

ANNUAL REPORT



ALONE WE DO SO LITTLE

Citizens - Food
Citizens - Cash donations

Volunteers
Employees

MOISSON OUTAOUAIS
IGA DES GRIVES
MARCHÉ LAFLAMME
MÉTRO KELLY PLUS
TIM HORTONS



CISSS de l'Outaouais
Centraide Outaouais
FEDERAL GOVERNMENT
PROVINCIAL GOVERNMENT
VILLE DE GATINEAU

2

0

2

0



2

0

2

1

TOGETHER WE CAN DO SO MUCH

Table of Contents

1. MESSAGE FROM THE CHAIR	2	10. FOOD DISTRIBUTION DURING THE PANDEMIC	13
2. MESSAGE FROM THE DIRECTOR GENERAL	3	11. CHRISTMAS SHARING STORE COVID-19 – CHALLENGE MET	16
3. MISSION AND VALUES	4	12. SERVICES OFFERED	17
4. HIGHLIGHTS	5	12.1 FOOD DISTRIBUTION	18
5. THE BOARD OF DIRECTORS	6	12.2 INTERVENTIONS	
6. THE TEAM	6	13. PSYCHOSOCIAL INTERVENTIONS AND SUCCESS STORIES	21
7. ACKNOWLEDGEMENTS	7	14. STATISTICS	25
8. THANKS TO OUR HEROES		15. A GENEROUS COMMUNITY	26
8.1 VOLUNTEERS	8	15.1 DONATIONS (IN CASH)	
8.2 SUPPORTERS - COVID-19	9	15.2 DONATIONS (IN FOOD)	
8.3 GROCERY STORES	9		
9. TESTIMONIALS			
9.1 CENTRAIDE OUTAOUAIS	10		
9.2 ERNEST E. GUERTN FOUNDATION	11		
9.3 CAROL LAUZON	11		
9.4 CITIZENS	12		

Thanks to

Lise Bélanger (volunteer) for the production of this annual report and to

Lynn Foran (volunteer) for the translation of this report from French to English.

Message from the Chair



The year 2020 brought us a pandemic which upset our lives and continues to do so. For the staff and the volunteers, it was crucial that the Centre continue to offer its services and ensure that the population in need would not suffer even more. For many, the Centre is their lifeline.

One of the issues we had to deal with was the availability of volunteers who play an essential role at the Centre. The government instructed the most at risk of catching COVID to stay home. Luckily, the Centre was able to find a new slate of volunteers and with some of our regular volunteers continued to offer services to our families.

We put in place new programs and reinvented the way we offer services. Therefore, COVID actually taught us many things. We added food distribution on Wednesday evenings and distribution in Deschênes to serve local residents.

Two other projects are in development: 1) a vegetable farm with the private sector which includes a half acre of land; and 2) the sale of our parking lot to build 50 or so apartments for low-income seniors.

The Board of Directors met virtually ten times. We needed to adapt to the circumstances. Unfortunately, during the year, two members, Serge Pelletier and Marcel Vachon, resigned from the Board. We thank them for their support over the years. They have been replaced by Marisol Carpenter-Yeoman and Hélène Hallé. We are pleased to welcome them to the Board. Their arrival also contributed to the gender balance we were trying to achieve.

The Centre is lucky to benefit from the generosity of the population of Aylmer. Aylmer residents make the Centre an essential element of our area. I would like to express my sincere thanks to our supporters during the pandemic, especially the grocery stores.

The Centre put in place a number of programs that encourage mutual aid in the community. The description of the 32 programs can be found in this report.

Following a long period of reflection and after seven years on the Board of the Aylmer Food Centre, including the last two as Chair, I have decided to step down. I really appreciated being on the Board with people who care about the mission of the Centre. Sincere thanks and congratulations to the team. I am confident that the Centre will have a great future that will benefit our families. I take away a sentiment of personal enrichment as well as a great deal of knowledge of what the Centre does, which is much more than a distributor of food. In fact, it responds to so many of the needs of those less fortunate.

Jacques Boisvert

Message from the Director General



COVID-19 will define the year 2020-2021 like nothing ever before. There was a fear of catching the virus and of having to close the Centre for an indeterminate amount of time. It was also a year of adapting to change, new volunteers, and new less stringent rules to determine the eligibility of families.

In addition, we managed all the donations, in cash and in food and figured out how best to give out food to our families. Our supporters played a huge role in ensuring that we could provide good quality food in sufficient quantities.

Even if we were constantly worried about the mental health of the employees and volunteers, the work environment was always pleasant.

I invite you to review the chapters on the thanks to our heroes, the testimonials from donors and the services offered to our families in the chapter on COVID-19. I have no doubt in my mind that without the

*Alone we do so little,
TOGETHER, WE CAN DO SO MUCH!*

generosity of the volunteers and the donors, the Centre would not exist in its current form and would not be the owner of its own building.

I am pleased to acknowledge loudly that we have met the challenges thanks to the effort of everyone. This difficult period is behind us. Today, let's look toward the future and continue to expand the activities of the Centre.

I would like to thank all the donors for their generosity and the Board of Directors for their confidence and commitment. I would also like to thank the employees and the volunteers that kept going during the storm.

Gérard Émond

Mission and Values

*The right not to be hungry,
because hunger is 365 days a year.*

Mission

The Aylmer Food Centre develops a number of initiatives to respond to the food needs of the Aylmer community while at the same time offering first line psychosocial aid to the best of its financial and professional capacity.

