



AYLMER FOOD CENTRE



1st day → April 24, 2017

730th day → April 24, 2019

already **2 years**

ANNUAL REPORT 2018-2019



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THANKS TO: Lise Bélanger (volunteer) for the production of the annual report and to
Lynn Foran (volunteer) for the translation of the report into English

1. MESSAGE FROM THE CHAIR



The launch of the annual report at the Annual General Meeting (AGM) shows the evolution of the Aylmer Food Centre for the past year. For 2018-2019, the message of the Chair has a special meaning, it is the last one that I write as Chair of the Board. For a number of personal reasons, I decided to end my mandate at the AGM on June 10, 2019, a year after being appointed.

It is a decision that I made with mixed feelings. The last few years have been unforgettable, sometimes difficult, but always enriching and stimulating. With the collaboration and excellent contributions of the employees, the volunteers, the Director General and all the members of the Board, we have fulfilled our dreams, even impossible dreams. To each and every one, I would like to express my gratitude and admiration. I will always remember the accomplishments of the last few years.

I would also like to make special mention of the entire population, the citizens, the community organizations and the business community of Aylmer and Plateau for their support and exceptional generosity. Whether through cash donations, donations of food or through fundraising activities, the Centre could not have made it through difficult times without them. Our partnerships have grown and consolidated over the last few years.

There is never a good time to leave an organization like the Aylmer Food Centre. I have given all I could over the last few years. Therefore, I am leaving with a feeling of satisfaction for contributing to the long-term sustainability of the organization, and the ongoing quality services that are offered at our organization. The moment seemed appropriate since the Centre has the benefit of motivated and competent people, employees and volunteers ready to take over and bring new ideas to the table to respond to the growing needs of the population of the sector. As you will see in the report and in the financial statements the Centre has achieved a stability and a cruising speed that will allow it to achieve new dreams.

The annual report is not the right document to go over the history of the last few years. There will be other times to do so. For those interested, a review of the last few annual reports would provide a sense of the common thread that led to the decisions.

I would like to mention a few of the orientations of the Strategic Plan that inspired us in our work: to ensure the long-term viability of the Centre with a balanced budget and to offer quality services, such as the psychosocial component. The decision to buy and renovate the current location was key to moving forward. It was also a constant concern of ours to put in

place sound management practices. The financial statements for 2018-2019 and the new projects being developed will allow the Centre to meet its objectives.

We can look toward the future with optimism, but the financial situation is still fragile. The support of funding organizations and the population will always be necessary to maintain stability and to be there for the entire population.

I have assured the Director General and the Board that I will continue to be available and will maintain close ties with the Aylmer Food Centre. I will change status but will continue to be involved, based on my availability and the needs of the Centre in the years to come.

I wish all the Board members great success, those that will be elected tonight, as well as the person that will succeed me as the Chair, and the other members of the Executive.

Reynald Labelle

Chair of the Board of Directors



2. MESSAGE FROM THE DIRECTOR GENERAL



If 2016-2017 was a banner year with the purchase of the building, the year that just ended was definitely the most satisfying. All together, we have achieved great results. After four years of sustained effort, the Centre now has a respectable financial situation as well as an inventory of food like never before. These accomplishments have been made possible because of the community, either through dollar or food donations, as well as a team of exceptional volunteers.

The Aylmer community is definitely tightly-knit with:

- A sense of belonging to the Aylmer Food Centre
- Endless generosity of its citizens
- An unparalleled strong workforce of volunteers

Also, the Board of Directors put in place sound management practices and ensured that the orientations of the strategic plan are being implemented. Finally, the staff is dedicated to the mission of the Centre and comes together to offer the best services possible to our families.

Thanks to all of you!

Gérard Émond



Meeting of employees and volunteers, March 2018

3. MISSION AND VALUES

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

The various initiatives are first and foremost to provide food to those in need in the Aylmer community, but the Centre also offers front line social assistance to the best of its financial and professional capabilities.

