



2024 Annual Report

Mission: To alleviate the impact of poverty in Ottawa.



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Mission, Vision, and Values

The mission of the Caldwell Family Centre is to alleviate the impact of poverty in Ottawa.

Our vision is a city without poverty where all residents live with dignity.

Respect

We hold the rights of all persons in the highest regard and treat others with dignity in a non-judgmental, caring and clean environment.

Empowerment

We encourage and support our clients, staff and volunteers to achieve their full potential and control their own destinies.

Collaboration

We work together with our clients and partners in developing services that are responsive to the changing needs of the community.

Security

We work towards the emotional, physical and financial security of our clients and our organization.

Message from Paula Klein, Board Chair

As I reflect on my tenure as Chair of the Board for the Caldwell Family Centre, I am deeply grateful for the generosity of our donors, sponsors, and community partners. The year 2024 marked a period of renewal and growth under the leadership of our new Executive Director, Eugene Williams, whose collaborative approach has reinforced our mission to reduce the impact of poverty. Our partners' contributions have been vital in empowering individuals and families, and every dollar invested translates into hope and opportunity.

Despite challenges such as rising food prices and increased demand for our services, we have found opportunities to innovate and strengthen our community networks. Our partnerships have enabled us to maximize resources, ensuring they reach those most in need. This collaboration has built a powerful network of support, amplifying our impact and enabling us to continue making a tangible difference in the lives of many.

As I conclude my tenure as both a Board Member and Chair of the Board, I do so with a deep sense of pride and a touch of bittersweet emotion. After careful consideration, I have decided it is time to pass the torch to new leadership, bringing fresh energy, vision, and innovative ideas to the Caldwell Family Centre. I extend my heartfelt gratitude to our dedicated staff, volunteers, donors, and fellow board members for their unwavering support and commitment. Serving as Chair has been a tremendous honor, and I am confident that the organization will continue to thrive and achieve remarkable accomplishments under new leadership. Thank you for the privilege of being part of this incredible journey.

Board of Directors

Paula Klein – *Chairperson*

Karen Holliday – *Secretary*

Lianne M. Wright – *Vice Chair*

John Oatway – *Treasurer*

Antonio Gioventu

Ahmet Kapici

Shannon Jackson

Kate Harrison

Barbara Jill Wherrett

Eugene Williams – *Executive Director*

Message from Eugene Williams, Executive Director

Celebrating Partnerships and Collective Impact

Reflecting on another successful year at The Caldwell Family Centre, I am filled with gratitude for the remarkable partnerships that have profoundly impacted the lives of our neighbors. Through collaboration, we have enhanced the quality of services and initiatives we offer, significantly improving the quality of life and creating brighter futures for community members. Our collective achievements demonstrate that when we unite with a shared purpose, our impact is exponentially amplified.

This year's AGM celebrates not just our accomplishments but also pays tribute to the organizations that have walked alongside us. Their commitment and shared vision have been essential in reaching new heights of collective impact. As we honor these partnerships, we remain dedicated to nurturing and expanding these bonds, knowing that our shared efforts lead to meaningful change.

Moving forward, we will continue to innovate and work towards improving the quality of life for community members, with a steadfast commitment to alleviating the impact of poverty in Ottawa. Our focus remains on creating meaningful change and fostering an environment where all residents can thrive and live with dignity.

Program Highlights

Hot Meal Program

In 2024, the Caldwell Family Centre's Meal Program continued its essential mission: providing nutritious, accessible, and culturally appropriate meals to our community. The program is divided into two main components: meals served directly to the community at our centre, and meals delivered through our partnership with Nutrition Blocs, supporting children's after-school programs at nearly 15 different community sites each week. In 2024, we served a total of **112,313 meals**.



Drop-In Centre

Our Drop-In Centre continued to serve as a vital hub for connection and support. Residents could come in for a coffee or tea, speak with staff, ask questions, or simply relax and socialize. We introduced new community-building activities, including board games and special meal events, which brought people together in a warm and welcoming environment.



Food Bank

In 2024, the CFC Food Bank supported individuals facing food insecurity by addressing urgent needs. We sourced food from various channels, including the Ottawa Food Bank and other food rescue donations from local businesses. To better serve our clients, we offered a range of food options, allowing them to select items that aligned with their cultural preferences, dietary habits, and restrictions. On the days we operated, we averaged serving **100 clients per day**.