The mission translates from the need to:

- ❖ Reduce poverty by welcoming and integrating individuals and families facing poverty or at risk of becoming so in our community;
- ❖ Reduce poverty by offering services and food aid to vulnerable individuals and families;
- ❖ Reduce poverty by organizing educational and training sessions to sensitize individuals and families on the importance of preventing health issues and adopting healthy lifestyles;
- ❖ Reduce poverty by encouraging the development of a sense of belonging.

Values

The values of the Centre are social engagement, equity, respect, compassion, sharing, mutual aid and autonomy. All the players involved (beneficiaries, staff, volunteers, and members of the Board of Directors) have all these values at heart and work together in accordance with a Code of Ethics and Conduct.



Highlights

The difference in the data can be attributed to the COVID-19 pandemic which started on March 13, 2020 and was still a factor on March 31, 2021.		2019-2020	2020-2021
FOOD AID			
TOTAL – KILOS OF FOOD DISTRIBUTED		137,774	172,175
CONVERTED TO DOLLARS - FBC (FOOD BANKS CANADA)		\$757,757	\$946,962
VALUE OF FOOD DISTRIBUTED EACH WEEK - \$946,962 ÷ 49 WEEKS		\$15,464	\$19,325
EQUIVALENCE / MEALS PER YEAR (FBC) 1 KILO = 2.2 MEALS – 172,175 X 2.2		303,102	378,785
VOLUNTEERS			
NUMBER OF PEOPLE WHO VOLUNTEERED			
- NUMBER OF PEOPLE: BECAUSE OF COVID-19, THE TRADITIONAL <i>GUIGNOLÉE</i> DID NOT TAKE PLACE WHICH EXPLAINS THE LOWER NUMBER		225	168
NUMBER OF HOURS OF VOLUNTEERING – BY YEAR			
- NUMBER OF HOURS		14,223	13,291
DONATIONS BY CITIZENS			
- CENTRAIDE OUTAOUAIS		\$31,000	\$34,000
- CENTRAIDE COVID-19			\$34,000
- CITIZENS (IN DOLLARS)		\$109,979	\$258,337
- CITIZENS (FOOD - EQUIVALENCE)		\$158,896\$	\$184,332
GRANTS			
GOVERNMENT OF QUÉBEC			
- CENTRE INTÉGRÉ DE SANTÉ ET DE SERVICES SOCIAUX DE L’OUTAOUAIS (CISSSO)		\$118,343	\$134,083
- PROGRAMME DE SOUTIEN AUX ORGANISMES COMMUNAUTAIRES (PSOC)			\$52,405
- PSOC – COVID			\$31,600
- PSOC – SPECIAL COVID			
GOVERNMENT OF CANADA			
- ABOUT REACHING HOME		\$77,828	\$77,828
- COMMUNITY FOOD CENTRES CANADA - COVID			\$18,750
- EMERGENCY COMMUNITY AID FUND - COVID			\$5,000
- EMERGENCY COMMUNITY AID FUND - CENTRAIDE – COVID			\$14,000
- EMERGENCY COMMUNITY AID FUND - PHILANTROPIE OUTAOUAIS – COVID			\$20,916

The Board of Directors

MEETING OF THE BOARD OF DIRECTORS ON MARCH 15, 2021



Chair: Jacques Boisvert (11); **Vice-Chair:** Michel Charette (10); **Treasurer:** Raymond Rancourt (5); **Secretary:** Lynn Foran (1); Gérard Émond: Director General (4); Mercedes D'Trinidad: Associate Director General and Director of Services to Families (2); **Administrators:** Richard Parent (3); René Jolicoeur (6); Steeve Lampron (7); Yisel Lemos (8); Denis Lavallée (9); Marisol Carpenter-Yeoman (12) (replacing S. Pelletier – February 2021); Hélène Hallé (13) (replacing M. Vachon – March 2021).

The Team



Acknowledgements



IN RECOGNITION OF *Irma Quevedo*

*For her contribution to the development
of the Aylmer Food Centre*

February 2006 – September 2020

Irma's community engagement was demonstrated by

- *Her sense of belonging to the Centre;*
- *Her special attention to the needs of the families;*
- *Her willingness to offer the best services to the families;*
- *Her wish to make a sufficient amount of food available to the families.*

*In order to endow the Aylmer Food Centre with a collective memory,
the Board of Directors has designated emeritus members since its founding in 1988. They are:*

Emeritus Members

Ms. Harriet Bowie

Mr. Gerard Harmsen

Mr. Denis Cousineau

Ms. Pierrette Malo

Mr. Jacques De Rop

Ms. Donna Lévesque

Mr. Michel Brazeau

Mr. Reynald Labelle

Katrina Huntington/Greg Stainton Family

Ms. Miriam & Mr. Marius Laflamme

Mr. Stéphane Kelly

Ms. Diane Grenier & Mr. Jean Fortin

Ms. Monica Verronneau & Mr. Denis Lavallée

Mr. Claude Desrosiers

Mr. André Fortin

Applicant – letters patent, January 9, 1988

Applicant – letters patent, January 9, 1988

Applicant – letters patent, January 9, 1988

Founding Member 1988-2018

Chair of the Board 2002-2008

Director General 2003-2014

Treasurer 2004-2014

Chair of the Board 2013-2019

Important donor since 2010-2019

Marché Laflamme

Métro Plus Kelly Aylmer Inc.

IGA Extra Gestion Grenier-Fortin Inc.

Tim Hortons Aylmer

Committed volunteer (2008-2019)

MNA for Pontiac

Thanks to our Heroes



**Thanks to all of you,
anything is possible!**

The Aylmer Food Centre exists, because...