The values of the Centre are social engagement, equity, respect, compassion, sharing, mutual aid, and independence. All the players involved (beneficiaries, volunteers, staff, members of the Board of Directors) are committed to these values and work together in full respect of the Code of Conduct and Ethics.



Social event including the Board of the Directors, the staff and the volunteers (July 13 2018).

4. WHO ARE WE?

4.1 BOARD OF DIRECTORS

The Board of Directors is composed of people from various backgrounds who are involved in the community. They are concerned with ensuring that the Centre meets the needs of at risk families.

Therefore, every member of the Board is responsible for the application of the mission and values of the Centre.



From left to right, **1st row:** Claude Desrosiers, Administrator; Jacques Boisvert, Secretary; Reynald Labelle, Chair; Denis Lavallée, Administrator **2nd row:** Richard Parent, Administrator; Khadija Dahmani, Administrator; Gérard Émond, Director General; Marcel Vachon, Administrator; Marisol Yeoman Carpenter, Administrator; **3rd row:** Serge Pelletier, Vice-Chair; Matthieu Larocque, Treasurer; Ken Le Blanc, Administrator; Absent: Chantal Leblanc-Bélanger, Greg Stainton and Riad Amara, Administrators.

4.2 THE STAFF

One of the great strengths of the Centre is the team of employees. They are a small group but completely dedicated to the mission of the Centre. As a priority, the staff ensures the good working relationship between the employees and the volunteers.

In front, from left to right:
Gérard Émond, Director General; Tara Dussoye, Community Worker; Irma Quevedo, Responsible for the Distribution Centre; At the back, from left to right: Stephen Godin, Driver; Mercedes D'Trinidad, Director of Services to Families; Ali Arfa, Chief Cook.



Staff at the Centre as at March 31, 2019

4.3 THE VOLUNTEERS



The Centre is proud to be able to count on a team of exceptional volunteers. It is thanks to their actions that the Centre exists.



Volunteering is donating time. It is defined as free, freedom, and social engagement.

The volunteers are committed to meeting the needs of the sector. Volunteering is very much a love story for ourselves and for others.



Solidarity and mutual aid has existed at the Centre for a very long time. The volunteers take into account the values of the Centre.



5. INTERVIEW WITH MME RÉJEANNE DUVAL (VOLUNTEER)

BY GÉRALD CROTEAU (VOLUNTEER)

Q. ***How long have you been a volunteer?***

R. *I have been a volunteer for the past 2 ½ years. It is my first adventure as a volunteer. I have really enjoyed the experience and plan to continue.*



Q. ***What was the main reason you decided to volunteer at the Centre?***

R. *After my spouse passed away 5 years ago, I needed to do something to counter loneliness and to meet people. I was motivated to see poverty from the inside and help people in need. I also have a lot of energy to share.*

Q. ***Have you thought about volunteering elsewhere?***

R. *No, I am satisfied here. The administration and the volunteers are a great team, and I feel privileged to be part of it.*

Q. ***What does volunteering mean to you?***

R. *For me, the word volunteer means fostering initiative, responsibility, social integration as well as a way to overcome challenges.*

Q. ***Tell me in a few words what you get out of volunteering.***

R. *Many things, it allows me to meet different people, the opportunity to share what I can, and once the day is finished I feel a sense of satisfaction and pride.*

5.1 TESTIMONIES

Pierre (fictitious name) has been out of work for several years. After several jobs since the age of 14, he finds himself out of a job for health reasons (caused by a repetitive movement). He cannot get back on his feet and after a few months, he has no other choice but to go to a Food Bank. His health does not allow him to work, but he is not considered disabled.

On recycling days, he gets up early to go collect bottles and cans that he exchanges for a few dollars, just enough to allow him to eat a little. He is happy to work for a few hours.

