

AYLMER FOOD CENTRE

The right to not be hungry

Hunger is 365 days a year



2017-2018 ANNUAL REPORT



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1. Mission, Values and Strategic Planning

a) Mission and Values

The Aylmer Food Centre's (the Centre) mission is to develop initiatives to fight poverty and counter the impoverishment of the community in the Aylmer sector.

The initiatives are mainly to respond to families in need of food, yet it also works with families in need of social, psychological and financial assistance (coaching) to the best of the ability of the staff of the Centre.

The values of the Centre are social engagement, equity, respect, compassion, sharing, and self-reliance. All the key players involved (beneficiaries, employees, volunteers, and members of the Board of Directors) are committed to these values and respect the Code of Values and Ethics of the Centre.

b) Strategic Planning

The Centre has developed a vision that is bold and innovative. Four of the five strategic orientations agreed to for the 2016-2021 plan are already underway. They are:

- Ensure the long-term capacity of the Centre to achieve its mission and develop relevant activities tailored to the needs of the population of the Aylmer sector;
- Ensure financial stability in the short, medium and long-term;
- Maintain and increase the quantity and quality of perishable and non-perishable food distributed to the clientele;
- Maintain and develop a range of preventive and extra curricular services related to health and social integration needs.

Some reflection is taking place on the fifth orientation which is to maintain and develop training activities to instill healthy eating habits, create a social fabric, and help clients and the population of our area to achieve financial sufficiency.

2. Message from the Chair of the Board of Directors



2017-2018 will always be remembered as the year we moved into our new premises at 67, rue du Couvent. I am therefore pleased and proud to present this year's annual report.

In our new building, we continue to provide established services and have developed new ones. This annual report presents the results of the year.

As owners of our own building, we now have a roof over our heads and a valuable asset that ensures the long term viability of the Centre. However, there are still challenges associated with raising funds to fully cover the expenses of the Centre. More than ever, we need the financial support of the population and our partners. The financial statements, provided at the Annual General Meeting, demonstrate that.

We have been able to consolidate our staff and garner their expertise. We are also very proud of our team of volunteers who play an invaluable role in providing services to our clientele. We have great confidence in our future.

The members of the Board of Directors have contributed countless hours on the various files put before them. Their participation at regular meetings and at sub-committee meetings have enabled them to make the most appropriate decisions for the Centre.

I would like to express my gratitude and acknowledge the commitment of the members of the Board, the Director General, the staff and volunteers who all together have contributed to the accomplishments of the Centre. Our solidarity allows us to intervene in the lives of the community and respond to their needs.

**Reynald Labelle, Chair
For the Board of Directors**

3. Message from the Director General



I am very pleased to review the 2017-2018 year, the 30th anniversary of the Centre.

The Centre mainly provides food aid to families, but it also provides psychological and social assistance to families.

In terms of food aid, the Centre helped 1674 people, 681 being children from 0 to 17 years of age. Donations from Moisson Outaouais, grocery stores, and the generous citizens of Aylmer contributed to the Centre in order to distribute almost \$9000 worth of food each week. Their generosity is appreciated and needed.

In terms of psychological and social aid, our social workers met over 1000 people to discuss various topics, namely housing, employment, financial difficulties, assistance to new arrivals, legal aid, mental health and depression, as well as social inclusion.

As in the past, the Centre adopts the principle of the CHARTER OF HUMAN RIGHTS AND FREEDOMS, section 45:

“Every person in need has a right, for himself and his family, to measures of financial assistance and to social measures provided for by law, susceptible of ensuring such person an acceptable standard of living.”

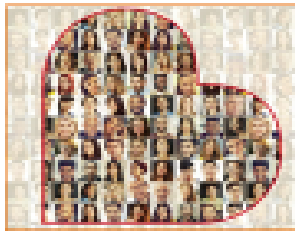
We encourage the reader to peruse all sections of the annual report, but pay special attention to the section on testimonials by participants and volunteers, corporate memory, and general statistics.

Over the last year, the Centre experienced challenges related to human resources and financial constraints, but I am pleased to report that we were still able to provide for the needs of families and to help them improve their standard of living.

Finally, we thank the citizens of Aylmer for their generosity, and the excellent work of employees and volunteers who together ensure that the Centre achieves great results for those in need.

Gérard Émond
Director General

4. Tribute to Volunteers



I do it, you do it,
LET'S JOIN OUR VOLUNTARY EFFORTS!

- We are privileged to be able to count on a number of volunteers who are committed to the Centre. We cannot imagine a Centre without the participation of volunteers.
- Your actions contribute to building a better world. The warmth of a smile and a helping hand provide comfort to the participants and lighten our load.
- We need caring people like you to help us help others. Your presence makes a big difference.
- We thank you sincerely.