There are teams of volunteers to:

- ◆ Oversee the mission of the Aylmer Food Centre (the Board of Directors is composed of 11 people)
- ◆ Organize the annual golf tournament for the last nine years (about ten people)
- ◆ Organize La Guignolée des médias in December each year (about 60 people)
- ◆ Organize the Christmas Sharing Store (69 people)
- ◆ Bring to the Centre, every Sunday, vegetables from the Market held all summer at the Commemorative Park (one person)
- ◆ Bring fresh bread to the Centre periodically (a mother, her son and another woman)
- ◆ Renovate the offices and areas on the second floor (a workman and a painter)
- ◆ Phone about 70 families each week for the delivery service for people with mobility issues and seniors (two volunteers)
- ◆ Deliver food to about 70 families every Thursday morning (7 volunteers)

- ◆ Manage the computer systems and databases at the Centre (two passionate volunteers)
- ◆ Make repairs at the Centre (one volunteer)
- ◆ Help with the administrative work (3 volunteers)
- ◆ Make full-course meals for our families once in a while (a family and a student)
- ◆ Distribute food every day of the week to our families (3 volunteers for a total of 60 hours/week and about 15 volunteers for a half day or a day week or 1 ½ days a week)
- ◆ Ensure the survival of the Centre (about 15,000 hours/year)

There is a team of donors that:

- ◆ Financially supports the Centre (500 donors – an average of \$150,000 per year since 2014).
- ◆ Helps the Centre with food aid by giving 20,000 kilos of food each year (a value of \$100,000).

*The line is thin in terms of the existence of the Centre. And here is the glowing proof.
One link in the chain breaks, the whole chain breaks.*

COVID-19 Supporters



\$200,900



Grocery Stores

The following grocery stores and Tim Hortons restaurants in Aylmer are major donors.

Together, since 2015, they have contributed **234,890** kilos of food representing a value of **\$939,560**.



\$939,560



Testimonials

Centraide Outaouais

At the request of Centraide, “one year later, how are you?”

Response from the Aylmer Food Centre:

“The whole gang is doing well. We are pleased to be together and to work for the well-being of our families. We have a great family spirit and solidarity. Of course, with cases being up right now, some are nervous. But, even so, we have been lucky (but we have worked for that luck) that no one, no employee or volunteer contracted COVID since March of last year. We have not closed our doors one day (Monday to Friday) because of COVID. In addition, our families have received excellent food aid since the beginning of the pandemic. This has been thanks to the financial assistance of Centraide’s Community Emergency Aid Fund, CISSSO, PSOC, etc. This has been a difficult time but worthwhile on a human level.”



Reaction from Centraide Outaouais

“Wow, I am so pleased to hear the good news!! Congratulations to your entire gang for helping the Aylmer community and keeping up your morale. You are absolutely fantastic, truly! The community is lucky to have a Food Centre that is solid and there for them. (E.C.P.).”



*We miss you
and
hope to see you soon*

Donors

Ernest E. Guertin Foundation

The Board of Directors of the Ernest E. Guertin Foundation chose the Aylmer Food Centre as one of its recipients since 2007. The choice was obvious. It all starts with the stomach right?

You may know that the Ernest E. Guertin Foundation was created by Donald Guertin (deceased) in memory of his father Ernest E. Guertin, a nice man who was concerned with the well-being of others. He had a military background and was a veteran of the Second World War. He was born and lived all his life in Aylmer (Québec) with his wife Muriel Moore, teacher at the Aylmer Elementary School. The people who knew them will remember their involvement in the community. Donald wanted their memory to continue through a foundation that would help support the community's many needs.

The Aylmer Food Bank in 2021 presents an ongoing, open and welcome style in providing its invaluable service to Aylmer citizens facing difficult circumstances. The Ernest E. Guertin Foundation, created by an "Old Aylmer" family, in memory of a father and husband, is most pleased to assist in a small way with its essential work.

Sincerely yours,

Francine Faucher-Overton,
Brian H. Overton and Dawn Overton
Administrators

Carol Lauzon

The Aylmer Food Centre offers several services to the community in addition to the food aid. Thanks to the generosity of the volunteers, the organization is able to carry out various projects. When my husband, Gaston Lauzon, passed away, I chose to support the Food Centre in his memory since it was his wish and I totally supported that. Your slogan, **"ALONE, we can do so little, together we can do so much"**, Gaston put that into practice as well, in his business and in the community. I congratulate you for the excellent work that you do. Thanks for making a difference for those in need.

Carol Lauzon



Citizens

You make a real difference in the lives of people and I am extremely grateful.

Please thank the entire team for me.



From a volunteer who passed away recently

I am writing to you today to tell you that I hold precious memories of the Centre.

I have had the opportunity to volunteer with good people, in a great work environment and to know that that work makes such a difference for those in need.

The goodness that is demonstrated by all deserves to be acknowledged.

28 avril 2021

MERCI!

À toute l'équipe
du centre
alimentaire
d'Aylmer.

Merci d'être toujours disponible et de faire de votre mieux pour partager avec les autres.

Vos repas santé sont exquis. Très belle initiative. Bravo!

Prenez bien soin de vous.

Anita

Thank you to the team

Thank you for always being available and doing your best to share with others.

Your healthy meals are fantastic. Great initiative. Bravo!

Take care of yourselves.



For the Blohoua children, their best memories are of the gifts and the meal shared with family on December 25, 2020.

Thank you

I thank you for your important contribution to people in need.

thank you

I thank you sincerely for your generous hard work for our community. Congratulations!

Food Distribution during the pandemic

Since March 16, 2020, the Aylmer Food Centre had to modify its operations to adapt to the pandemic. Indeed, a protocol has been put in place to prevent the spread of the virus while continuing to offer our essential services.