He has no choice but to come to the Aylmer Food Centre to get food, but he is proud to say that he has his priorities in order: paying his rent, his telephone and then buying food. Coming to get food is his last resort. After each allocation of food, he takes the time to give back what he will not eat, or already has in stock – making sure that others have enough as well. *“I am not here to take advantage of the system. I am hurt, but I am proud.”* When he



goes through the Centre, he leaves with his hands full, but he is also happy because he sees others, others that he likes. Coming to get food gives him hope, because of the obvious generosity of the organization.

6. THE FUTURE

Thanks to our youth, the future of the Centre is in good hands. Young people come with their parents to make food donations to the Centre.



Having done so, they are treated to a visit by the owner. They will be the volunteers or donors of tomorrow.

It is comforting to notice in these pictures that the Centre of tomorrow is assured. Our youth giving forward helps them to acquire values and social skills and learn about citizenship. The management of the Centre pays special attention to the young people that come to the Centre to make donations because they will be the ambassadors of tomorrow.



7. ACKNOWLEDGMENTS OF VALUED VOLUNTEERS

Volunteers contribute their time, their competencies, and their talents. The following pictures pay homage to some who demonstrated social engagement for the organization.



René Jolicoeur receives a trophy at Buffet des Continents, April 16, 2018



Gérald Croteau receives an award from Greg Fergus, M.P. for his community involvement, October 2018.



DeMichael Dufault finalist in the youth volunteer category at the City of Gatineau's Gala for Volunteers, December 6, 2018



Pierrette Malo, founding member receives a commemorative plaque for her volunteering at the Aylmer Food Centre (1988-2018), December 7, 2018



Marcel Vachon received an award from the Ministère de la Solidarité sociale for his commitment to volunteering, May 25, 2018.

7.1

HOMAGE TO REYNALD LABELLE

Reynald Labelle
Chair of the Board of Directors
June 2013 – June 2019



Mr. Labelle's time with the Aylmer Food Centre has been relatively short, but very productive. His commitment to the Centre has been remarkable. He dedicated a lot of time and energy in order to ensure the sustainability of our organization.

By getting involved, Mr. Labelle believes in the right to not be hungry. In the summer of 2014, at a low-time for the Centre which almost led to closing its doors, Mr. Labelle worked insatiably to get it back on track. He set up an administrative structure and ensured that services are provided to families in need. It is clear that he played a major role in the survival of the organization.

Two years later, Mr. Labelle learned that the Coop Santé Aylmer, owners of 67 du Couvent, was closing its doors in the coming months. With perseverance and resilience, he began the process to buy the building. It resulted in a notarized deal on October 31, 2016. This purchase will ensure the sustainability of the Centre.

Mr. Labelle is faithful to his social concerns and human compassion for families in need. It is without a doubt that Mr. Labelle's time at the Centre has ensured the survival of the organization. He deserves our utmost consideration.

