

Our Community, Our Strength.



Stronger Together.



OUR MISSION

To alleviate the impact of poverty in Ottawa.



OUR VISION

A city without poverty where all residents live with dignity.



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Mission, Vision, and Values

The mission of the Caldwell Family Centre is to alleviate the impact of poverty in Ottawa by providing accessible, inclusive, and community-driven supports that respond to the diverse needs of individuals and families. Guided by this mission, our vision is to contribute to a city without poverty—where all residents can live with dignity, opportunity, and a strong sense of belonging.

Respect

We uphold the rights of all individuals and are committed to treating everyone with dignity, compassion, and fairness. We foster a welcoming, inclusive, and non-judgmental environment where all community members feel valued, safe, and respected.

Empowerment

We encourage and support our clients, staff, and volunteers to reach their full potential, fostering independence, confidence, and the ability to make informed choices that shape their own futures.

Collaboration

We work in partnership with our clients and community partners to design and deliver services that are responsive, inclusive, and adaptable to the evolving needs of our community.

Security

We are committed to promoting the emotional, physical, and financial well-being of our clients, while ensuring a safe, stable, and sustainable environment for our organization and community.

Message from Lianne Wright, Board Chair

The Power of Unity and Shared Vision

On behalf of the Board of Directors, it is a profound privilege to reflect on a year that has beautifully illustrated what is possible when a community chooses to stand together. As stewards of the Caldwell Family Centre, the Board's job is to look at the bigger picture, and from our vantage point, the picture of the Carlington-Caldwell community is one of immense resilience, generosity, and hope.

This year's theme, "**Our Community, Our Strength**," perfectly captures the essence of our mission. True leadership and sustainable change do not come from a single organization working in a vacuum. Instead, they are born from **collective impact**; the beautiful, synchronized effort of hundreds of individuals and groups moving in the same direction to lift up our neighbors.

We are deeply grateful to the incredible network that makes this work possible:

- **Our Volunteers:** Who give their time and hearts so selflessly.
- **Our Faith-Based Organizations & Community Partners:** Who's financial support and sharing of resources extend our reach and ensure no one falls through the cracks.
- **Our Generous Donors:** Whose financial support provides the vital resources needed to innovate and alleviate poverty in Ottawa.

You are the foundation upon which the Caldwell Family Centre stands. Because of your trust and unwavering commitment, we aren't just managing the challenges of today; we are actively building a healthier, more dignified tomorrow for everyone in the Carlington-Caldwell catchment area. Thank you for being our strength, our inspiration, and our partners in creating meaningful change.

Board Members

Lianne Wright -Chairperson
Joan Oatway, Treasurer
Antonio Gioventu
Barbara Jill Wherrett
Drayton Mulindabigwi

Karen Holliday – Secretary
Shannon Jackson
Ahmet Kapici
Myriam Mekni
Eugene Williams - Executive Director

Message from Eugene Williams, Executive Director

Our Community, Our Strength

True strength isn't built in isolation. It is woven through the daily connections, shared experiences, and deep-rooted relationships right here in Caldwell-Carlington Neighbourhood. It is this collective effort that is supported by the many community partners and networks that we work with across the City of Ottawa.

This year, the Caldwell Family Centre is grounding our work in a powerful truth: **"Our Community, Our Strength."** Rather than viewing our achievements as milestones reached by an organization alone, we recognize them as the direct result of an incredible, collective ecosystem. Every essential service we provide, every resource shared, and every family supported is powered entirely by you.

Our dedicated volunteers, faith-based organizations, community partners, and generous donors serve as the literal backbone of this center. You turn a shared vision into tangible relief and hope for our neighbors.

As we face the ongoing, urgent challenges of alleviating poverty in Ottawa, this interconnected network is what gives us the resilience to adapt, innovate, and move forward. Thank you for standing with us, for investing in the people around you, and for proving that our collective spirit is our greatest asset.

