

we are here for you!



Annual Report 2021-2022

ALONE
we can do so little

TOGETHER



WE CAN DO SO MUCH!

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Thanks to Lise Bélanger for the production of this annual report and to Jean Deschênes for the translation.



Message from the Chair

The year 2021-2022 has been another pandemic year. COVID-19 has affected our lives and that of the Food Centre. Despite this, the Centre adapted to help families in the Aylmer community.

The Board of Directors held 11 meetings during the year.

Some points of interest:

- The financial situation is positive.
- The mortgage has been renewed until January 2025.
- The contract with the Éco des champs farm was not renewed.
- The golf tournament was held in September.
- The Family Services Committee has been very active with program review.
- The Strategic Planning Committee has begun its work on planning for 2022-2027.

I would like to thank my colleagues on the board for their time, commitment, expertise and support throughout the year.

These thanks are also extended to the staff and volunteers for their hard work and efforts that have led to the successes you will see later in the annual report.

And finally, I would like to thank the citizens, the business community and the social clubs for their loyalty and for their generous donations of money and food, and Moisson Outaouais and the grocery stores for the donations of food every day or every week.

In conclusion, the next year could lead to a greater number of families needing help because of the effects of the war in Ukraine, the cost of living, and more.

Good reading!

Lynn Foran



Message from the Director General

*A cherished organization
by the community of Aylmer*

For a little over thirty (30) years, the Food Centre fights against poverty and for social inclusion. This longevity is explained by the mobilization of many partners, funders, employees and a team of volunteers dedicated to the cause of the Centre.

Today, I would like to thank them for their trust and unwavering support, which has allowed us to reach great maturity. An organization like ours is a stimulating environment in which challenges are daily and teamwork is essential. Recognition by all those involved in the Centre's activities are at the heart of the concerns of management. The social problems that our families are facing as well as the increase in the cost of the grocery cart in recent years confirm that our organization is essential. By reading the annual report, you will be able to see all the work accomplished and it will also allow you to know more about our organization.

Indeed, an organization cherished for:

- an unparalleled sense of belonging
- boundless generosity of citizens
- an unparalleled volunteer force

The challenges for the next few years will be to:

- update the strategic plan;
- reduce our mortgage as much as possible; and
- take steps with the CISSS de l'Outaouais to compensate for the current underfunding of the Centre's overall mission.

Gérard Émond

Mission and Values



Mission

The Aylmer Food Centre develops various initiatives to meet the food needs of the Aylmer community, while offering front-line social assistance services to the extent of its financial and professional capacities.

