

TOGETHER, WE HAVE DONE A LOT

ANNUAL
REPORT



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THANKS TO:

LISE BÉLANGER

For the production of
this Annual Report
and to

JEAN DESCHÊNES

for the translation.

MESSAGE FROM THE CHAIR

I am pleased to write a few words about the year 2022-2023 at the Aylmer Food Centre.

It was a year of changes and new developments:

- A new strategic plan (2022-2027) which presents a continuity of food aid and psychosocial aid and, on the corporate side, prioritizes human resources
- A new logo
- A new refrigerated van
- The recruitment of a Director General



What hasn't changed:

- The generosity of the community, citizens, merchants, elected officials, social clubs - we need to emphasize the importance of their support and thank them. The Centre could not function without this generosity.
- The financial situation is still stable, thanks to the grants and donations received.
- The volunteers who give their time, thousands of hours in total. A big thank you.
- The employees who are always dedicated to the cause and ready to help the families who participate in the Centre's services and activities. Thank you.

I also want to thank the members of the Board of Directors for their time and expertise and in particular the members who worked with the Director General on the new logo, the strategic plan and the recruitment of the new Director General. Many hours were spent on these projects.

In closing, I would like to again thank Gérard Émond for his dedication to the Food Centre and the Aylmer community from 2014 to 2023. You may have heard at the 5 to 7 tribute to Gérard at the end of March how much I enjoyed working and "volunteering" with him. He was an exceptional Director General, not only in terms of successfully leading projects and securing funding, but also in terms of his sense of humor, creativity, perseverance and empathy. The Centre, its employees, and especially the participants were fortunate to benefit from Gérard's great strengths which will never be forgotten. Happy retirement Gérard!

And now, I am happy to welcome the new Executive Director, Denis Parizeau, who started on March 1st. I am confident that he will be a good addition to the team and welcome him!

Enjoy reading the annual report.

Lynn Foran
Chair of the Board of Directors

MESSAGE FROM THE DIRECTOR GENERAL

TOGETHER, WE HAVE DONE A LOT!

December 1, 2014 – March 31, 2023



After eight years and a few months as Director General, it is with great emotion that I leave with the satisfaction of a job well done. It was not an easy decision to make because I have loved these eight years. When I accepted the position of Director General, I said it would be for a period of three to five years; I stayed for eight years and four months.

During all these years, TOGETHER, we have done a lot and we have been able to regularly adapt our services to families. Today, facing the consumer price index, the Centre needs the constant support of the entire community in order to gather the resources to maintain the quality and quantity of services we offer to our families. Having adopted a strategic plan (2022-2027) last spring, the Board of Directors wants to respond to the future needs of families, which will allow the Centre to be a reference for the support and development of the most vulnerable persons of the Aylmer sector.

I would be remiss if I did not mention some aspects of which I am particularly proud and which we have achieved TOGETHER:

- Having forged lasting ties with the community; citizens, the business community, religious communities, elected officials, social clubs, foundations.
- Having repeatedly met financial challenges, particularly between 2014 and 2019: a very precarious situation caused by the high cost of rent and the following purchase and renovation of the current building.
- Having run the Centre with a bare minimum of staff.
- Having been able to adapt the structure to the changing needs of the clientele.
- Having been able to offer quality services to families throughout the years.
- Having been able to offer increased food assistance since 2019.
- Having been fortunate to have an unparalleled volunteer force.
- Having been fortunate to have several hundred dedicated donors annually.
- In addition to the statutory grants (Service Canada, Centraide Outaouais, Centre intégré de santé et services sociaux de l'Outaouais) the Centre has benefited from ten major donors who have contributed \$1,000,000 during these eight years (four individuals, a religious community, Desjardins Caisse de Hull-Aylmer, Tim Hortons Aylmer, CAMA Industries, the MNA for Pontiac, le ministère de l'Économie, de l'Innovation et de l'Énergie). Through its donations, the community of the Aylmer sector contributes 45% of the Food Centre's operating expenses. Without this financial support, the Centre would not exist.
- I would like to take advantage of this last communication to thank the employees, the volunteers and the donors who have agreed to give considerable support to the Centre's activities. All these people are an essential link in the mutual aid and solidarity experienced within our organization. They have been constant allies in the success of the Food Centre; without them, it would not have been possible.

