Coalition of Community Health and Resource Centres, our Centre was a driving force behind the creation of Good Food Markets in 4 low-income areas of Ottawa. These markets welcomed **1,000** visitors who purchased affordable, fresh and dried nutritious food, learned about food preparation, volunteered, and evaluated the markets' success. Building on the success of these markets, we are now looking forward to a mobile grocery bus that will bring affordable fresh fruit and vegetables to low income neighbourhoods throughout Ottawa – a great story in the making!



We would not be able offer such a wide range of services without the contributions of our on-site colleagues from Ottawa Public Health, Action Logement, The Community Diabetes Education Initiative with the Centretown Community Health Centre, Youth Services Bureau, the Families First Initiative at Pinecrest Queensway Community Health Centre, Centre Guigues, the Ottawa Children's Treatment Centre and the Ottawa Inuit Children's Centre.

Thank you for working hand in hand with us!



Our organizational funders and community donors are the foundation of our work. We thank the generous residents who support us with their charitable giving and our organizational contributors – the City of Ottawa, The Trillium Foundation of Ontario, the Community Foundation of Ottawa, and the United Way of Ottawa.



We hope that this brief summary give you a sense of the impact of our services. Our goal is to make a difference every day. One day at a time, we are realizing our vision of a secure, dignified and rewarding life for all the residents of Rideau-Rockcliffe Ward 13.

On closing, we urge you to keep connected with us through our new web site at **www.crcrr.org**. Through the website, we are telling our stories, sharing news about our programs and partners' activities and inviting you to work hand in hand with us to build on the strengths and vitality of this unique Ottawa community.

A handwritten signature in black ink that reads "Micheline Delorme".

Micheline Delorme
President of the Board of Directors

A handwritten signature in black ink that reads "Catherine Dubois".

Catherine Dubois
Executive Director

Please note that copies of our 2012 Financial Report are available on our website **www.rrcrc.org** or by mail upon request.