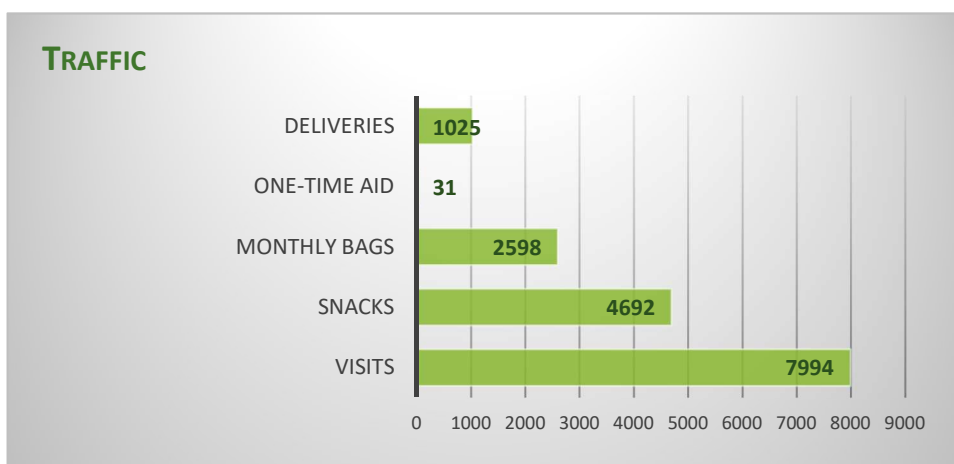
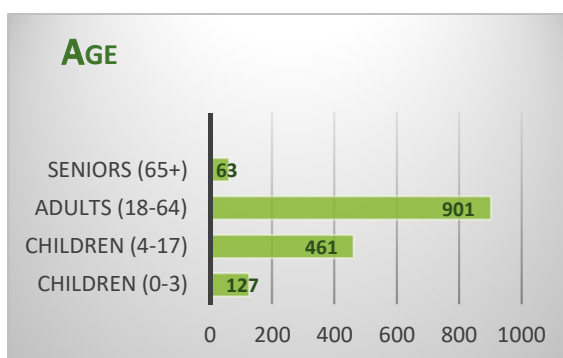
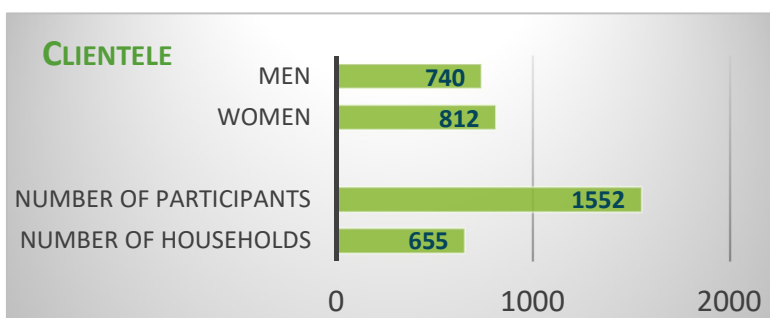
Thank you!

8. FOOD AID COMPONENT

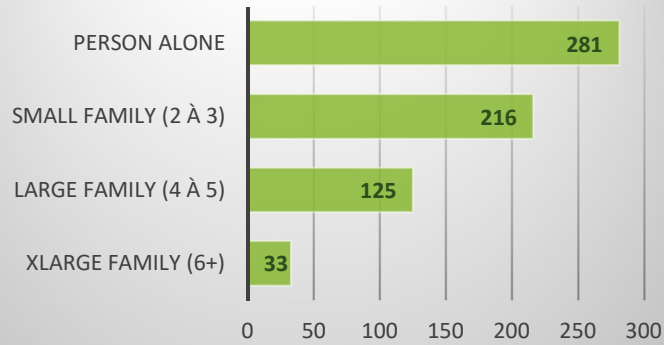
BECAUSE HUNGER IS 365 DAYS A YEAR

Over the course of the year, the Centre helped 655 families, totalling 1552 people, almost 600 children.

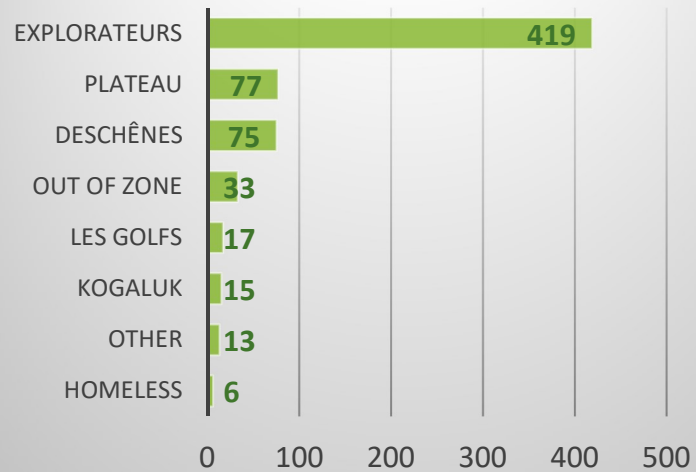
It is important to note that 30% of the clients are immigrants coming from 80 countries. 82% of our families do not have employment revenue and 43% are people living alone. The Centre distributed \$12,165 worth of food each week.



