

Message From the Chairperson

I would like to welcome all members and friends of the Lowertown Community Resource Centre.

I would like to first introduce the members of our board.

The board has continued to represent and advocate for the best interests of the Lowertown Community. We have taken a position on several issues. For example, we asked councillor Georges Bédard to intercede with his fellow councillors to reverse the decision to end the Safe Inhalation program. On two occasions, the members of the board, including the director, met with councillor Georges Bédard to share and discuss with him the following issues: zoning of Rideau-Vanier, safety in the community and updates regarding the projects of the East Ottawa Community Family Health Team (EOCFHT).

The committees continued to work on these issues. Members of the human resources committee initiated an update of staffing policies. Members of the finance committee periodically kept the board informed of the Centre's finances and we have two representatives from our Centre who sit on the EOCFHT.

The board has also approved the hiring of a second program manager for four days per week. Given the addition of new programs over the past few years, this new position will provide support to the existing management team with their increased workload.

We would like to thank all our generous donors who have contributed funds for 2007-2008. The amount raised has helped to replenish the emergency fund and to continue to offer special activities in the Early Years program.

In conclusion, on behalf of the board, I would like to congratulate the director of the Centre as well as her team for their excellent work over the course of the year. Margot is the heart and soul behind all projects here at the Centre which are made possible with the daily support of the staff. I would also like to highlight the energy and commitment of the board as well as the LCRC team, whose devotion to their work ensures that the community they serve benefits concretely from the Centre's mission.

After two years of involvement with LCRC I have decided to step down. This experience has helped me gain a full appreciation of all the work that is done in this community and to get to know a group of people for whom I have the utmost respect.



Marie-Claude Jean

Chairperson

**ANNUAL REPORT
LOWERTOWN COMMUNITY RESOURCE CENTRE
2007-2008
HIGHLIGHTS**

ACTIVITIES OF THE BOARD OF DIRECTORS

The Board of Directors held meetings monthly and carried out its work through its various committees. Many issues were brought to the attention of the Board during the year. The following is a brief description of some of these issues:

- The Board of Directors supported the **Postcard Campaign** to encourage the Government of Ontario to reclaim its responsibility for the costs of public health services that the Province had downloaded to the municipalities. This campaign is jointly organized by the City for All Women Initiative, the Coalition of Community Health and Resource Centres and other community partners.

- In July, Ottawa's City Council chose to stop its participation in the **Safe Inhalation** program aimed at reducing health risks. During a Board meeting, the adverse effects on the community stemming from this interruption were discussed. This program was an efficient public-health measure that would prevent the spread of communicable diseases, especially HIV and hepatitis C viruses, and reduce the risks associated with drug consumption in society. The Board chose to write a letter to Councillor Georges Bédard in order to set out the position of the Lowertown Community Resource Centre (LCRC) concerning this program and to ask him to intercede with the other Council members to reverse the decision to terminate this program.

- Two members of the Board represent us on the Board of Directors of the East Ottawa Community Family Health Team (**EOCFHT**). The inauguration of the Orléans-Cumberland Community Resource Centre's satellite occurred on October 1, 2007, and, on November 30, 2007 the Eastern Ottawa Community Resource Centre satellite opened its doors. The next satellite will be situated in the Overbrook-Forbes Community Centre. New health professionals were hired, and many families living in Lowertown are now patients at the EOCFHT. A working committee composed of the administrators from the five CRC's in eastern Ottawa and the administrator of EOCFHT was put together with the objective of developing the tools necessary for efficient communication and

cooperation among the organizations designed to ensure closer integration of services between them.

- The Board of Directors participated last fall in the electoral debates during the elections in Ontario. It also joined the Coalition of Community Health and Resources Centres of Ottawa to demand that community services not suffer during the budget deliberations at the City of Ottawa.

PROGRAM AND SERVICES HIGHLIGHTS

○ Intake services

The presenting problems are numerous. The majority of them requests stem from the effects of poverty on members of our community. The Centre provides for basic needs though supplying bus tickets and credit vouchers for food. We also refer clients to such programs as collective kitchens, the Good Neighbours Community House's food bank and the Community Store. We also noticed an increase in requests related to health. Unfortunately the lack of doctors in the region makes it difficult to access health services. The continued development of the EOCFHT will one day help improve the situation.