IMPORTANT MILESTONES

In the summer of 2014, due to a very precarious situation the Centre came close to closing its doors. Faced with this emergency situation, the Chair at the time took the bull by the horns. The first priority was to provide the best possible services to the families, which was successfully done. The second priority was to take stock of the financial and administrative management of the Centre. This lasted two years.

In the fall of 2016, the Centre purchased the current building and proceeded to renovate it in the winter-spring of 2017. The Centre received financial support from the Ministère de l'Économie, Science et Innovation and a religious community of just over \$300,000. The next two years were very difficult financially. Although the line of credit was at \$50,000 each day, the Board of Directors was convinced that they had made the right decision in purchasing the building. The proof is that, thanks to the considerable generosity of the community, as of last March 31, the mortgage stood at \$461,301.

During these difficult years, our priorities were to offer adequate services to our families, to improve governance and all this with the objective of ensuring the survival and sustainability of the organization. Despite these hard times, today and since 2019, the sun has risen. Indeed, we are able to offer a wide range of services to our families both in quantity and quality and to do so within a stable financial framework.

In conclusion, I have been blessed to witness the generosity of citizens and volunteers. It has been an inspiration to me and a reminder of why I have been doing this work all these years. I want to thank the members of the Board of Directors for their continued trust and support. Special thanks go to the Board Chairs who have supported me: Reynald Labelle, Jacques Boisvert and Lynn Foran.

Thank you Aylmer!

Gérard Émond

MISSION

The Aylmer Food Centre develops various initiatives to meet the food needs of the Aylmer community, while offering front-line social assistance services to the extent of its financial and professional capacities.

VISION

To be a reference for the support and development of vulnerable people in the Aylmer sector.

VALUES

The values of the Centre are social commitment, equity, respect, mutual aid and autonomy.

STRATEGIC PLAN 2022-2027

FOOD AID	PSYCHOSOCIAL AID	GOVERNANCE
1.1 Provide adequate and accessible food assistance to our participants.	2.1 Accompany and refer our participants to available resources allowing them to access different services in order to meet their specific needs while promoting the overall development of each person.	3.1 Update charter and policies. Improve governance tools.
1.2 Offer adequate and accessible food aid to participants with reduced mobility.	2.2 Promote the social and professional integration/reintegration of our participants and citizens of our community.	3.2 To maintain a financial stability.
1.3 Promote healthy eating to our participants.		3.3 Improve the human resources plan.
1.4 Avoid food waste.		

THE TEAM



SOME VOLUNTEERS



The Board of Directors



Lynn Foran
Chair



Michel Charette
Vice-Chair



Marisol Carpenter-
Yeoman
Administrator



Eric Fournier
Administrator



Steeve Lampron
Treasurer



Hélène Hallé
Secretary



René Jolicoeur
Administrator



Marie Roy
Administrator



Denis Lavallée
Administrator



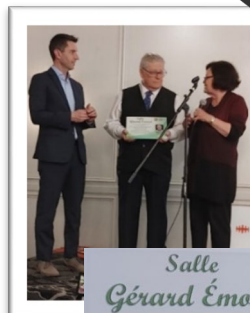
Kethlande Pierre
Administrator

THE DIRECTOR GENERAL'S FAREWELL

On March 31st, a happy hour was held to celebrate the retirement of Mr. Gérard Émond, Director general of the Aylmer Food Centre since 2014.



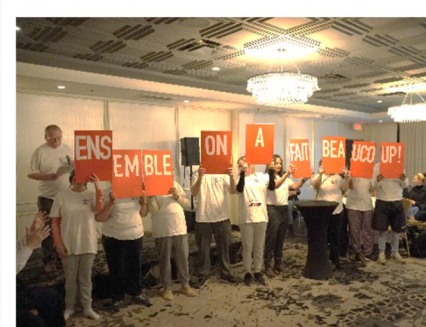
Mr. Émond is being awarded the Medal of the National Assembly by André Fortin, Member for Pontiac.