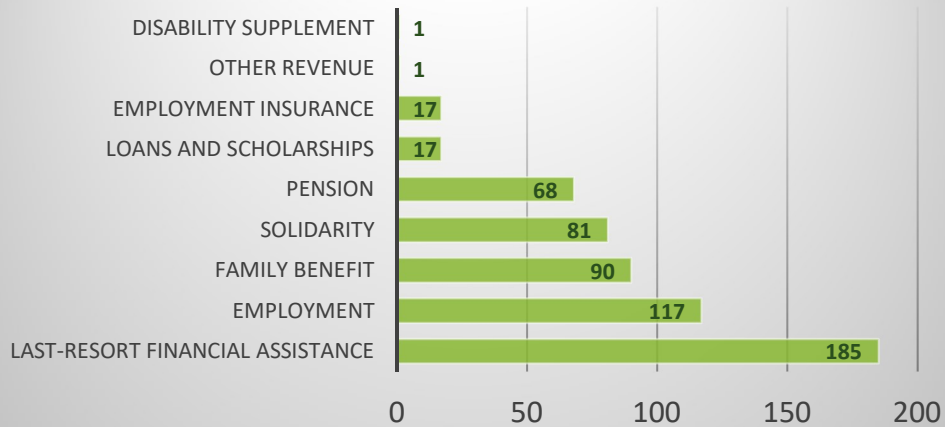
SIZE OF FAMILY



BY AREA



REVENUE SOURCES



8.1 DISTRIBUTION CENTRE

Every week, the Centre distributes food to 655 families, totalling 1552 people in need of food.

We responded to 7994 requests for assistance (through the Distribution Centre)



Contents of monthly bag and weekly food distributed to large families

8.2 MEALS – ELEMENTARY SCHOOLS

- 1219 lunches were served in two locations of the sector
- 4692 snacks distributed



8.3 CHRISTMAS SHARING STORE

POPULATION SERVED

- The team of the Aylmer Food Centre worked with 131 households, including 125 families registered for the Christmas Sharing Store and 6 families for one-time emergency aid. The Centre served 372 people, including 170 children.

VOLUNTEERS INVOLVED

- 126 volunteers were involved in the success of the Christmas Sharing Store, representing 1341 hours of volunteering.



LOCATIONS

- 70 chemin Eardley (GMR) – storage
- 30 rue Court (Centre Ernest-Lattion) - distribution
- Centre (67 du Couvent) – operation central

VALUE OF ARTICLES DISTRIBUTED

- Thanks to the tremendous generosity of the Aylmer community, on December 19 and 20, we were able to distribute a value of \$50,945 in food and other articles.
- The baskets ranged between \$313 for a person living alone and \$681 for an extra large family with an average of \$463 per basket, compared to \$418 at Christmas 2017.

OTHER PRODUCTS DISTRIBUTED IN ADDITION TO GROCERIES

Children: diapers and baby food, boxes for babies which included gifts, pyjamas and warm clothing.

Adults alone: a gift, warm clothing, underwear (if needed).



8.4 FOOD DONATIONS

THE DONATIONS OF FOOD ARE CALCULATED IN

KILOS

1. CITIZENS

31,953

a. From January 2018 to November 2018 (11 months)

14, 415

b. In December 2018 only

17,538

- Citizens 7513
- St-Vincent de Paul 3654
- École secondaire Grande-Rivière 2279
- Other elementary schools 2173
- École Amérique française 1 919

2. SOCIAL CLUBS

9,735

a. Rotary Aylmer

9,125

Donated \$36,500 in vouchers at IGA des Grives

b. Dance Group "Joie de vivre"

610

Donated \$2,450 in vouchers

3. GROCERY STORES -- OTHER

49,530

Tim Horton, IGA des Grives, Metro Kelly, Marché Laflamme, Super C, Vieille Alliance, St. Mark's and St-Médard parishes, Marché Vieux Aylmer, Escouade anti-gaspillage