The intake workers offered the support group **Parents Helping Teens Making Choices /Groupe Parents entraide**, whose goal is to provide information and support to teenagers regarding the risks associated with drug dependency. In the next months, the service will be offered in French.

We wish to thank Cora's Restaurant for having organized a **Christmas Meal** for those spending the holidays alone. About twenty Lowertown residents attended.

○ The Youth Program

The different activities were well attended. Volunteer students from the University of Ottawa gave special attention to children attending the **Homework Club**, especially those with learning difficulties. In addition to the regular program, twelve youths, six boys and six girls, benefitted from 8 weeks of classes in downhill skiing. Many children also received free skates provided by the City of Ottawa's **I Love to Skate** program. The children also played in a **soccer tournament**. Many families participated in family events, such as outing to a **wave pool** and to **Saunders' Farm**. Like last year, we are organizing a **day camp** during summer vacation. These activities help us to reach our program objective of developing the youth self-esteem, team spirit and leadership.

○ **Early Years Program**

This program touches a large number of francophone, anglophone and allophone families by involving them in different **playgroups**. During the past year, **Parenting Workshops/Meetings** were given. In addition, the organization of **Collective Kitchens**, make it possible for participants to learn how to prepare easy and nutritional recipes, using food provided by the Green Box program. The program **Pregnant women and mothers with babies** is very popular and grows constantly. With the help of the Ottawa-Vanier Early Years Centre, we were able to provide **Massage and Stimulation Workshops** for babies between 0 and 1. We are working in cooperation with many partners: Also Care, *le Centre Moi j'apprends* and the Ottawa-Vanier Early Years Centre. In recent years, we have been fortunate to benefit from volunteers from the **University of Ottawa** and **Volunteer Ottawa**. We are also grateful for the additional \$25,000 subsidy from the City of Ottawa that made it possible for the Centre to continue without cutting its services.

○ **Multicultural Program**

The Multicultural worker has the responsibility to create strong relationships with the members of the ethnocultural community in our neighbourhood and, whenever possible, find solutions to problems. The role is, therefore, varied; it can involve counseling, advocacy, prevention or the organization of community projects. Again this year, an English-as-a-second-language course as well as sewing and exercise classes were given. During the year, focus groups with the multicultural community were put together in order to evaluate the program and to better know the specific needs of clients.

○ **School-Based Youth Program**

In recent years, an employee works with the students in Ste-Anne and De La Salle schools on a weekly basis for a total of 2.5 days in each schools. Her role is to provide individual and group support services to children and teenagers who attend these schools. Whether her role be one of crisis intervention or prevention, her presence is appreciated by the students, parents and teaching staff.

PARTNERSHIP PROJECTS WITH OTHER ORGANIZATIONS

○ **Francophone Community Action Group**

The Community Foundation provided a grant of \$8,000 for an **Artistic Creation** project. The project consists of writing and gathering written histories that represent the different faces of poverty in the population. It will be published in a few months.

○ **Lowertown East Safety Committee of Ottawa**

This project is sponsored by the LCRC and its steering committee is composed of many organizations and residents in the community. Its function is to create positive relations between the residents of Lowertown, the Ottawa Police Department, youth and community organizations, while providing a safer environment. A Crime-and-Prevention grant from the City of Ottawa and another grant from the Trillium Foundation made it possible to hire a project coordinator. Many community activities took place. For example, 73 people attended a community forum, summer BBQ's were held in a park, and information sessions were held on citizen rights. A residents' committee was organized and a plan for next year is taking form.

○ **Lowertown Community Store**

This project is in partnerships with the Patro d'Ottawa. As usual, the Community Store operated this year in the months of August and December. In addition, to the traditional Community Stores, the program coordinator held various collective kitchen workshops to help meet the needs and interests of Lowertown residents. The kitchen workshops, the Parent-Child Playgroups, and the collective kitchens organized jointly with the Lowertown Good Neighbours Community House, were very successful. These activities will occur again in 2008-2009 thanks to a grant from the City of Ottawa. New collective kitchens will also be made available.