Lynn Foran, Chair of the Board of Directors and André Fortin presenting the plaque naming the new Salle Gérard Émond of the Aylmer Food Centre.



Presentation from the office of Greg Fergus.



On behalf of the Aylmer Tim Hortons, Denis Lavallée expresses thanks Mr. Émond for his eight years of outstanding service and commitment to our community.



THE BEAUDOIN AND GERVAIS FAMILIES WISH A WELL-DESERVED RETIREMENT TO A MAN WITH A BIG HEART!

... Gérard's many years of work and commitment, not only as Director General of the Aylmer Food Centre, but also as an individual, have greatly contributed to making the Centre what it is today and to building a great team of dedicated employees and volunteers to ensure the well-being of thousands of families in need.

HIGHLIGHTS

FOOD AID

711	families assisted
9,475	visits to the Distribution Centre
\$38,775	value of food distributed each week
863,646	meals-year equivalent

PSYCHOSOCIAL ASSISTANCE

3,491	individual meetings
4,311	referrals to specialized resources

VOLUNTEERING



± 195
people

13,500
hours

7.41
full-time
equivalents

COMMUNITY DONATIONS

\$38,635	Centraide Outaouais	\$333,334	Citizens, Social clubs, Elected officials, Business community, Foundations, Religious communities
\$42,103	La guignolée des médias and Golf Tournament	\$337,995	36,899 kg of food X \$9.16 (donations from citizens)

GRANTS

\$289,658	Centre intégré de santé et de services sociaux de l'Outaouais (CISSSO) <ul style="list-style-type: none"> ➤ Support program for community organizations ➤ Les Éclaireurs Project ➤ Vers un chez soi (for the homeless) ➤ Funding to purchase food
\$64,602	Government of Canada <ul style="list-style-type: none"> ➤ Agriculture and Agri-Food Canada ➤ Employment and Social Development Canada (Summer employment)
\$14,375	City of Gatineau <ul style="list-style-type: none"> ➤ Families in action ➤ Aylmer youth involvement
\$10,472	Partenaires du secteur Aylmer

VOLUNTEERS WITH HEART

If volunteering is not paid,
it is not because it is
worthless...

but because it is priceless.



YEARS	HOURS WORKED	FULL-TIME EQUIVALENTS
2014-2015	7,500	4.12
2015-2016	9,618	5.28
2016-2017	12,022	6.60
2017-2018	15,062	8.27
2018-2019	14,283	7.84
2019-2020	14,223	7.81
2020-2021	13,291	7.30
2021-2022	13,345	7.33
2022-2023	13,500	7.41

The Food Centre is proud to
be able to count on the work
of an exceptional team of
volunteers. It is thanks to
their actions, in particular,
that the Centre exists.

NEW GENERATION



Tablée des chefs
Grande-Rivière High School



On December 19, 2022, the Éclairs and Extrêmes Charity Challenge was held. On this occasion, six large bins of food were collected for the Food Centre.

Grade 6 Students
Euclide-Lanthier School



Tablée des chefs
Nouvelles-Frontières College



Grande-Rivière High School Students

THE AYLMER FOOD CENTRE IN ACTION



Families in Action - BBQ



Let's Keep Them Warm!



United Way Snowsuits



Christmas Meals for Volunteers



Christmas Market



Annual Golf Tournament



Les Éclaireurs



Christmas Sharing Store

FOOD AID

We have worked hard to achieve our mission and bring relief to families in need in the Aylmer sector.