4. MOISSON OUTAOUAIS

52,590

5. FOOD CENTRE

5,189

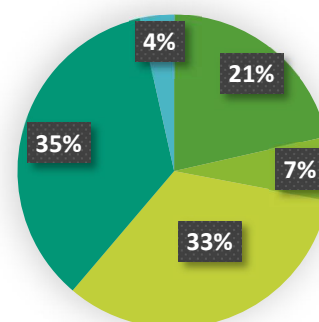
Purchases made by the Centre (converted to kilos)

QUANTITY OF FOOD DISTRIBUTED 148,997

VALUE IN DOLLARS (148,997 X \$4) \$595,988

VALUE OF FOOD DISTRIBUTED \$12,165

EACH WEEK



- Citizens
- Social Clubs
- Grocery Stores - Other
- Moisson Outaouais
- Aylmer Food Centre

9. PSYCHOSOCIAL COMPONENT

The psychosocial component of the centre aims to improve the standard of living of our participants. We encourage active participation of participants in their quest for independence to foster their social and professional integration.

PROGRAMS BY ACTIVITY	ACTIVITIES
HOMELESSNESS PREVENTION	PSYCHOSOCIAL INTERVENTIONS
1522 people assisted	13 individuals directed to a shelter
1794 individual meetings	169 households assisted with job searches
140 families assisted in finding or maintaining housing	33 people assisted with their return to school
22 families referred to OMHG	190 people assisted with health issues
29 households assisted with ways to counter homelessness	293 households received help
11 households assisted with obtaining funds for housing	380 references to external networks
	WORKPLACE TRAINING - SOCIAL INTEGRATION
14 people benefitted from workplace internships	9 people welcomed to do community service
STUDENT INTERNSHIPS	COLLECTIVE KITCHENS
3 student internships from their program in social work at Cité Collégiale	4 groups
1 student internship in special education from their program at Cégep de l'Outaouais	44 participants and 189 beneficiaries
2 law students from Ottawa University	56 recipes prepared, 1576 portions distributed
LUNCHES AND SNACKS IN SCHOOLS	
École des Trois-Portages (snacks) 1 school: 2 buildings – Saint-Paul and Limoges (lunches)	4692 snacks distributed (April 2018 – March 2019) 1219 lunches distributed (April 2018 - March 2019)
FAMILLE EN ACTION	C'EST LA FÊTE
10 activities 304 participants	8 activities 131 children
CHEFS EN HERBE	CONFERENCES AND WORKSHOPS
59 cooking workshops 57 young participants	17 conferences and workshops were held 168 participants

9.1 SUCCESS STORIES

A FEW SUCCESS STORIES AMONGST OUR 77 HOUSEHOLDS WITH POSITIVE RESULTS.

A father who was homeless finds a full-time job at a private company.

A young participant, victim of domestic violence, received psychosocial assistance, and is planning her return to school in September 2018.

With the assistance of the Centre, a participant was able to find full-time work in the electrical field.

A participant, after two years of active involvement at the Centre, is now able to return to work on a part-time basis in the medical field.

A family goes from a temporary housing situation to a transition situation that is more stable

A young participant with health issues part of a program for social integration managed to get a full-time job in client services.

A young participant finds stable housing and goes from living on a couch at a friend's house to his own apartment.

After attending a workshop on budgeting, a mother of five children informed the Centre that she was able to buy good winter clothing for her children. She really appreciated the help given by the Centre.

A young participant goes from being homeless to more stable housing: a room.

A young participant living in hidden homelessness (couch surfing), was able to find a part-time job and live in more stable housing sharing with another tenant.

9.2 REFERRALS

As part of our different areas of intervention, 1522 participants were assisted or referred to other services.

- 520 health and social services of the sector;
- 191 received orientation for their family;
- About 100 families were referred to St-Vincent de Paul to obtain Christmas baskets; and
- 43 new arrivals benefitted from our assistance.