Program Highlights

Food Security & Meal Program

In 2025, our weekday meal programs continued their essential mission of providing fresh, balanced, and accessible breakfasts and lunches to support the health and dignity of our community.



Thanks to the hard work of our staff and volunteers, we served a record **123,613 total meals** this year. This represents a 10% increase (11,300 additional meals) compared to 2024.

Our meal distribution included:

- **Community Meal Program:** 81,058 meals served directly at our centre.
- **Nutrition Blocs Partnership:** 42,279 meals delivered to youth and families across the city.

Our longstanding partnership with **Nutrition Blocs** remains crucial to our mission, allowing us to expand our reach, support local children, and address food insecurity in a lasting way. These achievements are a true reflection of our collective strength—made possible entirely by the shared dedication of our partners, donors, volunteers, and staff.

Drop-In Centre

The Drop-In Centre remains a warm, welcoming hub where Carlington residents find daily stability, comfort, and connection. It offers a safe, inclusive space to relax, enjoy a coffee or tea, and socialize with neighbors.

To bring more engagement and joy to the community, we expanded our activities and support services this year to include:

- **Social Activities:** Bingo, board games, themed gatherings, and special meal events.
- **Learning & Wellness:** Educational workshops offering practical resources and information tailored to community needs.
- **Staff & Volunteer Support:** Friendly conversations, informal guidance, and direct referrals to vital community resources provided by our dedicated staff and volunteers.



More than just a place to visit, the Drop-In Centre is where relationships are built, stories are shared, and we actively work to reduce social isolation. It continues to play a vital role in strengthening our neighborhood ties, ensuring that everyone who walks through our doors feels seen, respected, and valued.

Food Bank

In 2025, the Caldwell Family Centre Food Bank remained a critical resource for local families facing food insecurity. Thanks to our essential partnership with the Ottawa Food Bank and our food rescue program with local businesses, we maintained a reliable, diverse supply of nutritious food throughout the year.

The demand for food assistance in the Carlington- Caldwell neighbourhood continued to rise significantly:

- **44,000 total client visits**, averaging roughly 100 people every day.
- **120 new individuals and families registering each month**, highlighting the growing economic pressures in our community.



To ensure dignity, we continue to use a **client-choice model**, allowing families to select foods that best match their dietary needs and cultural preferences.

We also launched **Thelma's Pantry** this year, a weekly, low-barrier Free Food Market named after one of our founding Sisters. Serving an average of 70 people each week, it provides an additional choice-based option, making our food support even more accessible and responsive to our neighbors.

Clothing Depot – Hidden Gemz

In 2025, the Clothing Depot served **1,960 clients** and sold **16,800 items**, providing the community with deeply discounted clothing, toys, and household goods. Operating as a self-sustaining social enterprise, the revenue generated from these sales directly helps fund our Clothing Assistance Program.



Through our *Hidden Gemz* initiative, the depot is much more than a retail space—it is a vibrant, inclusive hub for newcomers and at-risk youth to explore business, culture, art, and fashion. The program drives community impact and workforce integration by providing:

- **Skills & Language Development:** Practical, hands-on opportunities for employment training and language learning.
- **Canadian Work Experience:** Rewarding volunteer roles that give participants the local experience and professional references needed to transition into the workforce.
- **Community Voice:** Actively engaging community members in decision-making to foster a sense of ownership and identity.

Computer Café

In 2025, the CFC Computer Café served **1,100 clients**, providing critical digital access and support to bridge the technology gap in our community.

With hands-on guidance from our dedicated staff and volunteers, the café helped visitors build confidence in navigating technology while assisting with everyday essentials:

- **Employment & Education:** Developing résumés, searching for jobs, and completing academic coursework.
- **Government & Admin Services:** Navigating and submitting official government forms and printing vital documents.
- **Connection & Information:** Staying in touch with family and friends and keeping up with local and global news.

By removing digital barriers, the Computer Café remains a vital hub that connects our neighbors to the essential online tools they need for education, employment, and daily life.