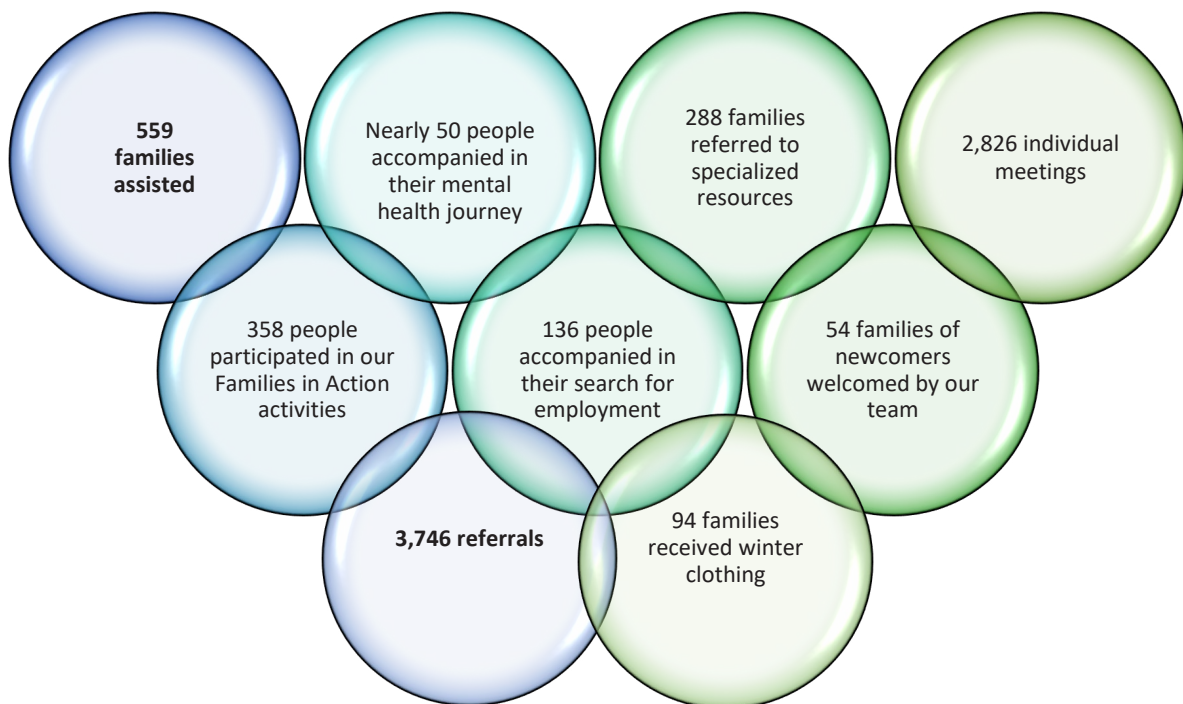
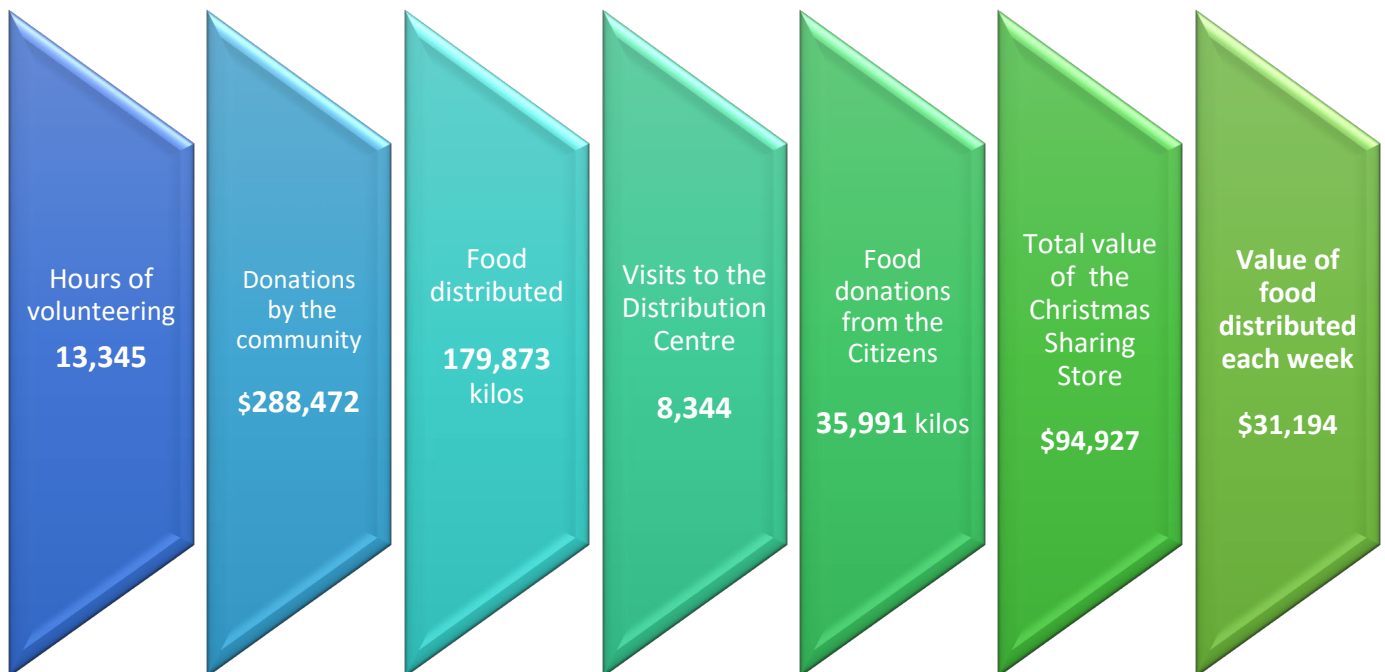
This mission translates into the desire to:

- ❖ Relieve poverty, by welcoming and integrating individuals and families in situations of poverty or at risk of becoming so, in our community.
- ❖ Relieve poverty, by offering food aid and mutual aid services to vulnerable individuals and families.
- ❖ Relieve poverty, by organizing educational and training sessions to sensitize individuals and families on the importance of preventing health issues and adopting healthy lifestyles.
- ❖ Relieve poverty, by promoting the development of a sense of belonging.

Values

The values of the Centre are social commitment, equity, respect, compassion, sharing, mutual aid and autonomy. All the players involved (beneficiaries, staff, volunteers and members of the Board of Directors) have all these values at heart and work together in compliance with the Code of Ethics and Conduct.