For a second straight year, the students enrolled in the *École secondaire publique de La Salle* presented a **benefit concert** in support of the Community Store. More than 300 people bought tickets for this event. We wish to thank the *Fondation Franco-Ontarienne* for subsidizing the event in the amount of \$6,500.

○ **City for All Women initiative**

The LCRC sponsors the **City for All Women initiative**. Their aim is to strengthen the capacity of the full diversity of women and the City of Ottawa to work in partnership so as to create a more inclusive city and promote gender equality. They assist the City of Ottawa in using a Gender Equality Lens in decision making. We also support this project through the participation of our Community Developer who acts as a mentor for Francophone women.

OTHER COMMUNITY INITIATIVES

- Income Tax Clinics
- The Good Food Box Club
- Millennium Learning Centre (MLC)

- Community Gardens
- Craft Group
- International Women's Day
- Active Living / Active Women
- English as a Second Language classes
- Lowertown Community Celebration

SUPPORT SERVICES

- Crisis intervention
- Short term counselling
- Advocacy
- Support Group
- Information and referral
- Individual and couple counselling (Catholic Family Services)
- Home Management counselling services (City of Ottawa)
- Public Health services (City of Ottawa)
- Healthy Babies, Healthy Children (City of Ottawa)
- Housing services (Action Housing)
- Voice Mailbox (Contact Ottawa)

PARTNERSHIPS, LIAISONS AND COMMUNITY PARTICIPATION

- Participation in meetings of the organizations represented at Heartwood House / *Au coeur de la vie*
- Representation of LCRC on the *Comité Réseau*
- Participation on the steering committee of the GLBT Project
- Participation on the Lowertown Housing Committee
- Member of the coalition Ottawa Community Response to Hoarding
- Member of the Action Housing partners committee
- Member of the "*Multicultural Health Coalition Group*"
- Member of the "*Multicultural Advisor Committee*"
- Member of the Coalition of Community Health & Resource Centres
- Member of the Directors' Committee, and the working group of the *EOCFHT* and of the five Eastern CRC
- Member of the Best Start Planning Tables
- Member of the roundtable for Early Childhood (East)
- Member of the steering committee for the Child Assault Prevention (CAP)
- Participation in the "*Multicultural Resource Group*".
- Member of the *Regroupement francophone des intervenantes à l'accueil*
- Member of the Youth Coalition of Community Health & Resource Centres

- Member of the "Family Literacy Advisory Committee"
- Partnership in the Coalition of Community Health & Resource Centres for the diversity training program
- Representation on the Board of Directors of the Good Neighbours Community House
- Cooperation with *Entraide budgétaire* in regards to the Income Tax Clinics and the GACF project
- Partnership with *Patro d'Ottawa* in the Community Store project
- Cooperation with Action Housing by offering information sessions for the community
- Participation in the Homelessness forum organized by the Coalition in order to prevent homelessness among Ottawa's Francophones.

ADMINISTRATIVE ACTIVITIES

- The City of Ottawa increased the budget of the community organizations to counteract the pressures of staffing and operating costs and gave a 2% increase for the cost of living.
- The Board of Directors approved funding for a new **Program Manager** position at four days a week which will assist the management team.
- Some of the Centre's employees, volunteers and clients were guests of Ginette Gratton, host of the program ***Pour tout l'amour du monde.*** Our presence helped to promote the services offered by the Centre.
- The Centre created a new logo and slogan: *Un coup de main quand t'en as besoin / A helping hand when you need one.* We now have a banner when we want to promote our services during community events.

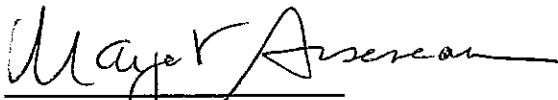
I would like to thank all our funders:

- City of Ottawa Community Funding Division
- Crime-Prevention Ottawa
- United Way / Centraide Ottawa
- Trillium Foundation
- Community Foundation of Ottawa
- Vanier Community service Centre for the Early years program

I would also like to thank all our community partners and volunteers who contribute to various programs.

I want to thank the members of the board for their generous contributions and commitment to the Lowertown community.

I would also like to thank the staff for their continued support, their trust in me and for the wonderful work they have done over the past year.

A handwritten signature in black ink, reading "Margot Arseneau". The signature is written in a cursive style with a horizontal line extending from the end of the name.