Clothing Depot – Hidden Gemz

In 2024, the Clothing Depot assisted customers with clothing toys and household items at deeply discounted prices. In 2024, we served **2,718 customers** and sold **15,874 pieces of clothing, household items, and toys**. We also received a grant from the TD Bank which enabled us to launch a new social enterprise called “Clothing for Good,” which turns the Clothing Depot into a second-hand store on a mission. Our staff received business training from the Centre for Social Enterprise Development to prepare for the launch of this initiative.



The goal of the Hidden Gemz Social Enterprise is to engage the community in decision-making, provide employment opportunities, offer language training, and provide space for newcomers and at-risk youth to explore the intersection between business, culture, art, fashion, food, & sexual orientation. Many newcomers to Ottawa volunteered in the Clothing Depot and gained valuable work experience and received references that helped secure employment.



Computer Café

In 2024, **1,035 clients** utilized the CFC Computer Café for a range of services, including resume updates and job search assistance. Clients also completed and submitted government forms, printed essential documents, worked on homework, connected with family, and kept up with local and global news. Our staff and volunteers were available to provide technical and computer support when needed.

Wrap-Around Services

In 2024, we provided wrap-around support to many individuals and families through both the Caldwell Family Centre's Wrap-Around Support Program, and the visiting Family Support Worker from the Carlington Community Health Centre (CCHC). Our workers assisted clients with a wide range of needs, including housing documentation, childcare applications, and referrals to essential community resources such as Housing Help, The Royal, the Snowsuit Fund, and many others. By leveraging knowledge of community resources and referral pathways, our wrap-around support workers ensured that clients received the help they needed to navigate complex systems and improve their well-being.



School Supplies

In 2024, one of the standout community initiatives was the Backpack Program, which served over **275 children** in our community. This wasn't just a one-day distribution event; it was a three-month process including registration and organization. Many of the families we serve face financial challenges and are unable to afford backpacks and essential school supplies, and this program allowed them to provide these items for their school-age children.

Christmas Assistance

In 2024, four volunteers and students helped register over **512 families** for the Christmas Assistance Program. In partnership with Caring & Sharing, the program provided families with either gift vouchers or hand-delivered hampers containing items for a holiday meal. This initiative offered meaningful support to families during the holiday season.



Community Service Hub

In 2024, our 1475 Caldwell Avenue location became a centralized hub for essential services, improving access for community members.

- The Catholic Centre for Immigrants (CCI) and the Ottawa Community Immigrant Serving Organization (OCISO) began offering wrap-around services biweekly.
- The City of Ottawa offered Employment and Social Services.
- Ottawa Public Health provided immunizations and dental screenings.
- A Family Support Worker from Carlington Community Health Centre began offering wrap-around support.
- The Royal Ottawa Outreach team continued delivering vital mental health care.
- Carlington Community Health Centre also maintained its After School Program.



Caldwell Catering

In 2024, we began developing Caldwell Catering as a training hub for employment skills and economic opportunities, enhancing community resilience and empowerment while generating funding for CFC programs. The development of Caldwell Catering is the result of our successful partnership with Nutrition Blocs, the largest contract for Caldwell Catering. With this partnership, CFC recovered the cost of meals produced for the Nutrition Blocs' citywide after-school programs. We have been able to build on this successful partnership and began securing new catering clients in 2024. In the second half of the year, the Caldwell Catering Team began preparations to begin launching the catering enterprise.



ImpactNOW! Youth Empowerment Program

In the fall of 2024, R.I.S.E (Reach Inspire Soar Empower) Academy and Caldwell Family Centre formed a community partnership, called ImpactNOW. A youth program to support high school-aged youth (15–20) who are starting businesses through community mentorship and support. The program combines hands-on

learning, allowing participants to earn high school credits while working on real-world projects that improve their community. CFC provides a learning space and hot meals for students to thrive in collaboration with ImpactNOW. Through their learning experience, they build essential skills in leadership, project management, and entrepreneurship, aiding them in gaining both academic and practical practices for their future.

Community Initiative Highlights

In 2024, we made great strides in expanding our community initiatives:

- We welcomed **9 new children** to a soccer program in partnership with CCI and Ottawa Footy Sevens.
- We launched a Sewing Workshop in collaboration with Days for Girls, empowering individuals through skill-building.
- We teamed up with Atlético Ottawa to offer **25 families** the exciting opportunity to attend Atlético Ottawa games at TD Place for free.
- We hosted Artificial Intelligence for Seniors Workshops, which attracted around **20 participants** eager to learn and engage with new technology in a supportive environment.