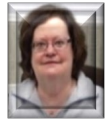
Highlights



Board of Directors and Team



Our Board of Directors



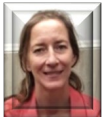
Lynn Foran
Chair



Michel Charette
Vice-Chair



Steeve Lampron
Treasurer



Marisol Carpenter-Yeoman
Administrator



Jean Dansereau
Administrator



Hélène Hallé
Administrator



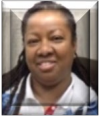
René Jolicoeur
Administrator



Denis Lavallée
Administrator

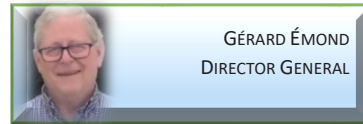


Richard Parent
Administrator

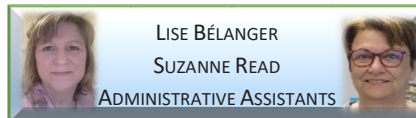


Yisel Lemos
Administrator

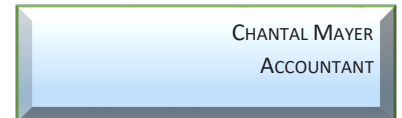
Our Team



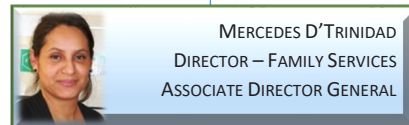
GÉRARD ÉMOND
DIRECTOR GENERAL



LISE BÉLANGER
SUZANNE READ
ADMINISTRATIVE ASSISTANTS



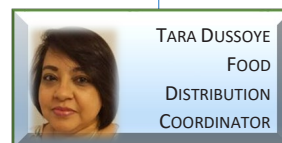
CHANTAL MAYER
ACCOUNTANT



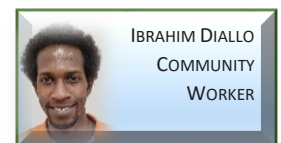
MERCEDES D'TRINIDAD
DIRECTOR – FAMILY SERVICES
ASSOCIATE DIRECTOR GENERAL



KHADIJA DAHMANI
FOOD ALTERNATIVES
FACILITATOR



TARA DUSOYE
FOOD
DISTRIBUTION
COORDINATOR



IBRAHIM DIALLO
COMMUNITY
WORKER



LYN VANASSE
RECEPTIONIST

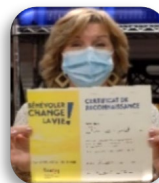


TINA WHELAN
DISTRIBUTION CENTRE
ATTENDANT



FRANCIS OSBORNE
LOGISTICS OFFICER

A few volunteers



VOLUNTEERING **CHANGES** LIVES



Volunteering is a virtuous circle. At the very essence of a well-functioning society, it touches all causes and more. It changes the lives of those who do it: the volunteers themselves. Giving of oneself is first and foremost a gift to oneself, a moment of pleasure and well-being.

By passion or compassion, *volunteering* changes lives. Volunteers' lives come first! In addition to being a source of pleasure, it can have a real impact on our physical and psychological well-being. *Volunteering* is a way to get out of isolation, meet new people and feel good. It is a simple gesture that allows us to heal and anticipate many ills.

Volunteering also changes the lives of those to whom we lend a hand. It contributes to making a precious and essential gesture to those who need it the most. Each act of volunteering, whatever the gesture, has a beneficial impact on the beneficiaries.

Finally, volunteering changes the life of a society. Indeed, it is a powerful source of collective wealth. Although invaluable, it offers our community the opportunity to develop in a context of benevolence and mutual aid based on solidarity.

Remember, changing a life is to change the world!

(text from the Fédération des Centres d'action bénévole du Québec)



Food Aid



Food aid is the main mission of the Aylmer Food Centre. This includes several components, the main ones being:

Daily Food Distribution

Allows low-income families to have access to healthy food several times a month.

Point of Service in the Deschênes Sector

Food distribution service for the residents of the Deschênes sector.

Evening Service

This food aid and psychosocial support service targets households limited by our regular schedule.

Supply of the Anti-waste Fridge

The AFC participates on a regular basis in the supply of the anti-waste fridge.

Community Meals

Once a month, 10 families receive a full meal to share with their family. These meals provide an opportunity for families to participate in activities that promote healthy eating and break the isolation.

Christmas Sharing Store

A food alternative that allows families to stock up on food for the holiday season.

Food Preparation from Gleanings of the Anti-Waste Squad (Seasonal)

Our team of volunteer cooks prepare meals from the fruits and vegetables from the gleaning carried out by the Squad.

Healthy Meals / Food Preparation

Healthy meals made with surplus of food provided by our donors. These meals are offered to a targeted clientele, namely seniors, people with health issues or with food allergies and/or food intolerances.

Deliveries: Allego and Kogaluk

Deliveries of food to the homes of our clientele with mobility issues.

Collective Kitchens and Healthy Cooking Groups

Groups of two to five people who, once a month, plan and prepare meals together. An alternative way for families to eat at low cost and have fun at the same time.