Margot Arseneau
Executive Director

2007-2008 Statistics

Telephone calls received	15 500 calls
Intake crisis	550 beneficiaries
	278 new
Early Years Program	
Playgroups, babies, kindergarden	201 children
	103 parents
	2 625 contacts - children
	1 225 contacts - parents
School-based Youth Program	
École Ste-Anne	156 contacts / 52 students (individuel)
	702 contacts / 72 students (group)
École secondaire de la Salle	664 contacts / 166 students
Children and Youth Program	80 participants
Counselling/Catholic Family Services	65 (individual-couple-families)
Healthy Babies, Healthy Children	30 families
Home Management Counselling Services	87 families/individuals
Health Luncheons for Seniors	9 luncheons / 385 participants
- Health Presentations	16 presentations / 625 participants
Community Store	
Back to school 2007	55 families (77 adults, 166 children)
Christmas 2007	155 families (243 adults, 162 children)
Good Food Box	114 boxes
Community Garden	21 participants
Millennium Learning Centre	300 visits
	175 participants
	343 volunteer hours
Income Tax Clinics	359 declarations
Voice mail Services	16 persons
English Classes	46 participants
Sewing Classes	53 participants
Collective kitchen/Information sessions	144 contacts / 15 participants
Women Alive	28 women
Lowertown Celebration May 2007	300 participants
Security Project	
Community Forum	73 participants

BOARD OF DIRECTORS

2007-2008

(Alphabetic order)

Marie-Claire Alphonse

Caroline Andrew

Linda Assad-Butcher

Marielle Blanchard

Guy Desaulniers

Darline Charles Davilma

Diane Dumas

Adel Ghié

Elissar Jalal

Marie-Claude Jean

EMPLOYEES AT THE LCRC

2007-2008

ADMINISTRATIVE PERSONNEL

Margot Arseneau, Executive Director
Diane Dumas, Administrative Assistant
Diane Pétrin, Receptionist secretary

PROGRAM MANAGER

Sonia Pouliot

INTAKE

Linda Boudreault
Nancy Darisse

COMMUNITY DEVELOPMENT PROGRAM

Annie Mercier (From August 2007 after a maternity leave)
Anne-Marie Deneault (replacement September 2006 to August 2007)

SCHOOL-BASED YOUTH PROGRAM (STE-ANNE AND DE LA SALLE SCHOOLS)

Louise Beauchamp

ENGLISH YOUTH PROGRAM

Vanessa Maxwell, Coordinator (since April 2008)
Kiera Denault, Coordinator (until February 2008)
Jenna Baldry
Joshua Crowe
Sarah Fitzpatrick
Faiza Hassan
Kyle Kearnan
Alain M Lutala
Gudrun Mackness
Abdihamid Maho
Mélanie Parent
Phillip Primeau
Traci Spour

EARLY YEARS PROGRAM

Maria Del Carmen Lazzaro
Diane Major

MULTICULTURAL PROGRAM

Shoon Omar (since September 2007)
Fathia Warsama (until September 2007)

PROJECTS SPONSORED BY THE CENTRE

Lowertown East Security Committee of Ottawa (LESCO)
City for All Women Initiative (CAWI)
Conseil des écoles publiques de l'Est de L'Ontario

COMMUNITY STORE PROGRAM

Jamila Libi

ACCOUNTING

Diane Jolicoeur

RECEPTIONIST – REPLACEMENT

Diane St-Jacques

Francine Burt

AGENCIES AT THE LCRC

CATHOLIC FAMILY SERVICES

Cécile Pierret

ACTION-HOUSING

Yarlie Telfort

CITY OF OTTAWA (HEALTH PROMOTION)

Guylaine Gratton

CITY OF OTTAWA (HOME MANAGEMENT COUNSELLING SERVICES)

Brenda Devine (until December 2007)

Lisa Treurniet (January to March 2008)

Josée Mantha (since April 2008)

CITY OF OTTAWA (HEALTHY BABIES, HEALTHY CHILDREN)

Marian Abdirahman

INTERSHIP

UNIVERSITÉ DU QUÉBEC EN OUTAOUAIS

Annie-Claude Nadon (September to December 2007)

OTTAWA UNIVERSITY

Julie Simard (January to April 2008)