CLIENTELE SERVED	
CLIENTS	
Families	711
Individuals	1,853
GENDER	
Women	989
Men	864
AGE GROUP	
Children (0-3 yrs)	142
Children (4-17 yrs)	590
Adults (18-64 yrs)	1,019
Seniors (65 yrs and +)	102
NEW CLIENTS	
NUMBER OF FAMILIES	340

FAMILIES	
FAMILY SIZE	NUMBER
EXTRA LARGE FAMILY (6+ people)	44
LARGE FAMILY (4 to 5 people)	157
SMALL FAMILY (2 to 3 people)	240
SINGLE PERSON	270
ORIGIN BY SECTOR	
DES EXPLORATEURS (VIEUX-AYLMER, MCLEOD, ETC.)	373
LE PLATEAU	101
DESCHÊNES	65
OTHER SECTORS (8)	172
TOTAL	711

EVOLUTION OF FOOD AID			
Number of:	2020-2021	2021-2022	2022-2023
Visits to Distribution Centre	7,694	8,374	9,475
Deliveries (mobility issues)	1,970	2,186	2,502
Families Assisted	591	559	711
New Families	213	176	340
People Assisted	1,603	1,416	1,853

Together, since 2015, the following grocery stores and Tim Hortons restaurants in Aylmer have donated 315,770 kilos of food, representing a value of \$ 1,578,850.

\$ 1,578,850

metro
PLUS
Marché Kelly

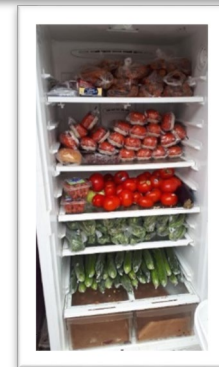
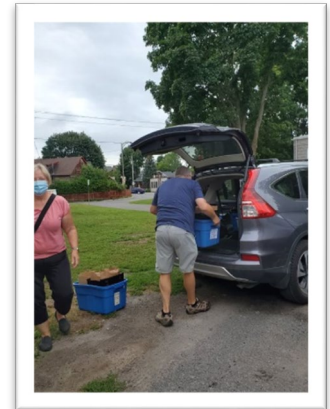
Tim Hortons
Aylmer

IGA
extra
Des Grives

Marché LAFLAMME
Des Grives

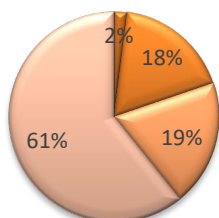
Here is an overview of the ten or so services that characterize our food aid.

FOOD DISTRIBUTION	
DAILY	5,427
POINT OF SERVICE IN THE DESCHÊNES AREA	396
SERVICE IN THE EVENING	1,050
DELIVERIES: ALLEGO AND KOGALUK	2,602
TOTAL	9,475
PREPARATION OF MEALS	
TRANSFORMATION RESULTING FROM THE ANTI-WASTE SQUAD'S GLEANING (SEASONAL)	4,736
HEALTHY MEALS	3,543
COMMUNITY MEALS	273
TOTAL	8,552
COMMUNITY KITCHENS	
COLLECTIVE KITCHENS / HEALTHY MEALS / CULINARY WORKSHOPS	<ul style="list-style-type: none"> ➤ 42 collective kitchens held ➤ 40 participants, including 16 students
ANTI-WASTE-FRIDGE	
ANTI-WASTE-FRIDGE (QUANTITY SUPPLIED)	3,750 kg
VERMICOMPOST PROJECT	
COMPOST FROM OUR COLLECTIVE KITCHENS	1,800 kg