	Hours	Full-time equivalents
2014 - 2015	7,500	4.12
2015 - 2016	9,618	5.28
2016 - 2017	11,958	6.57
2017 - 2018	16,008	8.70

Prior to 2015-2016 some groups of volunteers were not counted the statistics

5. Testimonials by Volunteers and Participants

Constance has been looking at me for a few minutes. For months, she has been working two jobs to support her three children, aged 13, 10 and 18 months. Tired and expecting her fourth child, she can no longer manage two jobs. Thanks to the weekly bags she gets at the Food Centre, she is able to offer regular meals to her family.

Constance is proud and likes to help others. She does not want a lot, just enough to pay her bills and to give back when she has extras. She is grateful but does not want to depend on the Centre more than necessary. She speaks freely about her feelings. She was a bit embarrassed her first time at the Centre, but quickly realized that she is respected, welcomed with a smile, supported, and understood. **Constance** is 40 years old.

Yvon is a single father in his sixties. His spouse passed away and he must take care of his handicapped son. Although he has worked hard for his family, he lost his job and faced financial difficulties after 7 or 8 months of looking for work. By coming to the Centre, he has received food as well as smiles and hope.

Eventually, he managed to get a six-month contract. He is grateful for the helping hand he received while he looked for work. Yvon says: “the Food Bank makes miracles with its donations. I see this here every day. A small donation can make a big difference for low-income people. Giving really helps.” **Yvon** is in his sixties.

In 2012, **Khadija** registered at the Food Centre to obtain services for her and her three children. She acknowledges that she felt welcome from the beginning and was greeted by an employee who took a sincere interest in her story. The employee suggested several solutions to improve her daily life.

She started to participate in recreational activities with her children. The children enjoyed the activities and that gave her a well-deserved break. She felt grateful and welcomed at the Centre and decided to volunteer her time by becoming a regular volunteer. Khadija is a participant and volunteer in her fifties.

Gerald has been active in various community organizations since his youth. He has had a particular leaning toward poverty. In his sixties, he was the head of the St-Vincent de Paul.

After about 20 years there, he decided to look for new experiences and new responsibilities. From his arrival at the Centre, he was very comfortable to work with both the staff and the volunteers. In his own words, “the staff is pleasant, competent, generous with their time, and make our tasks easier. For the volunteers, they are dedicated to the cause and it is a pleasure for all of us to work together. We are a real team.”

6. Board of Directors

In 2017-2018, the Board of Directors met nine times. Several decisions were made, policies developed, and resolutions adopted in terms of corporate affairs, financial resources, human resources and strategic planning.

The thirteen members of the board, one administrator resigned during the year, were generous with their time by participating in meetings and sub-committees. The Board played an important role in ensuring an efficient and effective management of the organization.



Board of Directors – 2017-2018

Seated from left to right, Marcel Vachon (Administrator), Pierrette Malo (Vice-Chair), Reynald Labelle (Chair), Jacques Boisvert (Secretary) and Chantal Leblanc-Bélanger (Administrator). Standing in the back, from left to right, Matthieu Larocque (Treasurer), Serge Pelletier (Administrator), Claude Desrosiers (Administrator), Gérard Émond (Director General), Richard Parent (Administrator), and Ken Leblanc (Administrator). Absent from the photo: Denis Lavallée (Administrator), Marisol Carpenter-Yeoman (Administrator) and Greg Stainton (Administrator).

We would like to thank the members of the Board for their involvement as volunteers and their attention to the needs of the Centre and providing it with the necessary resources to assure its long-term viability. It is with that in mind and a positive spirit that we help the families and the community.

7. Staff



Staff of the Aylmer Food Centre on March 31, 2018

The Centre has a small team of employees that are dedicated to the mission of the Centre. This year, we saw some restructuring and changes in human resources. One employee, the administrative assistant, Fernande Beaudoin, retired after several years of good and loyal service.

On March 31, 2018, the team was composed of seven employees. On the photo above, from left to right, Stephen Godin (Driver), Gérard Émond (Director General), Mercedes D'Trinidad (Director of Services to Families), Irma Quevedo (Responsible for Distribution Centre), Adjovi Mikando (Social worker), Ali Arfa (Chef) and Jethro Kombo Yetilo (Coordinator of Administrative Services).

These employees make themselves available to help families and to maintain a good working environment at the Centre. We thank and congratulate all of them for their hard work and dedication in carrying out their responsibilities.