Distribution is by appointment. The distribution method is in a take-out format. The bags are prepared in advance with even more fresh and nutritious products: milk, eggs, fruits, vegetables and ready-to-eat meals to help our families improve their immune system. The quality and quantity of the food has even improved.



Since June 2020, some of activities such as the collective kitchens and the culinary workshops were offered virtually. We encourage our participants to watch the videos on our website and on our Facebook page.



RESPONSE TO COVID-19

Our families live with food insecurity and are at risk of becoming homeless. They often face problems with physical and mental health. The pandemic made that vulnerability and isolation even more prominent. Our fight against food insecurity was even more important to ensure that these families have enough to eat.

Between April 1, 2020 and March 31, 2021, we responded to 8,000 requests for help.

The total value of food distributed per week is \$19,325.

NEW SERVICES IMPLEMENTED

1. ENHANCEMENT OF SOLIDARITY BASKETS

In collaboration with the Partners of the Aylmer Sector, the Deschênes Community Group, the Entre-Nous Community Centre (ENCC) and teachers from Grande-Rivière high school, during April, May and June 2020, the Centre delivered perishable and non-perishable foods to 320 families in order to enhance the solidarity baskets. In addition, the Centre provided the necessary ingredients for the preparation of meals made by the ENCC to accompany the solidarity baskets.

2. EXPANDING OUR DELIVERY SERVICE

Logistics have been put in place to ensure that the delivery service continues and expands. In addition to continuing to serve seniors and/or the disabled, a new clientele is served, which consists of single people (55 years and over) and women of single-parent families without transportation. The Centre wants to lend a hand to these people who must not leave their homes during the pandemic



- ➡ The service is offered to three times as many participants, going from 25 to 75 households;
- ➡ Deliveries are now made by volunteers;

- ➡ The preparation of hot meals for seniors and chronically ill participants is now available through the **Healthy Meal Program**.

3. DISTRIBUTION OF FOOD IN DESCHÊNES



After the distribution of the Solidarity Baskets in April 2020, a new satellite site was set up in Deschênes on a more permanent basis. With the collaboration of St-Medard Church, distribution of food takes place every Friday.

The objective is to ensure regular food distribution and access to services in the neighbourhood. Deschênes is considered a food desert, since the closest grocery store is located 2.8 kms away (30-minute walk). Families then tend to go to corner stores near their home which has an impact on the quality of the food as well as the cost. 51 households were served for a total of 187 people. We responded to 451 requests for food aid.

4. NEW: DISTRIBUTION OF FOOD IN THE EVENING

Food distribution and psychosocial assistance target households that cannot come during the day. Since May 20, 2020, the service is offered every Wednesday evening. 44 households were served, for a total of 138 people. These households benefitted from food aid a total of 522 times.

5. NEW INITIATIVE FOR NEW ARRIVALS TO CANADA

Since November 23, 2020, a new program was put in place to supplement regular food aid for families that have immigrated to Canada. 140 households received our services. 100 households participated in a consultation and evaluation of the food they receive. As of March 31, 39 households, 173 individuals, received extra food more aligned with their usual eating habits.

6. HEALTHY MEALS: FOOD RESTRICTIONS

Since March 3, 2021, we have started preparing **Healthy Meals** for people living with chronic illnesses and for individuals with allergies or intolerances to certain foods. Close to 700 meals were distributed as of March 31, 2021.

7. COMMUNITY MEALS: THE NEEDS OF OUR FAMILIES



Since February 13, 2021, we started a program called **Community Meals** to raise awareness of the importance of healthy eating and break isolation. 10 households a month received a full-course meal to share with family. By March 31, 17 households (78 individuals) participated in the program



THE CHRISTMAS SHARING STORE 2020 AND COVID-19: CHALLENGE MET!

Eager to sidestep the challenges created by Covid-19, the organizing team for the Christmas Sharing Store (CSS) developed a new action plan. We wanted to ensure that our families got a complete grocery order despite the pandemic.



Several changes were made to the process (registration, cost, food choices, triage and preparation of food, storage areas as well as the distribution, delivery and the evaluation). In order to avoid gatherings and meet the needs of our families in lockdown, we decided to make deliveries to all participants.



This new distribution process required the handling of 1,500 packages over a three-day period, meticulous planning as well as several vehicles.



Food and other items valued at \$60,000 were distributed to participating families. Each child and single person received a gift. 219 households (561 people including 224 children) were able to order their holiday groceries at a low cost regardless of their precarious situation.



Several dozen collaborators in the community got involved: merchants, organizations of all kinds as well as citizens organized food drives to help stock our community pantry.



In all, 69 volunteers were involved in the preparation of the CSS 2020, which represents 1,367.5 hours of volunteering! The satisfaction level of our participating families and our volunteers is 95%. This event is beneficial for both the organizers and the participants. In these difficult times, marked by fear and anguish, our Christmas Sharing Store 2020 was a beacon of hope and a vivid example of a community rolling up its sleeves in a collective effort to demonstrate its sense of sharing and solidarity.



Services Offered

Food Distribution

1. DAILY FOOD DISTRIBUTION

Allows low-income families access to healthy food several times a month.

2. SATELLITE DISTRIBUTION: DESCHÊNES

Distribution of food for residents of Deschênes, at St-Médard Church, Fridays from 9 a.m. to noon.

3. EVENING SERVICE

Food distribution and psychosocial assistance are available to families who cannot come to the Centre during the day. The service is offered at 67 du Couvent, Wednesdays from 5:30 p.m. to 7:30 p.m.