Wrap-Around Support Services

In 2025, our Wrap-Around Support Program provided vital, client-centered assistance to help individuals and families navigate complex life challenges. Working in close collaboration with a visiting Family Support Worker from the Carlington Community Health Centre (CCHC), our team delivered tailored guidance to reduce barriers and foster long-term stability.

Key areas of support and connection included:



- **Essential Navigation:** Assisting with housing applications and documentation, income support, and childcare access.
- **Coordinated Referrals:** Connecting clients directly to critical partner resources, including Housing Help, The Royal Ottawa Hospital, and the Snowsuit Fund.
- **Continuous Care:** Emphasizing timely interventions and strong local networks to ensure seamless, reliable support.

By leveraging our deep knowledge of local resources, our wrap-around services continue to empower neighbors to overcome immediate hardships, access vital care, and achieve greater independence and well-being.

School Supplies

In 2025, our Backpack Program supported **329 children**, ensuring local students had the essential tools to start the school year with confidence.

Because the high cost of school supplies remains a major financial barrier for many families, this initiative provides vital relief through early outreach and a dignified distribution process. The program's impact goes far beyond material support by:



- **Easing Financial Pressure:** Helping parents navigate back-to-school expenses without added economic stress.
- **Ensuring Equitable Access:** Providing every child with the necessary materials to succeed from day one.
- **Building Confidence:** Empowering students to enter the classroom feeling proud, included, and ready to learn.

Feedback from families consistently highlights how meaningful this program is, helping Carlington and Caldwell neighbourhood children begin the year feeling fully prepared and excited to engage in their education.

Holiday Assistance

During the 2025 festive season, the Holiday Assistance Program provided vital relief, warmth, and comfort to Carlington-Caldwell neighbourhood families navigating financial hardships.

Driven by a coordinated effort between staff and volunteers, the program connected families to timely seasonal resources. Thanks to the essential backing of **faith-based organizations, volunteers, and local service providers**, we delivered:

- **Food Hampers & Gifts:** Helping families celebrate the holidays with dignity while significantly easing seasonal financial strain.
- **A Sense of Belonging:** Fostering community care and ensuring that local households felt supported and included during a high-stress time of year.

By working together, this initiative ensured that our neighbors could experience a meaningful, stress-free, and joyful holiday season.

Caldwell Catering

Our catering initiative gained significant momentum throughout 2025, providing high-quality, affordable services that helped Ottawa organizations host accessible events while fostering community connection.

Our reach by the numbers:

- **24 catering events.**
- **13 community, health, and social service partners.**
- **2,300+ total guests** hosted, averaging 99 participants per event.



Workforce Integration and Social Impact

Beyond food service, the initiative creates meaningful employment pathways for newcomers to Canada. By joining our team, participants gained vital hands-on work experience, developed practical skills, and built valuable connections within the local workforce.

Strategic Growth and Sustainability

A major milestone this year was the completion of a formal business plan to guide the future of the catering initiative as a self-sustaining social enterprise. The long-term goal is to generate a reliable revenue stream that can be reinvested directly into the Caldwell Family Centre's core community programs.

While still in its early stages, the strong demand and deep community trust built this year demonstrate that the catering program is well-positioned for future growth and lasting impact.

ImpactNOW! Youth Empowerment Program: R.I.S.E Academy

In 2025, our partnership with the R.I.S.E. Academy continued to thrive through the ImpactNOW program, empowering youth aged 15 to 20 to transform their ideas into community-driven projects. Building on last year's foundation, many participants transitioned from learning to actively launching their own initiatives with the guidance of dedicated mentors.

This year, youth explored entrepreneurship and practical skills through diverse, hands-on experiences:

- **Creative Enterprise:** Designing and selling handmade jewelry through Shopify and creating personalized birthday cards.
- **Culinary Arts:** Participating in "Les Tables des Chefs," where they learned directly from experienced chefs in professional kitchen environments.
- **Academic Success:** Earning high school credits by blending academic learning with real-world applications in leadership and project management.