Culinary Workshops

A friendly way to develop simple and healthy recipes from the food distributed at the Centre.

Gardening Bins

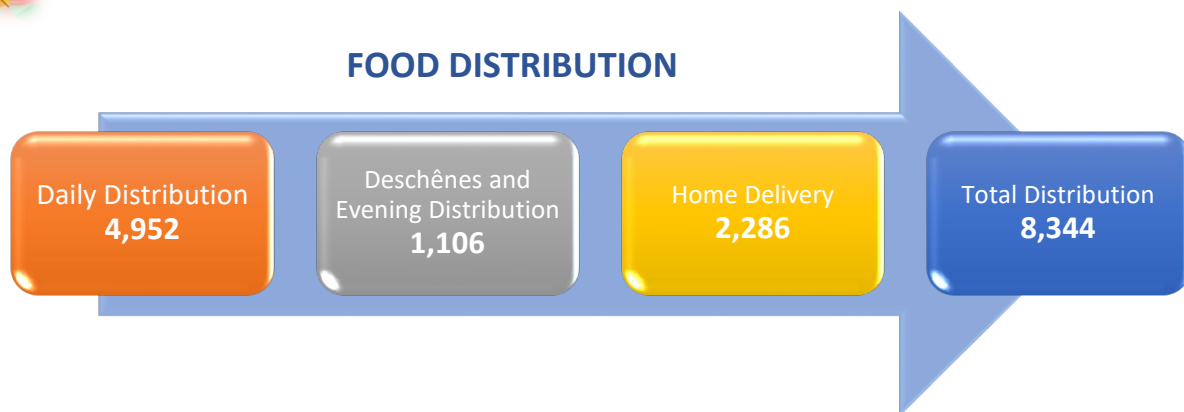
In partnership with the Regroupement des cuisines collectives de Gatineau and the City, three gardening bins are installed on the AFC grounds so that our clients can get involved and benefit from the harvest.

Vegetable Farm (Spring-Fall 2021)

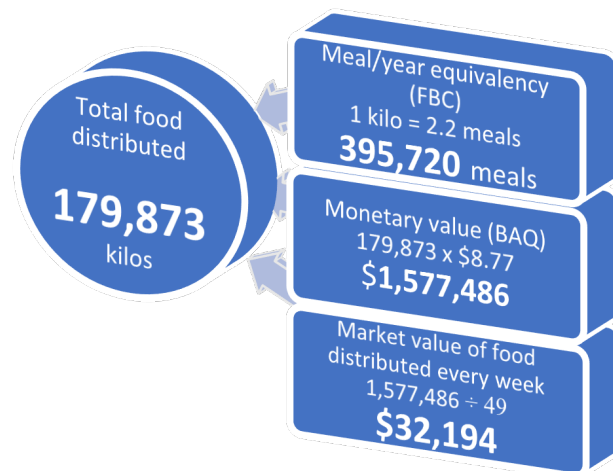
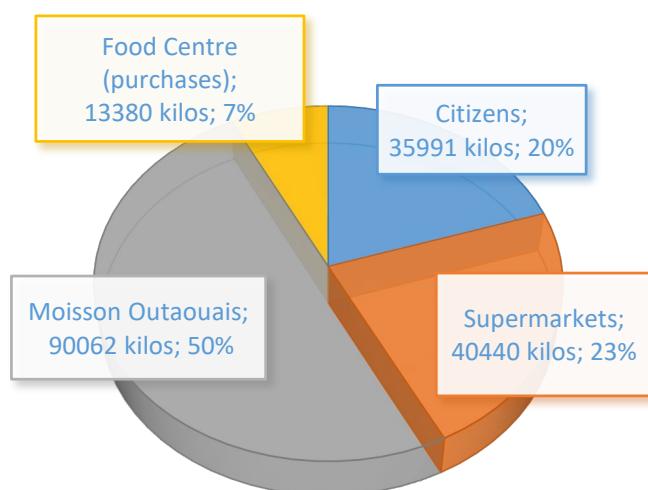
In partnership with the organic farm Eco des champs, the AFC leased a half acre of land to grow vegetables for our families – a way to grow its own supply of food.