FOOD DONORS

- Food Centre
- Citizens
- Supermarkets
- Moisson Outaouais

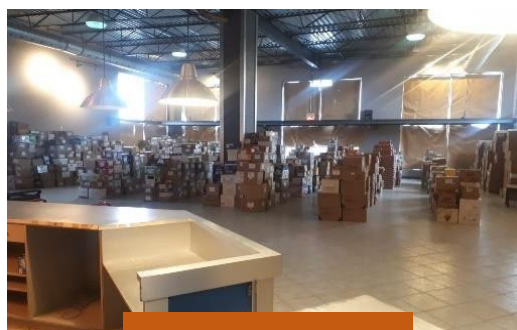


Food Deliveries Moisson Outaouais



	Kg
2019-2020	45,472
2020-2021	73,791
2021-2022	90,062
2022-2023	126,025

	KILOS
CITIZENS	36,899
SUPERMARKETS Marché Laflamme, IGA des Grives, Métro Plus Kelly, Tim Hortons, La Vieille Alliance, Aux Deux Frères	40,327
MOISSON OUTAOUAIS	126,025
FOOD CENTRE Purchases by the Centre	4,175
TOTAL – FOOD DISTRIBUTED	207,426
MONETARY VALUE – BAC (Banques alimentaires Québec) 207,426 X \$9.16	\$1,900,022
MARKET VALUE OF FOOD DISTRIBUTED EVERY WEEK \$1,900,022 ÷ 49 semaines	\$38,775
MEAL/YEAR EQUIVALENCY (BAC) 1 kilo = 2.2 meals 207,426 X 2.2	456,337



STO Warehouse



Lord Aylmer School

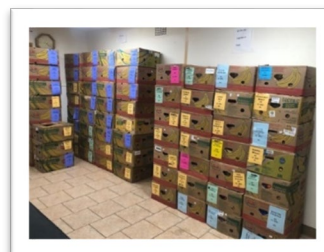
CHRISTMAS SHARING STORE 2022

An important activity that is part of our food offering is our Christmas Sharing Store. This food alternative allows families to stock up on food for the holiday season. The 17th edition of our store was held from December 20 to 23, 2022.

Some highlights:

- 173 families were served between December 20th and 23th
- 76 single people participated, 85 % of whom are seniors

SIZE OF FAMILIES SERVED			
SP (single people)	SF (2 to 3 people)	LF (4 to 5 people)	XLF (6+ people)
76	55	35	7



- The value of the food distributed varies from \$400 to \$600, depending on the size of the family.
- Quantity of food distributed:
 - 45 non-perishable products
 - A variety of fruits and vegetables (10)
 - 175 Christmas meals offered by Moisson Outaouais
 - Dairy products, meats, meat pies, eggs, etc.
 - A new gift for children 12 years old and under and for single people.

CONTRIBUTION BY FAMILIES			
SP (single people)	SF (2 to 3 people)	LF (4 to 5 people)	XLF (6+ people)
\$10	\$25	\$40	\$50



- The majority of the baskets were delivered to our families' homes.
- About 50 volunteers were involved in this activity, putting in 627 hours of work.



PSYCHOSOCIAL INTERVENTIONS



This service translates into a multitude of initiatives aimed at providing comprehensive support to our families: accompaniment and referral to the appropriate resources; access to health services, return to school, job and housing search, as well as support in the steps towards financial and social independence.

EXAMPLES OF OUR SUCCESS STORIES

IMMIGRATION

A participating family has just been granted permanent residence.

EMPLOYMENT

A new volunteer-participant finds work as an accounting assistant at the University of Ottawa.

TRAINING / EMPLOYMENT COURSE

A single mother starts a continuing education program at the Cégep de l'Outaouais. She is doing her 810-hour training in human resources management support.

LEGAL ASSISTANCE

Thanks to our accompaniment towards legal aid, a participant was able to improve her economic situation by receiving a monthly allowance and will no longer need our services. She thanks the team for the support she received.

HOMELESSNESS / HOUSING

A woman participant experiencing homelessness is placed in stable housing.

BACK TO SCHOOL



A woman participant is accepted as a Kindergarten and Early Childhood Education student at the University of Ottawa.


TOXICOMANIA

A participant with a substance abuse problem who is homeless is accompanied by the IMAGES group and the Centre d'intervention et de prévention en toxicomanie de l'Outaouais (CIPTO) to stabilize her situation.

FOOD ALTERNATIVES

A senior participant, living in a precarious health situation, participates in our collective kitchens.