4. SNACKS FOR SCHOOLS

Distribution of snacks to elementary schools in the area to ensure that children from low-income families get healthy snacks.

5. MEALS FOR SCHOOLS

Distribution of meals to participating schools so that students can receive free healthy meals.

6. PROVIDING FOOD FOR THE ANTI-WASTE FRIDGE

The Centre participates regularly in providing food for the Anti-waste fridge available to Aylmer residents.

7. COMMUNITY MEALS

Once a month, ten families receive a complete meal to share with family in order to encourage healthy eating habits and break isolation.

8. CHRISTMAS SHARING STORE

A food alternative that allows families to buy their groceries for the holidays. Participants contributed 5-10% of the value of the groceries and some get involved as volunteers.

9. FOOD FOR NEW ARRIVALS TO CANADA

Initiative to help new families to Canada access our services and offer them food adapted to their eating habits.

10. GARDENING IN BOXES

In partnership with the Regroupement des cuisines collectives de Gatineau and the City, three boxes were installed on the grounds of the Centre to involve our clientele and allow them to benefit from the harvest.

11. TRANSFORMATION – GLEANING BY THE ANTI-WASTE SQUAD (Seasonal)

Our team of volunteers in the kitchen prepare meals using the fruits and vegetables from the gleaning of the Squad.

12. HEALTHY MEALS / TRANSFORMATION

Healthy meals made using the surplus of food provided by donors. These meals are offered to a targeted clientele: seniors, people with health issues, with allergies and/or food intolerances.



2. Distribution in Deschênes



7. Community Meals



10. Gardening in Boxes



12. Healthy Meals

13. **DELIVERIES: ALLEGO AND KOGALUK**

Deliveries of food to the homes of a clientele with mobility issues.

14. **COLLECTIVE KITCHENS**

Once a month, groups of 2 to 5 people, plan and prepare meals. This is an alternative for participants to feed their families at a low cost and have fun at the same time.

14.5 HEALTHY MEALS GROUP

Collective kitchens for people looking to lose weight and/or with health issues.

15. **CULINARY WORKSHOPS**

Participants put together simple and healthy recipes in a friendly atmosphere using the food provided by the Centre. Workshops are aimed at adults and teenagers.

16. **BUDDING CHEFS PROGRAM**

This cooking program is aimed at youth (8-21 years of age). Its objective is to show young people how to work together to make several delicious tastings for our clientele.

17. **VEGETABLE FARM (fruits and vegetables)**

The Centre developed a plan to become self-sufficient in terms of fresh fruits and vegetables. This is a partnership with the Éco des Champs Farm. The Centre rents a half-acre of land to garden for our families.

18. **SOLIDARITY GROCERY STORE (TO COME)**

The Solidarity Grocery Store will be a low-cost store to purchase essential items at a reasonable price. It will provide access to fresh foods and nutritious food to low-income families of the sector. Several educational workshops will be offered to increase the members' food autonomy.



14. Collective Kitchens



15. Culinary Workshops



16. Budding Chefs



17. Vegetable Farm



16. Budding Chefs

Interventions & Services

19. PSYCHOSOCIAL AID: HOMELESSNESS PREVENTION

Assistance and referrals to appropriate resources: return to school, job searches, housing, financial autonomy and socio-professional integration.

20. EDUCATIONAL WORKSHOPS / INFORMATION SESSIONS / CONFERENCES

Participants will improve their functional autonomy by participating in activities for acquiring life skills and personal development in order to promote their social integration and their learning of everyday life skills and thus improve their living conditions.

21. PROFESSIONAL AND SOCIAL INTEGRATION

21.1 WORKING ON SITE

The Centre provides a working experience for several people who have trouble finding jobs. We try to create an inclusive atmosphere for everyone who is interested in making the community a better place.

21.2 COMMUNITY SERVICE

The Centre provides a workplace for those completing hours of community service.

22. POSTSECONDARY INTERNSHIPS

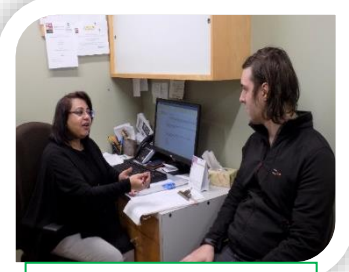
The Centre offers opportunities for internships to students from colleges and universities in the region. Main partners are Cégep de l'Outaouais, La Cité and the Law School of the University of Ottawa.

23. PRO BONO PROGRAM WITH THE UNIVERSITY OF OTTAWA

Law students must work on a research project for the Centre and summarize it in a brochure which is then presented to participants at a workshop on legal counselling.

24. FAMILIES IN ACTION

The pleasure of doing leisure activities with the family. Each month, a low-cost activity is offered to individuals and families registered with the Centre. The goal is to promote a healthy lifestyle.



19. Psychosocial Aid



20. Workshops / Conferences Program

23. PRO BONO PROGRAM WITH THE UNIVERSITY OF OTTAWA

Le Centre d'aide aux victimes d'actes criminels de l'Outaouais (CAVAC) - Service d'accompagnement pour ceux qui souhaitent un processus judiciaire. Disponibilité de rencontre avec auto(s) intervenant(s). Pour services des conseils à charge d'élaborer des protocoles. Retourne gratuite et confidentielle. Tél. 819-778-3555 / Site web: www.cavac.ca

5. SOS violence conjugale - Informations et conseils sur les autres ressources. Service téléphonique et en personne. Gratuit et confidentiel. Tél. 1-800-361-9011 / Site web: www.sosviolenceconjugale.ca

Document réalisé par: **PB SC** pro bono service juridique

La violence familiale dans l'optique des femmes immigrantes

25. LET'S PARTY!

Themed parties that create opportunities for both fun and informative meetings aimed at increasing the participation of vulnerable families in community activities. The program is aimed at children 0-8 years old.

