



# ANNUAL REPORT 2022

[CaldwellFamilyCentre.ca](https://CaldwellFamilyCentre.ca)

# THE YEAR AT A GLANCE

While demand for services grew, the COVID Funds offered by the City and other funders was decreased in 2022. Fortunately members of the community were able to step in to help bring the total funds up. Food Security continued to be a major focus, and the number of Individuals visiting either the Food bank or meal program grew more than 20% over the year before. We also continued to support children and youth programs run by our partner agencies with snacks and meals. We implemented our Environment Champion program which encouraged visitors to bring reusable containers for their meals. This resulted in a huge cost saving, and is better for the environment. The computer Café saw more visitors as we received a donation of great computer chairs. Members of the community continued to donate a wide range of new and gently used items for the depot and clothing assistance program.



	2021	2022	% Increase
Number of Unique Individuals - all Programs	4,422	5,402	22%
Number of Client Contacts	213,225	244,468	15%

## BOARD 2022

### OFFICERS

Chair: Paula Klein

Vice-Chair: Sari Kline

Secretary: Karen Holliday

Treasurer: John Oatway

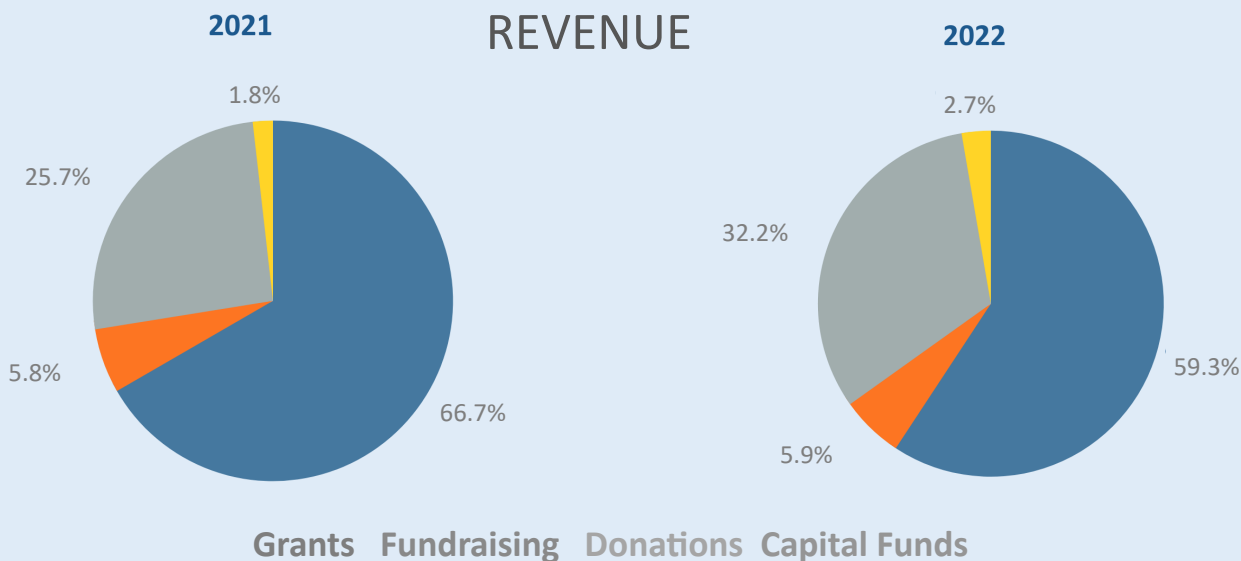
Executive Director, Marilyn Matheson

### BOARD OF DIRECTORS

Kate Harrison, Yolaine Münter, Jordon Snel, Lianne M Wright

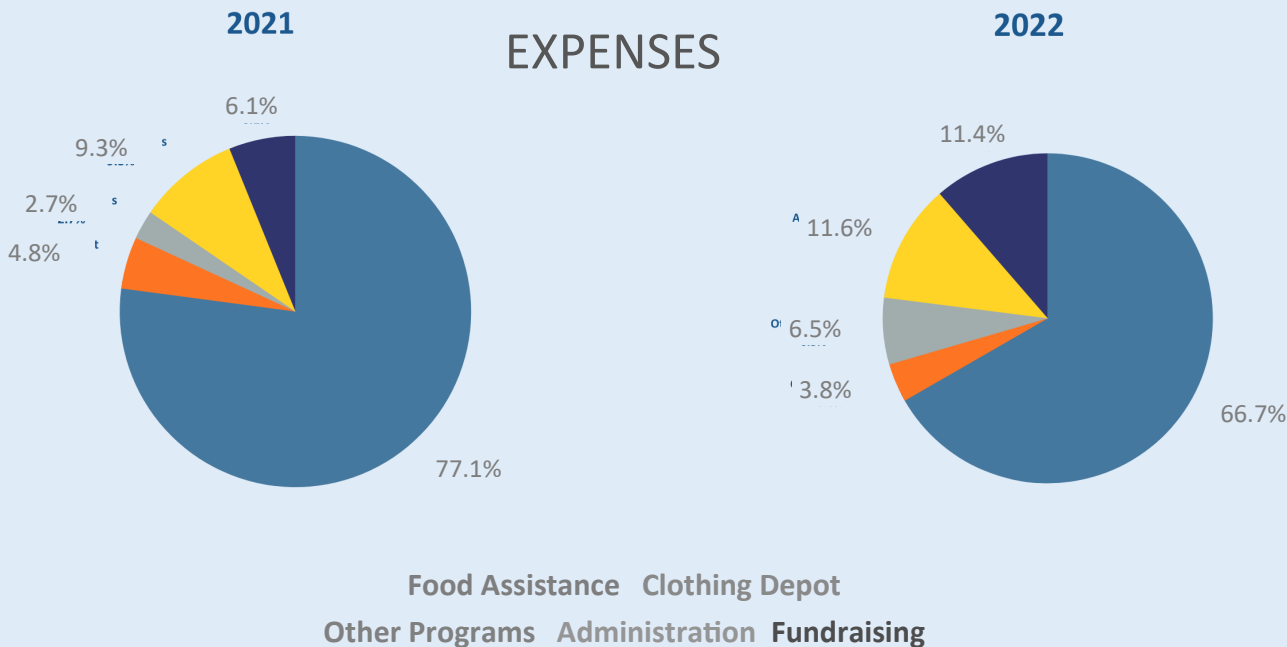


# FINANCIALS



Revenue from grants decreased by 7.4%, but a successful public appeal for funds brought in at additional 6.5% in donations to offset the decrease. To meet increased demand, the centre was able to raise 28% more than in 2021, increasing total revenue to \$1,222,220 from \$955,715 the year before.