8. Acknowledgements

The activities, efforts and commitment of the Centre, its volunteers and employees are appreciated and acknowledged by the community. In 2017-18, the Centre and its volunteers won awards.



Staff and Board members with municipal councillors of the Aylmer sector

At the City of Gatineau's gala for volunteers in December 2017, the Centre received an award for Community Event of the Year. At the same gala, Claude Desrosiers, a member of the Board, was named Volunteer of the Year - Community (photo on the next page).



Claude Desrosiers, 2nd from the left, is with elected officials of the Aylmer sector

Claude Desrosiers was also the recipient the “*Attestation de reconnaissance de l’engagement bénévole*” (for the recognition of his commitment to voluntarism) by the Minister of Employment and Solidarity of Quebec.

9. Grand Opening of the New Premises of the Centre

September 23, 2017 will always remain a memorable date for the Centre. It was the grand opening of the new premises at 67, rue du Couvent. In October 2016, the Coop Santé d’Aylmer sold its building to the Aylmer Food Centre. After completing some renovations, the Centre moved to the new location in April 2017 and the Grand Opening was held on September 23, 2017.

Staff and volunteers are aware that they have inherited a rich past in the community and are succeeding business man Charles Symmes (until 1838), St-Paul’s Church (1838-1972), Aylmer-Lucerne Health Clinic (1972-2001) and the Coop Santé d’Aylmer (2001-2016).

The purchase and renovations of the building were made possible by a generous contribution of \$200,000 by the Ministry of Economy, Science and Innovation of Québec through its program for support to

community infrastructure. The Centre also received a generous donation of \$100,000 from the Sisters of Charity of Ottawa. We are very grateful for their support. In addition, we would like to thank André Fortin, MNA for Pontiac and Minister of Transport, Sustainable Mobility, and the Electrification of transportation, for his support during the entire planning process.

The improvements to the Centre have allowed it to maintain and expand its services. The purchase of the new building will assure the long-term viability of the Centre for the years to come.



Grand Opening of the new location of the Centre, September 23, 2017

The Centre will maintain and develop its services using the new functional infrastructure. The purchase of the building constitutes an opportunity to ensure the viability of the organization and its further development for the years to come.

10. 30th Anniversary Activities

As part of the 30th anniversary celebrations, a review of the Centre's history was emphasized through the following corporate memory activities:

- A slide show that traces important moments of its 30 years

- The identification by staff and volunteers of the various sites where the Centre has operated over its 30 years.
- A large poster identifying the list of donors.
- Two plaques commemorating the grand opening of September 23, 2017.
- A plaque that traces the history of the Centre since its creation in 1988.

11. Programs and Services

1) Food Aid Component

The distribution of food is the primary role of the Centre. In 2017-18, the Centre received a total of 115,632 kg in food donations. Moisson Outaouais made the biggest donation with 53,634 kg, a few grocery stores added 36,998 kg, and the citizens of Aylmer another 25,000 kg. We thank the organizations and individuals for their generosity.



One day at the Distribution Centre

Although most of the food distributed by the Centre comes from donations, the Centre purchased \$34,274 of food for families, specifically \$22,543 for the Distribution Centre and \$11,731 for the Christmas Sharing Store.

All the food donated was distributed to 659 families in the community which represents 8,276 visits to the Centre and 3,350 monthly bags of food. Each day, about 46 families (23 in the morning and 23 in the afternoon) are served by the Distribution Centre.

In addition to the daily and weekly distribution of food, the Centre organizes a **Christmas Sharing Store**. This year, it was held on December 21 and 22, 2017. 156 families received large quantities of food and other products, a total of 480 people benefitted, 230 were children. On average, each family received \$418.47 worth of food and other products at the event.



Christmas Sharing Store in 2017

The organization of this activity requires a great deal of logistical planning before, during and after. We would like to thank the 129 volunteers who took part in the 2017 edition of the **Christmas Sharing Store**. Volunteers spent 1,341 hours of their time, the equivalent of 35 hours a week for 38 weeks.