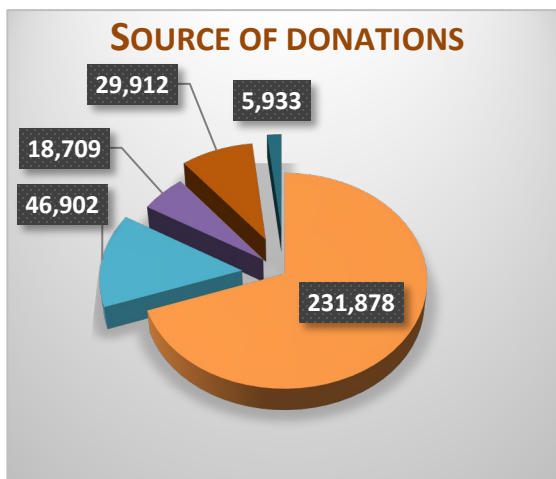
ACTIONS AND RESULTS ACHIEVED	
ACCOMPANIMENT AND REFERRALS TO OTHER RESOURCES	PRO BONO
<ul style="list-style-type: none"> ➤ 736 participants met; ➤ 3,491 one-on-one meetings; ➤ 4,311 referrals; ➤ 2,563 phone calls. 	<p>Pro bono students developed a legal education video and brochure on the rights of seniors 65 and older experiencing exploitation.</p> <ul style="list-style-type: none"> ➤ An informational booth presented to educate our families on the rights of seniors 65 and older; ➤ 60 ALLEGO participants received an information kit on resources available in the area.
WORKPLATFORM – SOCIAL REINTEGRATION	
<ul style="list-style-type: none"> ▪ 18 individuals were welcomed to perform their community service. 	
STUDENT INTERNSHIPS / EMPLOYMENT	PROMOTION OF MENTAL HEALTH WEEK
<ul style="list-style-type: none"> ➤ 1 intern in Social Work Technique from the Cité. ➤ 2 students in Social Work from the Université du Québec en Outaouais. ➤ 2 students in Law from the University of Ottawa. ➤ 2 interns in Employment from Grande-Rivière High School. ➤ 1 intern in Employment from D'Arcy McGee High School. As part of the Work-oriented Training Pathway program. ➤ 1 intern in employment from Service Intégration Travail Outaouais (SITO). ➤ 2 employees funded by subsidies. ➤ 1 summer job - student. 	<ul style="list-style-type: none"> ➤ 100 participants visited our mental health kiosk during Mental Health Week.
	BUDGETARY ASSISTANCE / CLOTHING ASSISTANCE
	<ul style="list-style-type: none"> ➤ 105 children participated in the Back to School program, budgetary assistance to alleviate the costs of the next school year. ➤ 74 households received clothing assistance: 124 children from the Centre received winter clothing through United Way's Snowsuit program. ➤ 40 families participated in the Let's Keep Them Warm program. 60 suits (coat and pants) for children were provided to Ukrainian families. 
ACTIVITIES OF THE ÉCLAIREURS NETWORK	VACCINATION CAMPAIGN
<ul style="list-style-type: none"> ➤ 18 activities ➤ 32 participants – 60% aged 55 or more ➤ 3 community organizations involved. 	<ul style="list-style-type: none"> ➤ 15 people from the community were vaccinated against the flu, during the vaccination campaign held by the CLSC.

FAMILIES IN ACTION	C'EST LA FÊTE
<ul style="list-style-type: none"> ➤ 5 activities ➤ 133 participants 	<ul style="list-style-type: none"> ➤ 4 activities ➤ 115 participants
ACTIVITIES ON BUDGETING AND HOUSING STABILITY	EMPLOYMENT INFORMATION ACTIVITIES AND WORKSHOPS
<ul style="list-style-type: none"> ➤ 44 households were assisted in finding and maintaining stable housing; ➤ 28 households were referred to obtain a housing allowance; ➤ 36 households were referred to the OHO; ➤ 15 to a housing co-op; ➤ 72 households enrolled in the Econologis program to improve the energy efficiency of their homes; ➤ 300 families informed of the Canada Revenue Agency (CRA) Outreach Program: Tax Residence Status and Seniors' Benefits and Credits; ➤ 400 families informed of the workshops on budgeting and housing offered by the Association Coopérative d'Économie Familiale de l'Outaouais (ACEF); ➤ 362 families referred to our partners who offer a free tax clinic so that they can prepare their 2022 tax returns. 	<ul style="list-style-type: none"> ➤ 87 people accompanied in their employment integration process; ➤ 22 job seekers participated in a workshop on job preparation and integration among youth offered by Service Intégration Travail Outaouais (SITO); ➤ 60 participants from the Centre consulted with Carrefour Jeunesse Emploi counsellors as part of their mobile service project; ➤ 237 visited an information kiosk organized for job seekers; ➤ 87 households have experienced a positive result in their income directly related to employment, a work placement or a return to school; ➤ 70 people participated in a francization program.