Community Events Highlights

In 2024, a key achievement was the number of community events we organized. These events were important in fostering a sense of belonging, inclusivity, connection, and shared joy among our community members.

- Caldwell Summer Kickoff: **400 participants** celebrated the start of summer with fun and unity.
- Breakfast for Lunch with the Pros! Atlético Ottawa Event: **150 participants** enjoyed a special event with local athletes, strengthening community ties.
- Thanksgiving Dinner Event: **200 participants** gathered to share a warm meal.
- Halloween Event: **75 clients** joined this event.
- Community BBQ: **157 clients** joined the event
- Christmas Dinner Event: **150 clients** participated
- Staff joined to support a variety of events held by partners throughout the year.



Volunteers & Students at the Caldwell Family Centre

In 2024, our volunteer program operated with a peak volume of **515 volunteers** in action contributing to the execution of many programs and services, our Harvest of Hope Fundraising Committee, our Holiday Hamper Packing and Delivery and our Board of Directors. Our students accounted for almost 25% of that number, representing:

Algonquin College – Social Service Worker, Community & Justice Services, and Bachelor of Early Learning.

Willis College – Addictions and Community Service Worker, Accounting and Payroll.

Collège La Cité – School of Social and Human Sciences and Canadian Business College – Community Services Worker.

Canadian Business College – Community Services Worker.

University of Ottawa – Medicine and Social Work programs.

Our volunteers and students worked an impressive number of hours totalling **24,226.50 hours** worked in 2024 or **an average of 47 hours per volunteer**.

It is our absolute pleasure to work with such a diverse body of volunteers and students, often on their way to finding meaningful employment and careers in Canada. We are always happy to assist as much as possible in these journeys while they are supporting the community and building their network and sense of family in Ottawa.



Reported Revenue: 2024 Financial Audit

REVENUE	2024	2023
Grants	\$597,421	\$585,182
Donations	\$347,422	\$323,821
Fundraising	\$257,660	\$184,724
Interest and Other	\$1,986	\$1,898
Amortization of Capital Contributions	\$40,420	\$44,188
TOTAL	\$1,244,909	\$1,139,813

Grants were received last year from the City of Ottawa, the Ottawa Food Bank, the Ottawa Trillium Foundation, the Canadian Red Cross, the Ottawa Community Foundation, the Ottawa Sports and Entertainment Group, TELUS, TD Bank, and the Church of Jesus Christ of Latter Day Saints. We ended the fiscal year with a budget surplus of \$100,470.

Thanks to our Partners

Alexander Community Centre
Alliance to End Homelessness
Bellevue Manor Interchange
Caring and Sharing Exchange
Carlington Community Association
Carlington Community Connection
Carlington Community Health Centre
Carlington Recreation Centre
Catholic Centre for Immigrants (CCI)
Centre for Social Enterprise Development (CSED)
City of Ottawa
Coalition of Community Houses
Coalition of Day Programs
Community Development Framework
Days for Girls

Dovercourt Recreation Centre, WAVE Program
Dress for Success
Footwear 4 Kids
Infinity Centre
Nutrition Blocs
Operation Come Home
Ottawa Community Housing
Ottawa Community Housing Foundation
Ottawa Community Immigrant Services Organization (OCISO)
Ottawa Food Bank
R.I.S.E Academy
(The) Royal Ottawa Mental Health Centre
Social Planning Council
St. Nicholas Adult High School

Thanks to our Sponsors

Above the Line Media Services
Absinthe Café
Abundance Canada
Air Canada Foundation
Algonquin College
Amazon
Arlington Five Cafe
Arthur J. Gallagher Canada Limited
Atlético Ottawa
B Squared Social
Baby Mama Hustle
(The) Balanced Practice
BeetBox Co-op Farm
Benefaction
(The) Benevity Community Impact Fund
Bibs to Cribs
Boutique Chapman Inc.
Bulk Barn Fairlawn
C.A. & Sonny Folk Music
Calvin Christian Reformed Church
Camp Awesome - Kitchissippi United Church
Canadian Business College
Canadian Institute for Health Information
Canadian Museum of History
Canadian Online Giving
Canadian War Museum
Canal Ritz
Canarie Inc.