Expenses can in just slightly higher than funds raised, leaving a small deficit for the year of 2.4% of the total budget.





# PROGRAM HIGHLIGHTS

## FOOD SECURITY PROGRAMS

The food security programs offered by the Family Centre include the food bank; healthy breakfasts and lunches each weekday; snacks for kids after school; and Christmas Hampers.

None of these programs would be possible without the help of our community partners including the Ottawa Food Bank, Salvation Army, Giant Tiger, and all of our supporters listed on page 10 of this report. The Ottawa Food Bank increased the amount of food they deliver to the Family Centre to assist us in providing services to the people who rely on these programs.

The Caldwell Food Bank has been the topic of much discussion lately. In 2022 we provided 56,447 grocery food boxes, which is a 68% increase over 2021, and a 180% increase over 2019 - before the pandemic. To facilitate this increase, the basements and first floors of both housing units 20 and 22 at 1100 Medford have been completely taken over by the food bank, with offices remaining on the second floor.

### Thanks for the Great Meal!

2,100 meals were provided to the City of Ottawa run day camps, and 1,290 meals provided to the after school program run at Bellevue by our partner, Carlington Community Health Centre. Parents have told us that one of the reasons they enroll their children in the after school program is because they will receive a full meal. In March of this year we started providing meals to the SWAG program run by the Community Health Centre, which has in turn increased enrollment in that program. SWAG stands for Students Will All Graduate, so increased enrollment means more students finishing high school.