9.3 HOUSING

For the period from April 2018 to March 2019, 29 households were helped to get out of homelessness and 65 were helped to keep their current housing;

- 12 people managed to keep their housing following negotiations with their owner or with the help of legal aid or la Régie du logement;
- 16 households moved to more stable housing;
- 89 people stayed in their housing for 6 months after being at risk of losing their housing and 12 individuals were directed to shelters.



9.4 EMPLOYMENT

- 5 workshops on employment: 48 participants;
- 169 people were helped with their job search;
- 20 found full-time employment; 8 found part-time employment; and
- 33 were helped with their return to school;
- 77 households saw an increase in their revenue. For 54 of them, this increase was directly linked to employment or their return to school.



9.5 OTHER

- We held several information sessions in February and March on the importance of filing income tax returns and access to tax clinics in Aylmer-Hull. More than 200 participants were sensitized to the importance of filing on time.
- 168 people participated in 17 sessions on improving daily life skills and personal development.
- 65 households received clothing, 142 people were helped.
- 46 households, including 74 children, were directed to and registered for the 2018 School Supply Sharing Store.



10. OTHER ACTIVITIES

10.1 FAMILLE EN ACTION

The staff at the Centre organized low-cost monthly activities for families to make them aware of the advantages of leisure activities and sports activities for their families. The objective was to create a favourable environment and encourage good habits of our participants. In 2018-2019, 304 people (children and adults) participated in 10 activities. These families were able to discover a bit more of the region.



10.2 CHEFS EN HERBE

From April 2018 to March 2019, 59 two-hour workshops were held on daily healthy nutrition and budgeting for meals. 57 students of the Aylmer sector participated in these workshops for a total of 118 hours of training.



10 students presented their cooking and client service skills to their school.

COLLECTIVE KITCHENS AND HEALTHY EATING

The 23 collective kitchens organized by the Centre in this period helped 44 households to improve their skills and knowledge on healthy eating (56 recipes were made, 1576 portions, 189 beneficiaries) and develop a better quality of life for their families.



COOKING WORKSHOPS



WORKSHOP THEMES
New nutrition trends for babies
Canning workshop:: Red Tomatoes
Canning workshop : Ketchup
Making meatpies
How to make the best of winter
Suppers for babies
What are the benefits of plants in our environment?

A group of new mothers participated in a workshop on making meals for babies: there were 9 participants.

A group of 5 people participated in the workshop "What are the benefits of plants in our environment?" This workshop was offered in collaboration with Aylmer Sector Partners.

10.3 1 000 DAYS TO SAVOUR LIFE

DISTRIBUTION OF TOOLS:

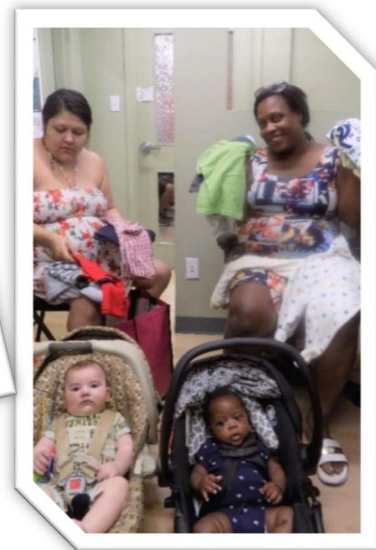
- ✓ The materials distributed to the mothers were appreciated as well as the books for the children, in particular, "Discover the food with me!";
- ✓ Magazine: "*Naître et grandir*" was distributed every month.
- ✓ Distribution: recipe book put together by Moisson Outaouais.
- ✓ Distribution: documents on benefits of plants: How to benefit from the plants around us.

CHOICE OF RECIPES: The recipes chosen were appreciated by participants. They were well designed for families.

GROUP DYNAMICS:

There was great cooperation between the mothers, they did well at sharing the tasks. The participants exchanged views on the nutrition of their children and shared recipes that they make at home. This was also an intercultural exchange.