Canus Plastics
Chipotle Mexican Grill
(The) Church of Jesus Christ Latter Day Saints
Cirque du Soleil
City of Ottawa Facilities Department
City View United Church
Clintar Commercial Outdoor Services
Cobbs Bakery
Collège La Cité
Community Legal Services West
Costco Canada
Desjardins
(The) Eastern Ontario and Western Quebec
Christmas Cheer Foundation
Elgin Holdings
Elmwood School
Emond-Harnden LLP
Escape Manor
Faith Evangelical Lutheran Church
Farmer's Pick
Fringe & Foliage
Gifford Carr Insurance Group
Gift Funds Canada
Gifts in Kind Program, CRC Rideau-Rockcliffe
Glebe Collegiate Institute
Golden Knights Hockey Community
Good Nature Cannabis

Government of Canada - Innovation,
Science & Economic Development
Great Canadian Bungee
Great Canadian Oil Change
Green Thumb Garden Centre
Harvest of Hope Volunteer Committee
Haunted Walk
Il Paradiso Spa
Implicite Inc.
Interzip Rogers
Jacobsons Gourmet Concepts
Kanata United Church
Kardish Health Food Centre
(The) Keg Steakhouse & Bar
Kelly Funeral Homes by Arbor Memorial
Kitchissippi United Church
Kiwanis Club of Ottawa West
Knights of Columbus Club Council 485
KS on the Keys Restaurant
Laurentian High School
Lindt & Sprüngli (Canada), Inc
L'image Hair Studio
(The) Majdoub Group
Mamie Clafoutis Ottawa
Matthew House Furniture Bank
Mattress Mart
Merry Dairy
Minitel Corporation
Mortgage Alliance Ottawa
Nails by Eileen
Nevio's Mane Image Hair Studio
No Frills
Northern Bird Crafts
Novozymes Canada Ltd.
Ontario Trillium Foundation
Ottawa Aviation Adventures
Ottawa Community Foundation
Ottawa Professional Firefighters Association
Ottawa-Carleton District School Board
Parc Omega
Parkdale Food Bank
Paroisse Catholique Saint-Bonaventure
Peak Financial Group

Personalized Learning Program - St. Nicholas
Adult High School
PetValu
Pure Yoga Ottawa - Westboro
Putting Edge
Rachelle's Hair Care
Red Lobster
Redeemer Christian High School
Restays Ottawa
Roman Catholic Episcopal Corporation
Rotary Club of Nepean-Kanata West
Rotary Club of Ottawa Charity Fund
(The) Salvation Army
Sarah Cameron Homes
Scotiabank
Sir Guy Carleton Secondary School
Sir Robert Borden High School
Sleep Country Canada
Soeurs de l'Institut Jeanne d'Arc
Southbank Dodge
Spectrum Solutions Professional
Development Inc.
St. Elizabeth's Parish & Ladies Auxiliary
St. George's Conference St. Vincent de Paul
St. Paul's United Church
Strategic Charitable Giving
Summa Strategies Canada
Switzer-Carty Transportation Services Inc.
TD Group
Telus
Terry's Rugs
Trinity Outreach Committee
United Way
University of Ottawa
(The) Urban Element
Van Dusen Law Office Professional
Corporation
Versaterm Inc.
W.E. Gowling Public School
Westboro Academy
Willis College
(The) Woodward Cafe
3748316 Canada Inc.

Thanks to our 2024 Staff

Eman Abuzanat - *Food Bank Intake Assistant*
Adeolu Akinyemi - *Custodian*
Alaa Almohamad - *Chef's Assistant*
Lee Andrews - *Meal Program Delivery Driver*

Alexandra Apps - *Community Support
Coordinator*
Keron Ash - *Meal Program Assistant*
Richard Berube - *Chef*

Danny Bradshaw - *Custodian*
Trecia Campbell-Ash - *Clothing Program
Coordinator*
Maurice Courchesne - *Manager of Food &
Nutrition*
Joyce Delisle - *Meal Program Assistant*
Ezra Gladman - *Community Impact Worker*
Noe Ligot - *Meal Program Coordinator,
Head Chef*

Daniel Nishimwe - *Meal Program Assistant*
Sarah Oswald - *Meal Program Coordinator*
Bwami Rwentambo - *Community Impact
Worker*
Karen Secord - *Director of Development &
Communications*
Bonnie Shaw - *Coordinator of People
Engagement*
Eugene Williams - *Executive Director*