26. LET'S KEEP THEM WARM

Distribution of warm clothes to the Centre's families. Activity organized by a team of volunteers.

27. SNOWSUITS GATINEAU (OUTAOUAIS)

The goal of this program is to provide children from low-income families aged 0 to 12 with snowsuits at a reduced cost. This is a partnership with Centraide Outaouais.

28. DISTRIBUTION OF NEW CLOTHING

All year long, new clothing will be offered to our families (children and adults).

29. BACK TO SCHOOL PROGRAM

In partnership with other community organizations of the sector, the Centre participates in the organization of the Program for the Aylmer sector. This program headed by Centraide Outaouais aims to help low-income families with back to school expenses.

30. VACCINATION CAMPAIGN -CLSC (CISSEO)

We promote this vaccination campaign to our clients and take registrations. A team of nurses comes to the Centre to vaccinate participants around mid-November each year.

31. PROMOTION OF MENTAL HEALTH WEEK

In partnership with Cap Santé, the promotion and animation of Mental Health Week is carried out annually (May). This program provides access to mental health services for our participants. It also allows our social workers to get updates on the various tools and subjects related to mental health support.

32. SUPPORT AND PROMOTION OF THE COMMUNITY PROGRAMS

The team promotes several programs offered by our local and regional partners. The objective is to inform our participants and offer them the opportunity to participate in the various services offered by the community.



25. Let's Party!



26. Let's Keep Them Warm!



31. PROMOTING MENTAL HEALTH WEEK

Psychosocial Interventions and Success Stories

Homelessness Prevention

PSYCHOSOCIAL INTERVENTION

COMPONENT: Families are helped or referred to appropriate resources: access to health services, returning to school, job searches, housing, as well as assistance with financial and social independence.

The EDUCATIONAL WORKSHOPS

PROGRAM is offered to improve functional autonomy.

Our activities during the pandemic

During the pandemic, we helped families by phone, email and Zoom. A number of interventions were made to help with some of the common problems that were amplified during the pandemic. Workshops and other sessions were offered virtually.

PROGRAMS BY TYPE OF ACTIVITY	ACTIVITIES																								
PSYCHOSOCIAL INTERVENTIONS 610 were supported and referred to other resources in order to facilitate their access to various services and meet their specific needs. We carried out 1,518 individual meetings and 2,917 referrals.	PERSONAL DEVELOPMENT ACTIVITIES Participants will improve their functional autonomy by participating in activities for acquiring life skills and personal development in order to promote their social integration and their learning of everyday life skills and thus improve their living conditions.																								
<table> <tr> <th colspan="2">TOPICS / MAIN NEEDS DISCUSSED</th></tr> <tr> <td>Follow-up calls - sessions</td><td>2 200</td></tr> <tr> <td>Food Aid</td><td>971</td></tr> <tr> <td>Services at the Food Centre</td><td>969</td></tr> <tr> <td>Budgeting</td><td>542</td></tr> <tr> <td>Community Services</td><td>432</td></tr> <tr> <td>Search for housing</td><td>200</td></tr> <tr> <td>Transportation</td><td>60</td></tr> <tr> <td>Physical and Mental Health</td><td>56</td></tr> <tr> <td>Job Search</td><td>55</td></tr> <tr> <td>Individual Counselling</td><td>54</td></tr> <tr> <td>Income tax forms</td><td>279</td></tr> </table>	TOPICS / MAIN NEEDS DISCUSSED		Follow-up calls - sessions	2 200	Food Aid	971	Services at the Food Centre	969	Budgeting	542	Community Services	432	Search for housing	200	Transportation	60	Physical and Mental Health	56	Job Search	55	Individual Counselling	54	Income tax forms	279	<ul style="list-style-type: none"> ➤ 29 virtual culinary workshops: 38 recipes were prepared using ingredients that are distributed at the Centre (3,187 visits). ➤ Two collective kitchens: six participants. ➤ Seven virtual activities for the acquisition of daily life skills and personal development were broadcast (1,472 visits).
TOPICS / MAIN NEEDS DISCUSSED																									
Follow-up calls - sessions	2 200																								
Food Aid	971																								
Services at the Food Centre	969																								
Budgeting	542																								
Community Services	432																								
Search for housing	200																								
Transportation	60																								
Physical and Mental Health	56																								
Job Search	55																								
Individual Counselling	54																								
Income tax forms	279																								