DAYCARE : Service was appreciated by the mothers.



10.4 C'EST LA FÊTE

The objective of this program is to provide an opportunity for families to have fun and share experiences with other families. At least once a month, low-cost activities were organized for participants of the Centre. These activities were mainly for families with children under 12. The programming included activities on lifestyle, staying active, and healthy nutrition. We are trying to offer opportunities to people who have certain difficulties to participate in stimulating and entertaining activities. There is a feeling of togetherness that develops between the participants at these activities.



These activities were attended by 131 children:

Chocolate workshop

Visit to Omega Park

Family outing to Buffet des Continents

Supper and trivia evening

Visit to the Science Museum

Halloween Party

Art and Craft Workshop

Visit to Brazeau Sugar Shack



10.5 SURVEY / EVALUATIONS

We administered four surveys to get feedback from our clientele on their needs and our services: 15 people participated in a provincial survey on homelessness. 100 participated in a survey on the services of the Centre. 125 families and 47 volunteers who participated in the Christmas Sharing Store completed surveys on the activity.

10.6 OPPORTUNITIES FOR GROWTH

INTERNS

During the year, we welcomed:

- 3 students studying social work at Cité Collégiale
- 1 student in special education at Cégep de l'Outaouais
- 2 law students from the University of Ottawa
- 2 students from École secondaire Grande-Rivière



WORK EXPERIENCE



14 people benefitted from workplace experience through Emploi-Québec, Réseau Outaouais and Apico.



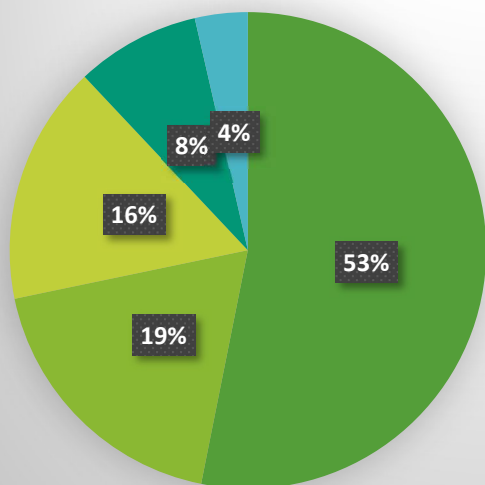
11. DONATIONS FROM THE COMMUNITY



11.1 CASH DONATIONS

		CITIZENS	SOCIAL CLUBS	FOUNDATIONS	BUSINESS COMMUNITY	RELIGIOUS COMMUNITY
\$20 to \$499	416	416				
\$500 to \$999	24	21	1	2		
\$1,000 to \$1,999	17	8	2	3	2	2
\$2,000 to \$2,999	6	1		2	2	1
\$3,000 to \$3,999	1	1				
\$5,000 to \$5,999	3	1		1		1
\$6,000 to \$6,999	1			1		
\$10,000 to \$10,999	6	4				2
\$36,000 to \$36,999	1		1			
TOTAL	475	452	4	9	4	6

SOURCE OF DONATIONS



■ Citizens	\$109,431
■ Social Clubs	\$ 38,288
■ Foundations	\$ 33,458
■ Business Community	\$ 17,352
■ Religious Community	\$ 7,395

Thanks to our Donors



CORPS
COMMUNAUTAIRE
ROTARY AYLMER

*Desservant notre
communauté d'Aylmer
(Québec) depuis 2011*

La Fondation

McConnell
Foundation



**Fondation
Bon départ**

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

Québec



**Emploi
Québec**
Outaouais

**Service
Canada**



Centraide
Outaouais
Nous tous, ici



Huntington-Stainton Family



MOISSON
OUTAOUAIS
LA BANQUE ALIMENTAIRE RÉGIONALE

**Économie, Science
et Innovation**

Québec



Desjardins
Caisse de Hull-Aylmer