A GENEROUS COMMUNITY

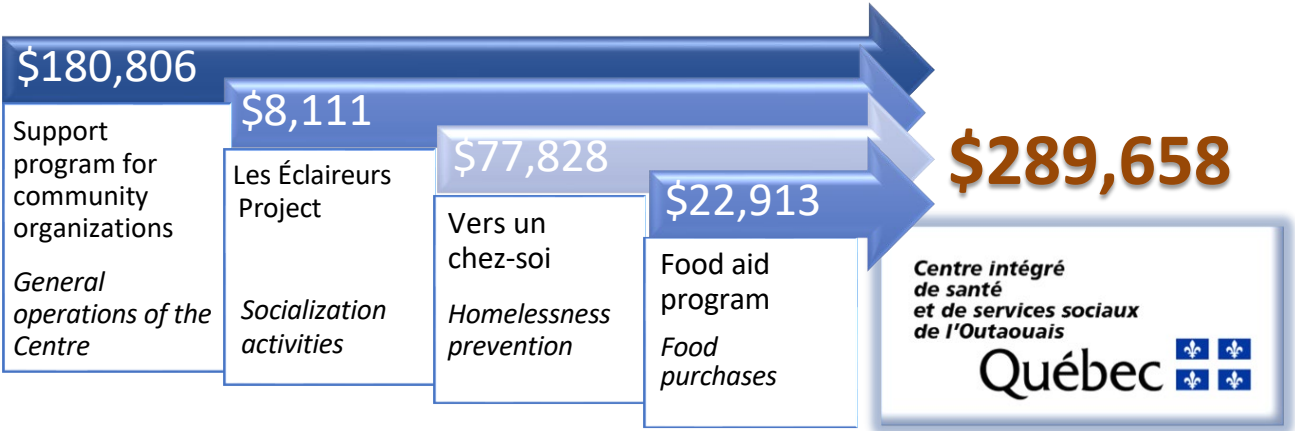


DONATION AMOUNT	TOTAL	CITIZENS	ELECTED OFFICIALS AND SOCIAL CLUBS	FOUNDATIONS	BUSINESS COMMUNITY	RELIGIOUS COMMUNITIES
\$19 and less	51	51	0	0	0	0
\$20 to \$499	870	845	12	0	4	9
\$500 to \$999	60	55	1	0	3	1
\$1,000 to \$1,999	40	28	5	1	5	1
\$2,000 to \$2,999	16	9	3	1	2	1
\$3,000 to \$3,999	6	2	0	2	2	0
\$4,000 to \$4,999	2	2	0	0	0	0
\$5,000 to \$5,999	4	2	1	1	0	0
\$6,000 to \$6,999	3	2	0	0	1	0
\$7,000 to \$7,999	0	0	0	0	0	0
\$8,000 to \$8,999	0	0	0	0	0	0
\$10,000 and more	4	2	0	1	1	0
TOTAL	1,056	998	22	6	18	12

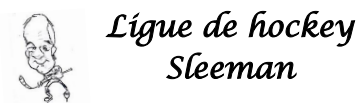


Citizens	\$231,878	70 %
Business Community	\$46,902	14 %
Foundations	\$29,912	9 %
Elected Officials & Social Clubs	\$18,709	5 %
Religious Communities	\$5,933	2 %
Total:	\$333,334	100 %

FINANCIAL SUPPORTERS



THANKS TO THESE SUPPORTERS



AND ALL THE OTHERS





**A company proud to support the mission of the
Aylmer Food Centre.**