WORKPLACE PLACEMENTS – SOCIAL INTEGRATION	PRO BONO
10 people were welcomed to perform community service.	With the University of Ottawa, as part of the Pro Bono program, a flyer was produced on the equality of sexes in Canada and violence against immigrant women.
INTERNSHIPS	COLLECTIVE KITCHENS / COMMUNITY MEALS
<ul style="list-style-type: none"> ➤ 2 interns studying social work at La Cité. ➤ 2 students in Law from the University of Ottawa. ➤ 1 intern from a work program at École secondaire Grande-Rivière. ➤ 1 intern from the Service Intégration Travail Outaouais (SITO) – integration in the workplace. ➤ 1 intern in a work program at the Centre d'éducation des adultes Portage-de-l'Outaouais. As part of the Social and Professional Integration Program. 	17 families (78 people) received meals (231 portions) made by a family of four.
	BUDGETING
	<ul style="list-style-type: none"> ➤ 110 children received snowsuits and other warm clothing thanks to our Let's Keep Them Warm program. 35 families were taught how to properly dress their children for the winter and protect their health. ➤ 118 children received new snowsuits from the Snowsuits Gatineau program. ➤ 119 children participated in the Return to School Program and families were offered budgetary advice to reduce the costs of the return to school. ➤ 450 households were sent information on the emergency social benefits available for low-income families during the pandemic.
NEW: PROJECTS DURING THE PANDEMIC	VACCINATION CAMPAIGN / SANITARY MEASURES COVID-19
<ul style="list-style-type: none"> ➤ 44 families, new arrivals to Canada, attended seven sessions on healthy eating habits. ➤ 89 households participated in the food assessment program allowing us to improve the food supply and better adapt to the eating habits of new arrivals to Canada. 	<ul style="list-style-type: none"> ➤ 25 people in the community were vaccinated for the flu during the campaign organized by the CLSC. ➤ 500 families are informed regularly on the sanitary measures for COVID-19 put in place by the Public Health Department.
FAMILIES IN ACTION	LET'S PARTY
7 activities 103 participants	3 activities 67 children
BUDDING CHEFS	CONFERENCES AND WORKSHOPS
15 workshops for youth (Budding Chefs) were held, leading to 732 visits on our Facebook page.	<ul style="list-style-type: none"> ➤ 156 people participated in one of four workshops on job searches. ➤ 163 people participated in four workshops on budgeting and stability in their housing.

SUCCESS STORIES 2020-2021

INCREASE IN INCOME:

56 households saw an increase in their income. For 53 of them, the increase resulted in a job, an internship or the return to school.

- Almost 200 families saw their income increase because of higher family allowance benefits since May 2020.
- 86 retirees saw an improvement in their finances because of the temporary increase in government pensions during the pandemic.
- Despite the critical situation of the pandemic, around fifteen of our participants decided to enter the workforce, most of them in the services sector: supermarkets, pharmacies, etc. Four participants began a work internship as a personal support worker.
- 87 participants watched an informative video produced in collaboration with the OHO. The information disseminated was on finding housing during the Covid-19 pandemic, services available and the eligibility criteria for subsidized and affordable housing offered by the OHO.

FULL-TIME EMPLOYMENT:

34 participants found full-time employment, most of them in the services sector:

- *One mother started to work as a personal support worker at the end of July 2020.*
- *One participant told us about her financial situation: her and her spouse found employment in their field. They bought a house and are now volunteers to give back what the community gave them when they were in need.*

During this period, we referred about 10 families to the evening distribution of food because the adults in those households are now working.

During the holiday period, we adapted our delivery schedules to accommodate about 10 families in which both adults are now working.

PART-TIME EMPLOYMENT:

10 participants found part-time work.

- *Thanks to referrals by a community worker (intern) three new participants now work at A&W, two of them on a part-time basis.*

SCHOOL:

9 participants participated in work internships or returned to school.

- *One single mother, a volunteer at the Centre, returned to school. Her financial situation improved to the point of making a donation to the Centre.*
- *A young participant went back to school after attending a workshop on job searching. Another young participant decided to go back to school to become a mechanic.*

HOUSING:

5 families found stable housing.

- *A participant with a chronic illness found stable housing and is monitored to improve her quality of life.*
- *A participant finally found a clean apartment after several months of waiting.*

<p><u>INTERVENTIONS WITH THE IMAGES GROUP</u></p> <p>Our collaboration with the IMAGES Group helps us obtain physical and mental health services, housing and transition situations.</p> <p>During the pandemic, this assistance was even more important.</p>	<p><u>HEALTH, HOUSING AND IMMIGRATION:</u></p> <p>20 families were helped by the IMAGES Group</p> <ul style="list-style-type: none"> ➤ <i>A participant needing help finding a family doctor and dealing with other issues was assisted by the IMAGES Group. They followed up with a visit to her house to review the situation. They also helped with her adolescent daughter who has mental health issues (drugs, violence, etc.). Two social workers from CLSC IMAGES Group provided support.</i> ➤ <i>One person feeling distress and living in terrible housing was helped by IMAGES – working on finding her better housing.</i> ➤ <i>A single mother with three young children needed help finding affordable housing and was assisted by the IMAGES Group. She is now on the waiting list for housing (SARL-service d’aide à la recherche de logement).</i> ➤ <i>Two other participants were helped with their search for housing.</i> ➤ <i>Three participants were assisted with finding a family doctor and a dentist.</i> ➤ <i>Following help from social workers, two children (3-6 years of age) were able to see a doctor, this had not been possible since their arrival to Québec.</i>
--	--

Statistics

GENERAL STATISTICS	
FOOD DISTRIBUTION PROGRAM	
VISITS	7,691
DISTRIBUTION IN DESCHÊNES AND AT NIGHT	973
DELIVERIES TO HOMES	1,970
SNACKS DISTRIBUTED	6,842
PREPARATION AND DISTRIBUTION OF MEALS (ALLEGRO, HEALTHY MEALS, FOOD RESTRICTIONS, COMMUNITY MEALS)	1,915

CLIENTELE SERVED	
CLIENTELE	
NUMBER OF FAMILIES	591
NUMBER OF PEOPLE	1,594
GENDER	
WOMEN	844
MEN	750
AGE	
CHILDREN (0-3)	124
CHILDREN (4-17)	537
ADULTS (18-64)	847
SENIORS (65 +)	86