In addition to the full meals served to the kids at Bellevue, **last year we provided 26,227 snacks to the programs at Alexander Community Centre, and the Carlington Rec. Centre (the gym) on Caldwell Ave.**

Besides the meals that are served at Bellevue and either eaten in or taken out, we send meals to the Hampton Court apartments for seniors, Lepage Manor, Golden Manor, and 1290 Coldrey - all OCH properties.



In the kitchen at Bellevue, both Chef David, who started in late 2021, and Chef Chris who started in early 2022 had a busy year. Working with their teams of staff and volunteers they **prepared and served 94,448 meals.**



# PROGRAM HIGHLIGHTS

## ENVIRONMENT CHAMPION PROGRAM

During the pandemic we were paying over \$5,000 a month for disposable takeout food containers. In 2022 we introduced the Environment Champion Program. Everyone taking out a meal was provided with a reusable container, and if they brought the container back clean and ready to receive more food, they received a ticket for a weekly gift card draw. Those who eat in the Drop-in using washable plates are also eligible to receive the draw tickets. Although we still need to purchase disposable takeout containers for the offsite meals, and folks who are unsheltered with nowhere to wash their containers, this program has saved us thousands of dollars, and has decreased the amount of garbage.



Replace this



With this

## Computer Cafe

At the computer cafe in Bellevue clients find help with writing their resume, and online job search. They can also participate in mock interviews and choose clothes for the Clothing Depot to help them land the job.

**17 people used these resources to find jobs in 2022.**

Additionally, many clients use the computer café for a wide range of reasons. These can include doing taxes, completing government forms, contacting family and friends, complete homework assignments, or keeping up to date on what's happening in the world and their communities. It also helps provide some normality to clients who may have lost access to the internet after previously using it a lot.

Clients can also print from this location and take advantage of many other resources offered, including the staff or volunteer who is on standby for any technical support they may need.

At 3 pm the adult programs close so that the kids after school programs can take over the building, and the computers are there for homework.





# PROGRAM HIGHLIGHTS

## DROP-IN

The Drop-In is open from 8am to 3pm every week day, and helps alleviate social isolation. The coffee is always on. We installed a public phone that is used over 200 times a week. A small library with books of interest to both children and adults is permanently in place

The Drop-In area is also a space where people can eat their breakfast and lunch provided by our meal program. This is especially important for the folks who are unsheltered.

This space is also used to host community events like BINGO, to not only build community but give clients an opportunity to win some fun prizes!



## NEW HOT COUNTER



To help in the kitchen, we managed to obtain grants to purchase new kitchen equipment, including a new hot counter, making meal service faster and more efficient. Our thanks to the City of Ottawa, Ottawa Community Foundation, and Ontario Trillium Foundation for their help in feeding families in need. And of course, thanks to Ottawa Community Housing for allowing us to upgrade the kitchen space.

## BACKPACK PROGRAM

We closed the computer cafe for a couple of days to give out backpacks, school supplies, and shoes. The kids and parents enjoy being able to choose the items they want for back to school.



213 kids were well prepared to head back in September. We also close the Computer Cafe to pack the Christmas Food Hampers. We helped 593 families during the holiday season in 2022. We also provided 300 turkey dinners for the community holiday meal.



# PROGRAM HIGHLIGHTS

## AVAILABLE SERVICES

Support and programming offered at the 1475 Caldwell Ave. location include:

- Drop-In
- Computer Café
- Employment Readiness Programs
- Free Public Telephone
- Family Support Wraparound Services
- After School Programs
- Youth Group
- Health Hub by Ottawa Public Health
- Dental Screening
- Mental Health Nurse
- City of Ottawa ESS Worker
- Workshops

330 Volunteers

183 shifts of 3 hours each  
week

## THE FOOD BANK PROGRAM

The food bank, operating out of 1100 Medford St, provided hundreds with volunteer opportunities. There is always something to do. Every Monday the food bank receives a delivery from the Ottawa Food Bank, which is unloaded and stored away by volunteers. At the same time, volunteers help with “Food Rescue”, where food that has minor flaws but is still safe to eat is picked up by volunteers. This food would otherwise be wasted. Volunteers remove and sort through the rescued food and remove any parts that have imperfections so that it is safe to eat. This not only helps limit food waste, but provides more families with fresh food.