GENERAL STATISTICS OF DISTRIBUTION CENTRE

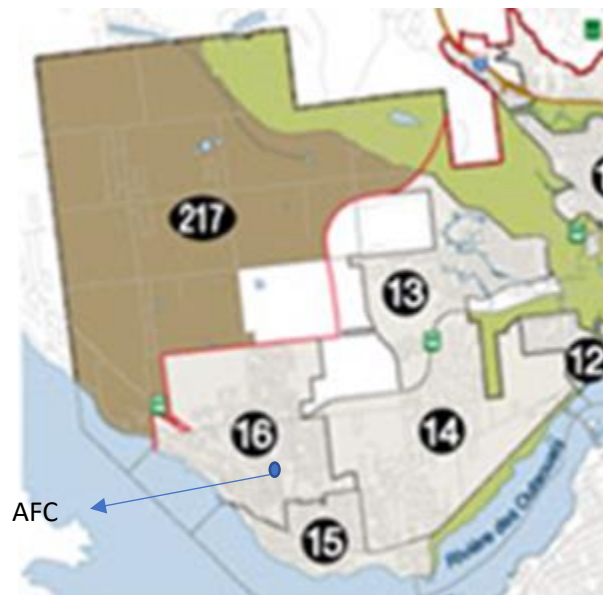
Active clientele in 2017-2018

Number of families:	659
Number of members:	1674
Ages:	
0 – 3	132
4 – 17	549
18 – 64	939
65 +	54
Size of family:	
Single (1)	251
Small family (2 to 3)	234
Large Family (4 to 5)	132
Larger Family (6 +)	42
Main sources of revenue:	
Last resort assistance	200
Family Allowance	114
Employment	111
Social assistance (disability)	69
No revenue	55
Pension	54
Private disability	23
Employment insurance	14
Loans and scholarships	12
Other	7
Origin:	
# of Canadians	1,144
# of Non-Canadians	530
Country of Origin:	
Africa	21
America	14
Asia	11
Europe	17
Oceania	1

Distribution:

Visits	8,276	
Monthly Bags	3,086	
One-time food aid	43	
Delivery	221	
Allego	634	
Number of visits by family:		
1 to 3 times	563	85%
31 to 60 times	81	12%
61 to 90 times	15	3%

Distribution of families by sector



12 – Du Parc	1	16 – Des Explorateurs	442
13 – Du Plateau	65	217 – De Près	4
14 – Le Golfs	14	Out of zone	55
15 – Lac-Deschênes	71	Homeless	7

2) Psycho-social Component

The Centre promotes and participates in the development of self-reliance and provides support to improve their standard of living.

<u>Programs by Activity</u>	<u>Programs by Activity</u>
<u>Prevention of Homelessness</u>	<u>Psycho-social Interventions</u>
1087 people assisted	19 individuals directed towards shelters
1182 meetings with individuals	124 households helped with job searches
100 families were assisted in obtaining or maintaining housing	35 people helped with their return to school / training programs
57 families were referred to OMHG	200 were helped with health issues
19 households assisted with issues of homelessness	280 households received family orientation support
24 households assisted in obtaining housing grants	248 referred to organizations outside the network
<u>Social and professional integration</u>	<u>Workplace – Social integration</u>
15 people benefitted from work internships	13 people were offered community work
<u>Student Internships</u>	<u>Collective Kitchens</u>
3 students from Cité Collégiale studying in social work were offered internships	4 groups participated
1 student studying specialized education at the Cégep de l'Outaouais was offered an internship	49 participants and 115 beneficiaries
2 students studying law at Ottawa University	56 recipes prepared and 1478 portions distributed
<u>Lunches and snacks in schools</u>	
2 schools,- 2 locations – Saint-Paul and Limoges / École des Trois Portages	720 snacks distributed (January 2017- June 2017) 460 lunches distributed January – March 2018
<u>Families in Action</u>	<u>“C'est la fête”</u>
9 outings 400 participants	7 outings 99 children
<u>Chefs On Our Own:</u>	<u>Conferences and workshops</u>
41 cooking workshops 35 young participants	5 conferences / workshops were offered 123 participants



Workshop on health

3) Success Stories

Our interventions have had positive results. 57 participants improved their standard of living in the last year. For 47 of them, this improvement led to jobs or a return to skills training programs.

Employment:

- 18 participants started a full-time job
- 8 found part-time work
- 4 participated in professional development programs
- 4 immigrants found work in their field of study
- 5 people suffering from mental health issues found internships

Training

- 21 participants started and/or completed training, 3 of them completed professional training and are now looking for work
- 6 found professional internships (one participant completed administrative studies and started a paid internship at Health Canada).
- 3 completed professional training and are looking for a job (one participant of “Collective Kitchens” completed a course as a nurse auxiliary).

Housing

- 26 found stable housing
- 28 found housing for 6 months thanks to the Centre's interventions to maintain stable housing
- 3 of them have obtained new housing which improved their standard of living.

Physical and mental health

- 16 participants were registered and referred for help. They were all satisfied with the services they received.
- 3 participants were referred to psychiatric services.
- 1 man with serious issues of mental health was hospitalized and is now in a stable living environment.
- One father improved the economic conditions for his family.