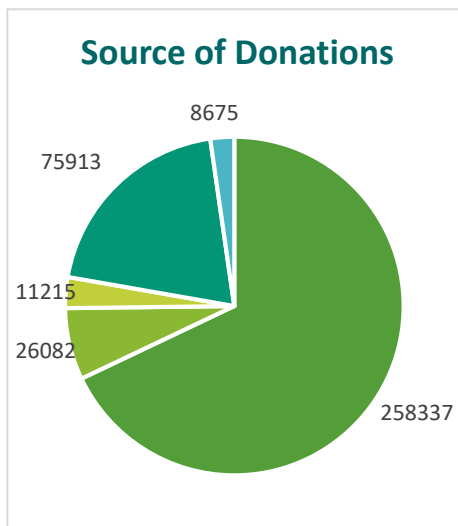
SUMMARY CLIENTELE BY SIZE OF FAMILY		
SIZE OF FAMILY	TOTAL MEMBERS	TOTAL FAMILIES
EXTRA LARGE FAMILIES (6+)	381	54
LARGE FAMILIES (4 à 5)	544	124
SMALL FAMILIES (2 à 3)	445	189
SINGLE	224	224

SECTOR	HOUSEHOLDS
DES EXPLORATEURS (OLD-AYLMER, MCLEOD, ETC.)	373
LE PLATEAU	80
DESCHÊNES	72
OTHER SECTORS (8)	66
TOTAL	591



A Generous Community

Amount given	TOTAL	CITIZENS	ELECTED OFFICIALS AND SOCIAL CLUBS	FOUNDATIONS	BUSINESS COMMUNITY	RELIGIOUS COMMUNITIES
\$19 and less		26	-	-	-	-
\$20 to \$499	1 319	1 296	7	-	8	8
\$500 to \$999	90	76	6	-	7	1
\$1,000 to \$1,999	44	34	2	2	6	-
\$2,000 to \$2,999	14	5	4	1	4	-
\$3,000 to \$3,999	5	3	1	1	-	-
\$4,000 to \$4,999	2	1	-	-	1	-
\$5,000 to \$5,999	1	-	-	1	-	-
\$6,000 to \$6,999	2	-	-	-	1	1
\$7,000 to \$7,999		-	-	-	-	-
\$8,000 to \$8,999	2	2	1	-	-	-
\$10,000 and more	6	2		-	3	-
Grand total	1485	1 419	21	5	30	10



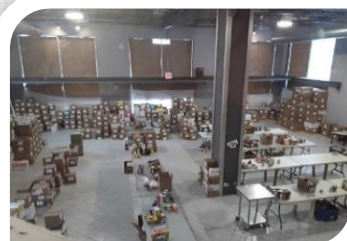
Religious Communities	\$8,675	2%
Foundations	\$11,215	3%
Elected Officials and Social Clubs	\$26,082	7%
Business Community	\$75,913	20%
Citizens	\$258,337	68%
Grand total	\$380,222	100%

Food Donations

	KILOS
CITIZENS	
➤ April 2020 to March 2021 (11 months) – 21,623	46,083
➤ December 2020 – only – 24,460	
GROCERY STORES	
Marché Laflamme, IGA des Grives, Métro Plus Kelly, Tim Hortons, La Vieille Alliance, Aux Deux Frères	42,248
MOISSON OUTAOUAIS	73,791
AYLMER FOOD CENTRE	
Purchases made by the Centre (converted to kilos)	7,278
PURCHASES MADE WITH GIFT CARDS (Community Food Centres Canada)	2,775

TOTAL – FOOD DISTRIBUTED	172,175
VALUE IN DOLLARS – FBC (Food Banks Canada) 172,175 X \$5.50	\$946,962
VALUE OF FOOD DISTRIBUTED EACH WEEK \$946,962 ÷ 49 weeks	\$19,325
EQUIVALENCE / MEALS PER YEAR (FBC) 1 kilo = 2.2 meals 172,175 X 2.2	378,785

ELEMENTARY SCHOOLS
École de la Forêt
École de l'Amérique Française
École des Cavaliers
École des Deux-Ruisseaux
École du Marais
École du Vieux-Verger
École Euclide Lanthier
École Internationale du Village
Lord Aylmer School
École Montessori
South-Hull School



Food received in December 2020 from the community (24,460 kilos)

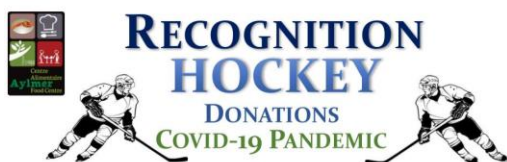


Number of kilos of food: 4 311
A value of: \$21,555



Aylmer Pioneers PeeWee C (11-12 years old) chose to donate the \$607 (end of year reimbursement) to the Aylmer Food Centre. A nice gesture and hope for the future.

Cash Donations



HOCKEY ASSOCIATIONS

No	NAME	AMOUNT REC'D
1	SLEEMAN'S AYLMEY HOCKEY LEAGUE	\$5,800.00
2	LES ANCIENS MARINERS	\$2,100.00
3	LIGNE DE HOCKEY LES CHUMS	\$1,000.00
4	GLADIATEURS NOVICES	\$931.30
5	AYLMER PEEWEE C – RIVERAINS	\$699.81
6	AYLMER PEEWEE C – PIONNIERS	\$607.00
7	ASSOCIATION DU HOCKEY MINEUR AYLMEY	\$500.00
8	LUC BOYER, WEBMASTER – AHMA	\$300.00
9	AYLMER MIDGET B – PIRATES	\$250.00
10	ICEBERGS AYLMEY	\$144.00
	TOTAL	\$12,032.11



Desjardins
Caisse de Hull-Aylmer
\$55,450
2018 – 2019 – 2020 - 2021



Our Financial Supporters



Huntington-Stainton Family