Our foodbank is run with choices for the clients. When they come in, they can pick from a selection of brands or types of food to not only provide some much needed feelings of control to people living in stressful situations, but also helps with any dietary restrictions clients may have. Volunteers also prepare food boxes for delivery, for any community members who may not be able to make it to the foodbank for health or disability related reasons.

Additionally, twice a month the Caldwell centre offers a mobile foodbank to travel to communities who are wither unable to travel to our location or has a very large number of individuals in need of this service.





# PROGRAM HIGHLIGHTS

## CLOTHING ASSISTANCE

The Clothing Depot is a place where customers can purchase clothing, toys and household items at deeply discounted prices. This social enterprise provides opportunity for youth to gain work experience and Newcomers to receive a Canadian reference to help secure gainful employment. It also helps to fund the Clothing Assistance Program. In 2022 This program was open once a week on Thursdays.

In addition to the Depot, clothing assistance is also offered from this location. Families referred by other social service organizations receive free clothing, footwear, and household items, due to ongoing need, or an emergency like a fire, or having to flee an abusive situation. Delivery is available to families who are unable to travel to the Caldwell Family Centre for pickup.



## SCHOLARSHIPS

Each year the Yolaine Münter and Caldwell Family Centre scholarships of \$1,000 each are awarded to students who have shown the most improvement during their high school career. They can be used for college, university, or trades training. This year's winners are:

Joelle Rabay  
St. Pius High School  
Accepted to: University of Ottawa Honours Bachelor of Science  
in Biomedical Science

Angelina Berardini  
St. Pius High School  
Accepted to: Algonquin College Pre Health Science Program





# PROGRAM HIGHLIGHTS

## INTERNATIONAL TASTE OF CANADA

The International Taste of Canada event is an occasion where neighbors in the community can get together to socialize and enjoy a good meal, games for the kids, and learn a little bit about each other's culture and traditions. In 2022, given world events, we made sure to feature Ukrainian food and culture.

The event was organized by volunteers from Caldwell Family Centre, the local tenant's association, community members, and the Kiwanis Club of Ottawa West. Food served was a collection of recipes from as many different countries as possible prepared by volunteers, community members, and local restaurants. Everyone got a little taste of each dish.



# SUPPORTERS



OTTAWA  
COMMUNITY  
FOUNDATION



United Way  
Centraide  
Ottawa

Rotary  
Club of Nepean-Kanata



St Elizabeth Parish



Giving  
Hope  
Today



Kiwanis  
OTTAWA WEST



Trinity United  
*Spirit Matters!*



MYERS  
CADILLAC • CHEV • BUICK • GMC

amazon.com



It's as Easy as Click Click Click & Drive Away

Algonquin College

Calvin Christian Reformed Church

Caring and Sharing Exchange

Carlington Community Association

Carlington Community Chaplaincy

Carlington Community Health Centre

Carlington Recreation Centre

City of Ottawa Community and Social  
Services Department

City View United Church

Coalition of Community Houses

Coalition of Day Programs

Cobbs Bakery

Faith Evangelical Lutheran Church

Gift Funds Canada

Great Canadian Oil Change

Kardish Health Food Centre

Kiwanis Club of Nepean Incorporated

Kiwanis Club of Ottawa West

Knights of Columbus Club Council 485

Mazon Canada

Ottawa Police Services

Ottawa Public Health

Paroisse Catholique Saint-Bonaventure

Red Lobster

Rotary Club of West Ottawa

The Eastern Ontario and Western Quebec  
Christmas Cheer Foundation

W.E. Gowling Public School

Westboro Academy