



# CALDWELL

FAMILY CENTRE FAMILIAL

FOR PEOPLE WITH PEOPLE – POUR LES GENS AVEC LES GENS

## 2023 Annual Report

*The Mission of the Caldwell Family Centre is to Alleviate the Impact  
of Poverty in Ottawa*

# A Year of Transition at Caldwell Family Centre (CFC)

## Message from Paula Klein, Board Chair

2023 was a year of significant change in leadership for the Centre. Our long-time Executive Director, Marilyn Matheson, decided it was time for her to make a career change. Susan Hopkinson served for five months as acting Executive Director while the board undertook a search for a permanent replacement. Susan did an outstanding job in challenging circumstances, and we are very grateful for her dedication.

We were delighted when Eugene Williams agreed to join the Caldwell Family Centre in December as our new Executive Director. Eugene has over 30 years of leadership experience in the Non-Profit sector. His enthusiasm, dedication to CFC, and impact in the past 6 months are already evident.

The Caldwell Family Centre could not have accomplished what we did in the last year without the support of our many community partners, donors, sponsors and the dedication of our volunteers and staff. On behalf of the Board of Directors, I sincerely thank you for your service to our clients and our community.

## Board of Directors

Paula Klein -Chair

Lianne M Wright – Vice Chair

Sharon Burke

Kate Harrison

Karen Holliday – Secretary

John Oatway – Treasurer

Jill Wherrett

Shannon Jackson

- 226 children received back-to-school supplies
- 582 volunteers, including students provided 30,774 volunteer hours
- We served 88,946 meals to 23 different locations, 32,300 snacks in our Snack Program, and 49,124 Good Food Boxes
- 100 families accessed the Food Bank daily
- 1, 297 clients accessed the Computer Cafe
- CFC had a total of 238, 599 client service encounters



## Message from Eugene Williams, Executive Director

In 2023 we were challenged to find sufficient funds to pay frontline staff needed to meet the increased demand for the food bank and other community programs. In response, the Caldwell Family Centre received a 12-month grant from the Ontario Trillium Foundation to build its resilience and sustainability by hiring a Director of Development and Communications to increase our capacity to raise funds and generate income through social enterprise activities.

Optimism can sometimes be challenging in times like these, but still, this year has brought a renewed sense of positivity. One source of optimism is our partnership with Nutrition Blocs, which has enhanced our ability to address the food security needs of low-income residents in Ottawa. This partnership enabled us to collaborate with multiple community partners to prepare meals that supported uniquely delivered food programming and culturally appropriate meals for seniors, children and the unhoused.

Our community members rely on CFC and our partners to fill the gaps left by inadequate income to access food, housing, mental health support, and other basic needs. Our staff and volunteers rise to this challenge daily. At the same time, CFC advocates at local and provincial levels for public policies that address the root causes of poverty, such as guaranteed annual income.

## No One Goes Hungry – Focus on Food Insecurity

Food insecurity is the inability to acquire or consume food or the uncertainty that one will be able to do so. CFC has extensive experience in delivering food security programs. They include a large food bank, healthy breakfasts and lunches served daily, snacks for kids after school, and Holiday Hampers. Our food security programs were supported by the City of Ottawa, the Ottawa Food Bank, individual and corporate donations, and local food service companies.

Eugene Williams, Executive Director,  
Karen Secord, Director of Development  
and Communications, and Abhijit  
Potdar, Nutrition Blocs meet with Anita  
Vanderbilt, Member of Parliament



## Program Highlights - Community Service Hub

Our Drop-In Centre location at 1475 Caldwell Avenue is a community service hub that provides clients with one-stop access to a wide range of services. This includes food security, community programming, and wrap-around services, which help low-income clients reduce social isolation, remain healthy, and stay connected to their community.

In addition, CFC worked with multiple service providers, including Community Mental Health Nurse, City of Ottawa ESS Workers, and Ottawa Public Health Services, who came on-site to deliver social service and community programs. The Drop-in Centre is also the location of our After School and Employment Readiness Program.