FOOD DISTRIBUTION



FOOD DONORS



CULINARY WORKSHOPS AND COLLECTIVE KITCHENS



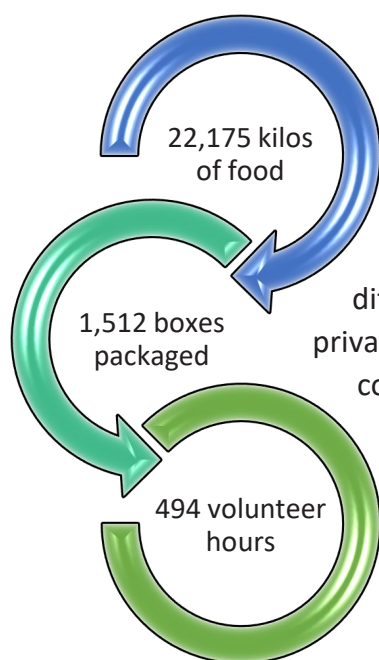
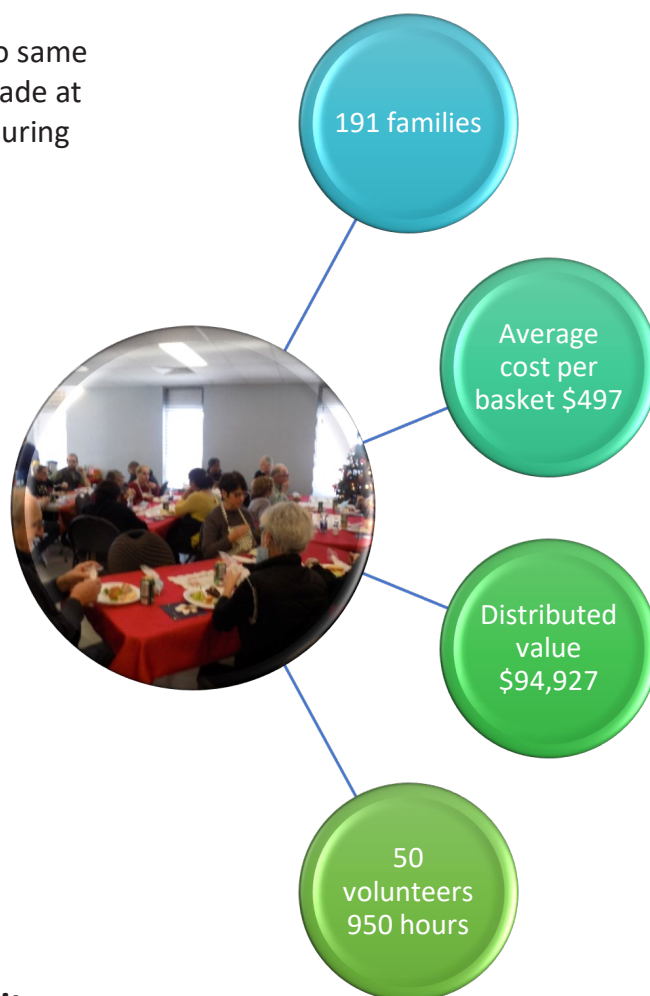
Christmas Sharing Store



The 16th edition of the Christmas Sharing Store used the same format as the one of 2020. Some adjustments were made at the operational level based on suggestions gathered during the December 2020 - January 2021 evaluations.

SOME HIGHLIGHTS:

- **Decrease in fees charged to our families:**
SP: \$15, SF: \$30, LF: \$45, XLF: \$55
- **Distribution model:** home deliveries and a time slot for participants to pick up their food at the AFC.
- **Post-Christmas convenience** was offered to families who did not participate in CSS 2021.
- **Amount of food distributed:**
 - 50 items prioritizing healthy eating;
 - 272 new gifts distributed to children
 - Three boxes for babies prepared (0-12 months)
 - 51 single people received a new gift and warm clothing



Complementary activity

As we do every year, the Centre held its food drive for the month of December. Several daycares, kindergartens, elementary schools and Grande-Rivière High School as well as many citizens, different associations and social clubs, churches and religious groups, private groups (businesses) and local food markets contributed to this collection.



Psychosocial Interventions



Another aspect of the Food Centre's mission, less apparent but of great importance, is the psychosocial component. This component includes several areas, including:

Preventing Homelessness

Accompaniment, assistance and referral to appropriate resources, support in returning to school, finding employment and housing, and support in the process of achieving financial autonomy and socio-professional integration.

Social and Professional Integration

The Food Centre serves as a work platform for many people with severe employment constraints by creating an inclusive environment for every citizen interested in contributing to the well-being of their community. The Centre also welcomes people who are required to perform compensatory work hours.

Mental Health Promotion

In partnership with Cap Santé, we promote and facilitate the annual Mental Health Week. Access to mental health services for our participants. Updating of workers on the different tools and subjects related to mental health support. The Centre also offers support to community members in order to break social isolation and promote community resilience.

Educational Workshops/Sessions

Participants improve their functional autonomy by participating in life skills and personal development activities in order to promote their social integration and life skills and thus improve their living conditions.

Families in Action

Low-cost activities are offered to individuals and families registered at the Centre in order to promote family leisure activities and healthy lifestyle habits.