The Caldwell Family Centre remained an essential partner by providing a supportive learning space and hot meals to help youth stay focused and engaged. Through ImpactNOW, these young people built the confidence, independence, and practical skills needed for future education, employment, and community leadership.

Community Service Hub & Community Impact

In 2025, the Caldwell Family Centre strengthened its role as a centralized, accessible hub, bringing essential services, health programs, and skill-building opportunities directly to Carlington and Caldwell neighbourhood residents under one roof.

Through coordinated teamwork with our partners, we reduced barriers and expanded our community impact across several key areas:

Health, Settlement, and Family Support

- **On-Site Family Support:** In partnership with the Carlington Community Health Centre (CCHC), a Family Support Worker was available twice a week to help families navigate complex social and financial challenges.
- **Newcomer Integration:** Settlement service providers delivered consistent, wrap-around support to help newcomer families adjust and thrive.
- **Municipal Services:** Ottawa Public Health hosted preventative immunization and dental screening clinics, while the City of Ottawa provided on-site Essential Health and Employment Services.

Youth Empowerment and Recreation

- **ImpactNOW Program:** Partnered with R.I.S.E. Academy to engage an average of 22 youth weekly in leadership and community projects.
- **Youth Advisory Council:** Co-facilitated Advisory Council with Carlington Community Health Centre to enable local youth to have a direct voice in community decision-making.
- **After-School & Recreation:** Hosted the CCHC After School Program and partnered with Atlético Ottawa to give families access to soccer camps, games, and community watch parties.

Skill-Building and Community Connection

- **Creative Learning:** Expanded our sewing initiatives—including beginner classes, specialized workshops, the Stitch and Style Society, and Days for Girls—to empower women through practical skills.
- **Cultural Celebrations:** Brought hundreds of neighbors together by hosting major community gatherings, including Eid, Iftar, Easter, St. Patrick's Day, and the Caldwell Summer Kickoff.
- **Outreach & Advocacy:** Promoted non-partisan civic literacy and participated in school, employment, and federal election initiatives to advocate for food security and poverty reduction.

By deepening these collaborations, the Caldwell Family Centre continues to serve as a trusted neighborhood anchor, making it easier than ever for our families, newcomers, and vulnerable residents to access the support they deserve.

Community Events Highlights

In 2025, our community events brought residents together to celebrate diverse cultures, reduce social isolation, and strengthen neighborhood connections. Through strong local partnerships, these gatherings provided meaningful opportunities for families to connect and feel supported.



Signature Events and Cultural Celebrations

- Caldwell Summer Kickoff: Gathered approximately 400 residents to celebrate the start of summer with food, games, and activities.
- Easter Dinner Event: Served 250 community members a festive meal at the Carlington Recreation Centre in collaboration with local partners.
- Iftar Dinner Celebration: Welcomed 120 participants for a community dinner, with our team leading the planning, coordination, and food service.
- St. Patrick's Day Celebrations: Engaged 88 participants across a festive bingo night and a community luncheon hosted in partnership with the Royal Bank of Canada.
- Eid Celebration: Partnered with local organizations to host a culturally inclusive celebration that strengthened cross-cultural ties.

Sports and Outreach Partnerships

- Atlético Ottawa Engagement: Provided accessible, active recreation opportunities, including soccer camps, community BBQs, a 50-person match watch party, and 113 live game tickets for clients throughout the season.
- Partner-Led Outreach: Our staff actively supported local school fairs, employment fairs, and housing events to expand our community outreach and strengthen service networks.

Through these coordinated efforts, the Caldwell Family Centre continues to serve as a dynamic, inclusive space where neighbors build lasting relationships and a true sense of belonging.