Workshop on drug abuse

Taking Charge Organizations: Violence/Discrimination

- One young mother was referred to the CISSSO for a follow-up as part of the SIPPE.
- One woman in an abusive situation was taken in by l'Autre Chez-soi organization.
- One victim of discrimination in the workplace was awarded employment insurance following his or her dismissal.

Family Allowance

- One single mother (with a child with mental health issues) registered at the Centre in 2017 following the loss of her job. She was not receiving a family allowance at that time. The Centre was able to help her work with Service Canada to get her \$814 per month. This financial assistance for her child was crucial. She also benefitted from retroactive payments for the months that Service Canada was reviewing her case.

Transportation

- 92 of our participants were helped to submit application to the STO for passes at a reduced rate through the special initiative

4) Other Programs

The Centre is more than a food distribution centre. It is clear when one looks at the variety of programs offered that are developed for the families who need help.

Pro Bono 2017-2018

Food security is essential for homelessness and extreme poverty. It represents one of the most important steps toward self-reliance. The Centre has a mandate to encourage food security in the region as well as offering assistance in obtaining services from other organizations. Some participants who made informal arrangements with friends for housing, and even after making payments to the friends, the arrangements fell through. These participants turned to the Centre for assistance. In 2017-2018, two students from the Pro-Bono Program of Ottawa University were given the mandate to draft research for the Centre and to summarize the research in a brochure and present a workshop on the impact of having or not having a contract and the rights and obligations under each scenario. 25 people participated in the workshop.

Return to school

In the Aylmer sector, in collaboration with the “Centre communautaire Entre-nous”, “Groupe communautaire Deschênes” and “l’Autre Chez soi”, the Centre participated in a program for the return to school. The program, sponsored by United Way, helps low-income families to purchase school supplies for the return to school. In 2017, the Centre registered 73 children, from 50 families. Volunteers at this event were provided with breakfast and part of their lunch. Our participation was a bit limited this year because of our restructuring following the move to the new premises.

Distribution of clothing

This year the Centre organized three activities to distribute clothing (seasonal) to 116 households. In collaboration with a team of volunteers and the support of the Aylmer community, the activities were successful. In 2017, Ottawa's Snowsuit Fund was expanded to Gatineau. The mission is to ensure that children from 0 to 15 years of age in low-income families are able to purchase snowsuits for \$20. In the fall of 2017, the Centre organized information session on that program and 50 families (80 children) were referred to the program.



Distribution of snowsuits

Other Partners

In the fall of 2017, we partnered with the “Clinique communautaire dentaire de l’Outaouais” which assists the homeless or at risk individuals by offering free dental care. At the Centre, we registered 161 participants and 16 already received services. The Centre is also involved in the initiative of the STO’s social solidarity program to offer reduced prices for bus passes to low-income individuals. 92 participants were able to benefit from this new initiative.

The Centre also participated in the vaccination campaign of the “CLSC”. We promoted this campaign and a team of nurses came to the Centre to vaccinate participants. In November 2017, 20 adults were vaccinated.

Thanks to Aylmer sector partners, a calendar of activities is made available to the community of Aylmer, It is a complementary tool to our interventions. The calendar helps families to choose activities for their children and better manage their schedules. In 2017, we distributed the calendar to 20 families that visit the Centre.

12. Community Partners

Poverty is a social issue that is quite complex, has many facets and touches different populations in many different ways. By establishing partnerships with a number of organizations, the Centre is able to offer assistance to improve the standard of living of families in the Aylmer sector. The Centre maintains over 40 partnerships with other organizations and institutions.

13. Financial Supporters

The Centre depends on donations and grants. The generosity of the citizens of our community needs to be acknowledged. See chart below:

Supporters	Number of supporters	Amount
Citizens	203	\$59, 192
Social Clubs	11	\$8,484
Businesses	8	\$15,819
Religious	6	\$9831
Elected officials	7	\$26,500
Foundations	4	\$20,000
Total	239	\$139,826

Amount of donations	Number of donations
\$20 to \$499	203
\$500 to \$999	16
\$1000 to \$1999	12
\$2000 to \$2999	-
\$3000 to \$3999	-
\$4000 to \$4999	1
\$5000 to \$5999	3
\$6000 to \$6999	-
\$7000 to \$7999	-
\$8000 to \$8999	-
\$9000 to \$9999	-
\$10,000 and above	4
Total number of donations	239

As already mentioned in this report, it is thanks to the collaboration of the Board of Directors, employees, volunteers, community partners, financial supporters that the Centre continues to review and respond to the growing needs of its beneficiaries.

Thanks to our Financial Supporters



*Centre intégré
de santé
et de services sociaux
de l'Outaouais*



Stainton Family