Back to School Program

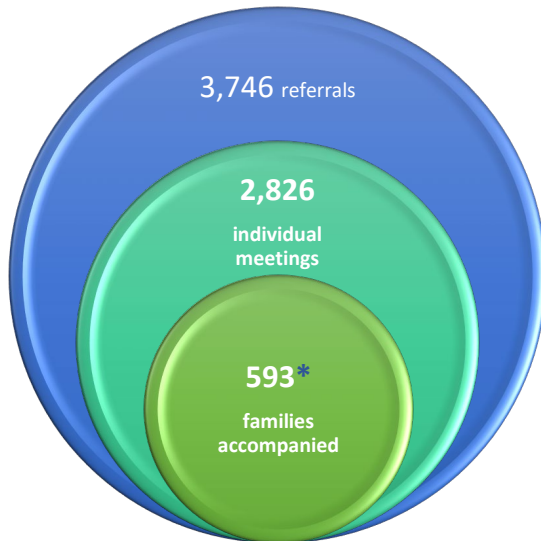
In partnership with community organizations in the area, the Food Centre helps organize this program to help low-income families with back-to-school expenses.

Habits de Neige Gatineau and “Let’s Keep Them Warm”

In partnership with Centraide Outaouais, *Habits de Neige Gatineau* allows children from 0 to 12 years old from low-income families to get a new snowsuit at a lower cost. *Let’s Keep Them Warm* is a volunteer-organized program that provides used winter clothing for all, children and adults.



Psychosocial Assistance

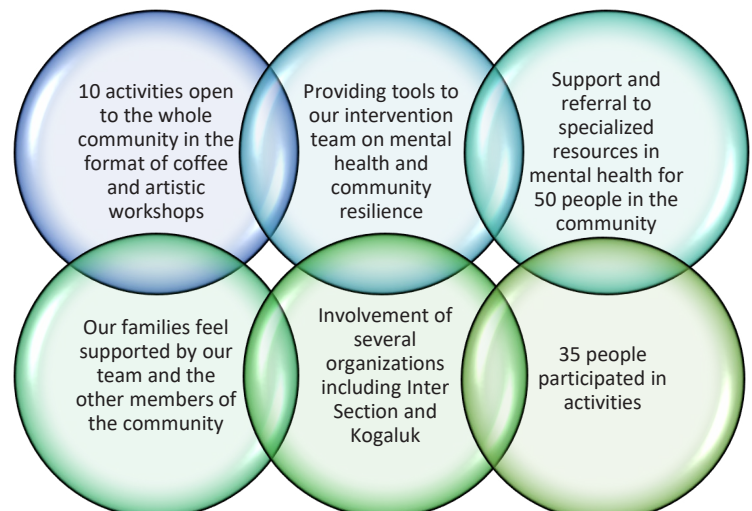


Subject / Most Frequently Discussed Needs	
1,591	• Follow-up calls - listening
2,202	• Food Aid
720	• AFC Services
367	• Budgetary Assistance
301	• Community Services
122	• Housing Assistance
40	• Transportation
84	• Physical / Mental Health
136	• Employment Assistance
18	• Personal Guidance
250	• Tax and Other Forms
55	• Furniture and Clothing

* 559 + 34 families have participated in programs opened to the community.

A NEW PROGRAM

Our initiatives are in line with the CISSS Pathfinders Network, whose objective is to promote the importance of community resilience. The AFC introduced a new program for the Aylmer community: ***TOGETHER, we are better!***



POSITIVE RESULTS FROM OUR INTERVENTIONS (EMPLOYMENT AND HOUSING)