Volunteers & Students at the Caldwell Family Centre

In 2025, the Caldwell Family Centre's volunteer program continued to play an important role in supporting community programs and services. Volunteers and student placements from the University of Ottawa, Algonquin College, Willis College, and Collège La Cité contributed significantly to programs and initiatives throughout the year.

Based on the distribution of frontline volunteer positions, an estimated 146 volunteers contributed to the Meal Program and Drop-In Centre, including Holiday Meal volunteers. In addition, approximately 203 volunteers supported the Food Bank program, including volunteers who assisted with holiday hamper deliveries.

The Meal Program and Drop-In Centre provided 43 volunteer hours daily over 250 working days, representing 10,750 available volunteer hours annually. Based on an average attendance rate of 67%, volunteers completed a total of 7,227 hours within these programs, including Holiday Meal support.



Overall, volunteers contributed 23,067 hours in 2025, representing an average of 47 hours worked per volunteer. Their dedication and support played a vital role in strengthening community connection and service delivery at the Caldwell Family Centre.

We are grateful to work alongside such a dedicated and diverse group of volunteers and students who continue to make a meaningful impact while building connections and gaining valuable experience within the community.

Reported Revenue: 2025 Financial Audit

REVENUE	2025	2024
Grants	\$720,395	\$597,421
Donations	\$298,395	\$347,422
Fundraising	\$198,161	\$257,660
Interest and Other	8.928	\$1,986
Amortization of Capital Contributions	\$38,670	\$40,420
TOTAL	\$1,264,468	\$1,244,909

Grants were received last year from the Provincial Government, the Federal Government, the City of Ottawa, and the Ottawa Food Bank. In addition, grants and donations were also received from charitable foundations, faith based organizations, and individual donors. We ended the year with a budget surplus of \$1,263,166.

Thanks to our Partners

Alexander Community Centre
 Alliance to End Homelessness
 Bellevue Manor Interchange
 Britannia Woods Community Services
 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
 Debra Dynes Family House

Dovercourt Recreation Centre, WAVE Program
 Dress for Success
 Footwear 4 Kids
 Infinity Centre
 Matthew House Furniture Bank
 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
Abundance Canada
Algonquin College
Alice Holst Crafter
Amazon
Ambleside Men's Shed
Arlington Five Cafe
Atlético Ottawa
B Squared Social
Bells Corners Community Garden
Benefaction
(The) Benevity Community Impact Fund
Bethel St. Andrew's United Church
Beyond the Pale Brewing Company
Bibs to Cribs
Caldwell Family Centre Donors and Volunteers
Calvin Christian Reformed Church
Canadian Business College
Canadian Museum of History
Canadian Online Giving
Canadian Tire
Canadian War Museum
Canal Ritz
Cantina Gia
Canus Plastics
Carp Ridge EcoWellness Centre
Chipotle Mexican Grill
City of Ottawa Facilities Department
City View United Church
Clintar Commercial Outdoor Services
Cobs Bread Bakery
College Ward City Councillor, Laine Johnson
Collège La Cité
Cornerstone House of Refuge Apostolic Church
Costco Canada
Day Men's League - City View Curling Club
Desjardins

(The) Eastern Ontario and Western Quebec
Christmas Cheer Foundation
Emond-Harnden LLP
Escape Manor
Equator Coffee
Evertrain Specialized Fitness Training
Faith Evangelical Lutheran Church
F.A.I.T.H. Media Corp.
Farmer's Pick
Fisher Park Middle School/Summit
Alternative School
Fitness Consulting Ottawa
Francis Plumbing, Heating & Cooling
Gifford Carr Insurance Group
Gift Funds Canada
Gifts in Kind Program, CRC Rideau-Rockcliffe
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
Guy Talevi
Harvest of Hope Volunteer Committee
Il Paradiso Spa
Implicite Inc.
Interzip Rogers
Invest Ottawa
IP Infusion Canada Inc.
Jacobsons Gourmet Concepts
Julian of Norwich Anglican Church
Kanata United Church
Kardish Health Food Centre
Kawartha Dairy
Kelly Funeral Homes by Arbor Memorial
Kingdom Culture Ministries
Kitchissippi United Church
Kiwans Club of Ottawa West
Knights of Columbus Club Council 485