### Computer Café

Our Computer Café is well used to obtain help for various purposes, including updating resumes and providing job search support. In addition, clients completed income taxes, submitted government forms, printed important documents, completed homework, connected with family members, and stayed informed about world and community news. Staff and volunteers are available to provide technical/computer support.

### Clothing Depot

The Clothing Depot is where customers can purchase clothing, toys, and household items at deeply discounted prices. This social enterprise provides an opportunity for clients, including youth and newcomers to Canada, to gain work experience and receive a reference to help secure gainful employment. Families experiencing high need are referred to the Clothing Assistance Program, receiving free clothing, footwear, and household items.

### Drop-In

The Drop-In Centre aims to reduce social isolation and help connect clients to their community. Coffee is free of charge, and clients can access a cafeteria-like setting where breakfast and lunch are served in our meal program. In addition, they have access to a public telephone, television, and a small library.



**Reported Revenue: 2023 Financial Audit**

<b>REVENUE</b>	<b>2023</b>	<b>2022</b>
Grants	585,182	724,326
Donations	323,821	392,975
Fundraising	184,724	70,471
Interest and Other	1,898	1,272
Amortization of capital contributions	44,188	33,229
<b>Total</b>	<b>1,139,813</b>	<b>1,222,219</b>

Grants were received last year from the City of Ottawa, the Ottawa Food Bank, the Ontario Trillium Foundation and the Canadian Red Cross. The total grant funding received in 2022 included a variety of COVID-relief specific subsidies that are no longer available. CFC was fortunate that the increase in our fundraising compensated for the loss of revenue from grants. We ended the fiscal year with a budget surplus of \$761.00.

**Thanks to our Partners**

- Algonquin College
- Footwear4 Kids
- Alliance to End Homelessness
- Human Needs Task Force
- Bellevue Manor Interchange
- Mattress Mart
- Carlington Community Chaplaincy
- Nutrition Blocs
- Carlington Community Health Centre
- Ottawa Community Housing
- City of Ottawa
- Ottawa Food Bank
- Coalition of Community Houses
- Ottawa Public Health
- Community Development Framework
- Royal Ottawa Mental Health Centre
- Day Program Coalition
- The Salvation Army
- University of Ottawa



## Our Incredible Sponsors

**We would like to extend a heartfelt thank you to the following organizations:**

Ashcroft Homes/Choo Community	Kitchissippi United Church
Amazon	Kiwanis Club of Nepean Incorporated
Atletico Ottawa	Kiwanis Club of Ottawa West
Benefaction	Knights of Columbus Club Council 485
Calvin Christian Reformed Church	Mazon Canada
Canarie Inc.	Myers Cadillac-Chev-Buick-GMC
Canus Plastics	Ottawa Community Foundation
Caring and Sharing Exchange	Ottawa Diocesan CWL Council
Carlington Community Association	Ottawa Police Services
Carlington Recreation Centre	Ottawa Professional Firefighters
Catholic Women's League- St. John the Apostle	Paroisse Catholique Saint-Bonaventure
Christmas Cheer Foundation of Eastern Ontario and Western Quebec	Pure Yoga
City of Ottawa Community and Social Services Department	Red Lobster
City View United Church	Restays Ottawa
Cobbs Bakery	Roman Catholic Episcopal Corporation
Colonnade Management	Rotary Club of Nepean-Kanata West
Costco Canada	Rotary Club of Ottawa Charity Fund
CyberBastion Inc.	Sir Robert Borden High School
Faith Evangelical Lutheran Church	SS de l'Institut Jeanne d'Arc
Giant Tiger	St. Elizabeth's Parish
Great Canadian Bungee	St. Paul's United Church
Human Needs Task Force	St. Paul's United Church Outreach
Kardish Health Food Centre	Sleep Country
Hylands Golf	The Benevity Community Impact Fund
Infinity Centre	The United Way
Kanata United Church	Trinity Outreach Committee
	W.E. Gowling Public School
	Westboro Academy