**APARTMENT
FOR RENT**

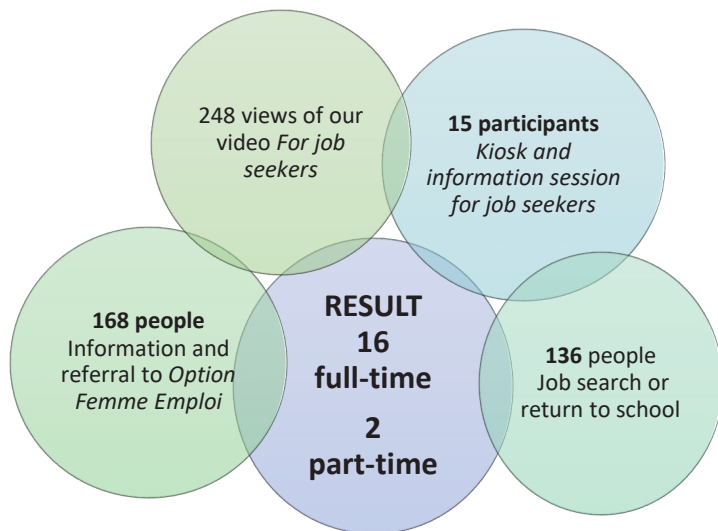


BACK TO SCHOOL / WORK PLACEMENT

15 participants

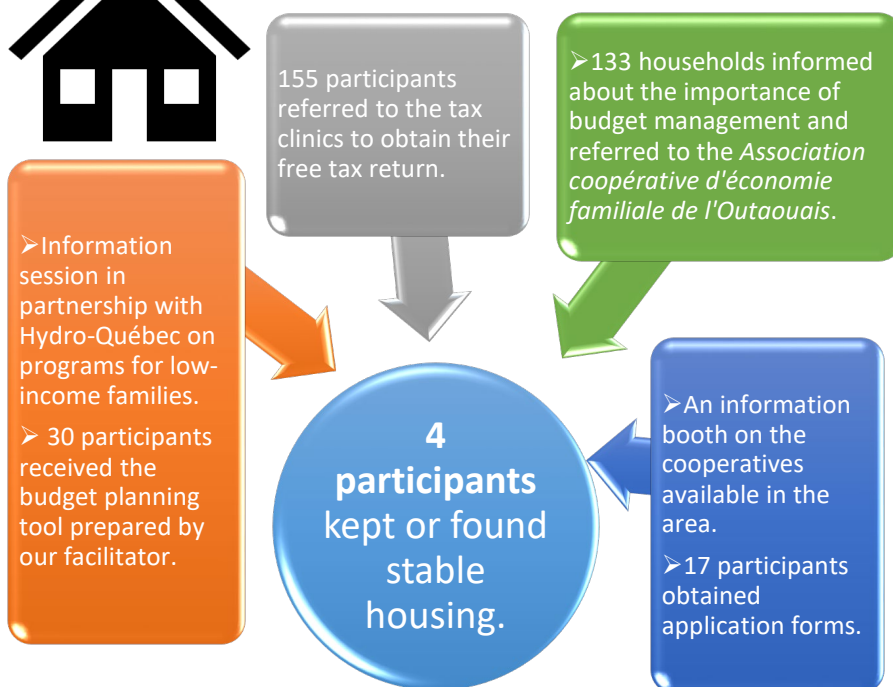
Examples:

- Two participants are returning to school full-time.
- Following her work placement, one participant volunteers at the Centre, is involved in our collective kitchens and continues her search for a part-time job.
- Three participants of the PAAS-Action program (gradual reintegration program to the labour market) registered for our services and actively participated in our collective kitchens.



Examples :

- A participant-volunteer found stable housing.
- A single mother retains her housing.
- A participant moved to *Kogaluk*.
- A participant is assisted in negotiating with the landlord.



POSITIVE RESULTS FROM OUR MENTAL HEALTH AND NEWCOMER SUPPORT INTERVENTIONS



Creation of a mental health program linked to mental health promotion.

Two employees received first-aid mental health training accredited by the Canadian Red Cross.

Three staff members are trained in Community Resiliency through the CISSSO Pathfinder Network for Psychological Health program.

35 participants in 10 mental health related activities.

RESULTS

- Nearly 50 people accompanied in their journey towards recovery of their mental health.
- A single mother found support from a community group.



Testimonials (Participants and Volunteer)



"Let me share how grateful my family is to the Food Centre for all their support. We have been here for 1 1/2 years.

Last year was very unpredictable for our family. Thanks to the Food Centre it was not the most critical year for our family; while I was unemployed at the beginning of the pandemic, we always felt the support of the Centre to sustain us.

I will never forget the heroic presence of René, Khadija and the other employees, last February and March, who were always ready to give us food in the face of the potential risk of contagion from Covid19.

It is always a pleasure to communicate with the staff and volunteers of the Centre, whether it is for clothing donations, information on taxes or employment, advice or the children's drawing contests.

There is no doubt that the next wave will not be easy, but we know that we can count on the Centre's staff to help the Aylmer community with food and kind words of encouragement.

Thank you for everything!"

O.T.

Hello Annick,

I would like to thank everyone at the Food Centre who has helped me in any way! I started a job 3 weeks ago and I can financially feed my daughter and myself. You have made all the difference for us and I can say how grateful I am. You made it possible for me to not have to choose between paying for hydro or eating... I was at that point. I had ruined my credit since Covid came along and when I contacted you, I didn't know how I was going to make it work with my daughter for rent, bills and her needs.

You saved me and I will always be grateful for what you did for us. Although I moved not long ago, I have started to make food donations, especially what is fresh in the grocery stores where I shop.

Keep up the good work and if you need a volunteer on my free time I offer my services.