KS on the Keys Restaurant
L'image Hair Studio
Maker House Co.
Margaret Mitchell Crafter
Mamie Clafoutis Ottawa
Mattress Mart
Mayor Mark Sutcliffe - City of Ottawa
Mazon Canada
(The) Merry Dairy
Minitel Corporation
Nails by Eileen
Nevio's Mane Image Hair Studio
No Frills, Chris & Samia's
Ontario Trillium Foundation
Ottawa Community Foundation
Ottawa-Carleton District School Board
Ottawa Carleton Elementary Teachers'
Federation of Ontario
Ottawa Professional Firefighters Association
Ottawa West Little League Baseball
Association
Parc Omega
Paroisse Catholique Saint-Bonaventure
Personalized Learning Program - St. Nicholas
Adult High School
PetValu
Pratte Gestion de Portefeuilles
Pure County '94 - Bell Media
Pure Yoga Ottawa - Westboro
Precision Styling
Produce Depot
Rose Communications Consulting Inc.
Rotary Club of Nepean-Kanata West

Rotary Club of Ottawa Charity Fund
Rotary Club of West Ottawa
(The) Salvation Army
Sarah Bradfield Live Art Painting
Sarah Cameron Homes
Shereen Miller
Soeurs de l'Institut Jeanne d'Arc
Southbank Dodge Chrysler Ltd.
St. Basil's Church
St. Elizabeth's Parish & Ladies Auxiliary
St. Mother Teresa High School
St. Paul's United Church
Starbucks Coffee
Stephen La Salle - Ottawa Chef &
Entrepreneur
Strategic Charitable Giving
Supply & Demand- Foods & Raw Bar
Susan Prior
Terry's Rugs
Third Avenue Spa
Trinity Outreach Committee
United Way
University of Ottawa
(The) Urban Element
Van Dusen Law Office Professional
Corporation
Vittoria Trattoria
W.E. Gowling Public School
Wild Birds Unlimited
Willis College
(The) Woodward Cafe
Yuk Yuk's Stand Up Comedy
3748316 Canada Inc.

Thanks to our 2025 Staff

Eman Abuzanat - Food Bank Intake Assistant

Adesewa Adefarakan - Canada Summer
Jobs Administrative Assistant

Adeolu Akinyemi - Custodian

Lee Andrews - Meal Program Delivery Driver

Alexandra Apps - Community Support
Coordinator

Keron Ash - Chef

Obasola Bamigbola - Clothing Program
Coordinator Leave Coverage

Zine Eddine Bensmail - Community Support
Coordinator

Richard Berube - Chef

Danny Bradshaw - Custodian

Trecia Campbell-Ash - Clothing Program
Coordinator

Ryan Cornell - Canada Summer Jobs
-Accounting & Fundraising Assistant

Maurice Courchesne - Manager of Food &
Nutrition

Joyce Delisle - Meal Program Assistant

Aolia El-Fassih - Catering Assistant

Cassandra Gauthier - Community Support
Coordinator

Ezra Gladman - Community Impact Worker

Christopher Heney - Meal Program Delivery
Driver

Macy Jean-Pierre - Youth Council Assistant

Jesse Kiirya - Youth Council Assistant

Noe Ligo - Meal Program Coordinator,
Head Chef

Wynie Mbugain - Canada Summer Jobs -
Community Impact Worker

Daniel Nishimwe - Meal Program Assistant

Elisa Oseni - Clothing Program Coordinator -
Leave Coverage

Sarah Oswald - Meal Program Coordinator

Noe Owen - Meal Program Assistant

Karen Secord - Director of Development &
Communications

Bonnie Shaw - Coordinator of People
Engagement

Eugene Williams - Executive Director