Thank you so much to the entire team who have always been non-judgmental and have integrity and are passionate about helping their neighbors; I tip my hat to you.

Shawna

"I enjoyed working at the Centre! It went really well! I didn't work at the front desk but in food preparation which took a lot of stress off of me. I found everyone very interesting, friendly and enthusiastic. The atmosphere is great!

I thought I could work more hours but I hadn't planned on having lunch. And by the time I de-iced my car and came to lunch, it wasn't really worth going back. But on my next visit, if there is work for me, I can arrange to stay longer if my back is okay. It's standing work. They offered to bring me a chair but I find that these are tasks that are better standing, like in my kitchen. I can also sit down if I feel the need. Anyway, it was great, Lise made me feel very comfortable at first and everything went well after that."

Brenda

Thank You!

**To the entire team of the
Aylmer Food Centre.**

**Thank you for always
being available
and for doing your best to
share with others.**

**Your healthy meals are
delicious.**

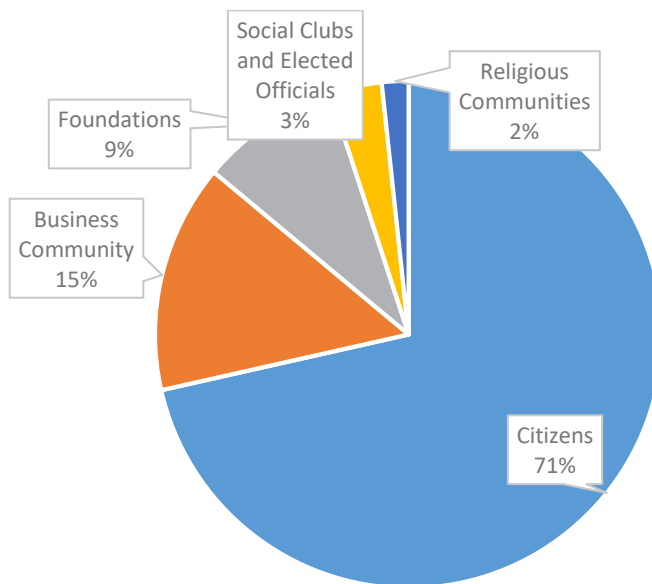
Very nice initiative. Bravo!

A.Z.

Our Precious Community



DONATION AMOUNT		CITIZENS	SOCIAL CLUBS AND ELECTED OFFICIALS	BUSINESS COMMUNITY	RELIGIOUS COMMUNITIES	FOUNDATIONS
\$19 and less	44	44				
\$20 to \$499	877	854	6	8	7	2
\$500 to \$999	53	47	2	3	1	
\$1,000 to \$1,999	29	25	1	3		
\$2,000 to \$2,999	9	5	2		1	1
\$3,000 to \$3,999	1			1		
\$4,000 to \$4,999	1			1		
\$5,000 to \$5,999	2	1				1
\$7,000 to \$7,999	1	1				
\$8,000 to \$8,999	1					1
\$9,000 to \$9,999	1			1		
\$10,000 +	3	3				
TOTAL	1,022	980	11	17	9	5



Citizens	\$206,181
Social Clubs and Elected Officials	\$9,589
Foundations	\$25,710
Business Community	\$42,081
Religious Communities	\$4,911
TOTAL	\$288,472

Donor Testimonials



Since its inception, the **30Plus Hockey League of Aylmer** has been a social organization that organized fundraising activities such as baked bean suppers, golden age dinners and hockey tournaments, with all proceeds going back into the Aylmer community.



Unfortunately, the 30Plus League chose in 2016 to no longer hold an annual tournament, ending a tradition that had lasted for 40 years. The **Sleeman Hockey League**, with most of its players being 30Plus League alumni, decided to take up the challenge and host their own 50+ tournament and revive the tradition while having fun playing their favourite sport. The Sleeman League chose to donate all proceeds from the tournament to the Aylmer Food Centre.

Since then, our annual tournament has donated over \$20,150 to the Food Centre as well as several hundred kilos of food.

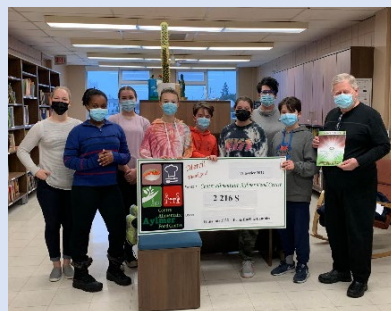
Unfortunately, for the past two years, COVID has forced the cancellation of the tournament. However, the Sleeman League remains committed to the Food Centre and is committed to bringing the tournament back in 2023.

The Sleeman Hockey League is very proud to be one of the many supporters of the Aylmer Food Centre.

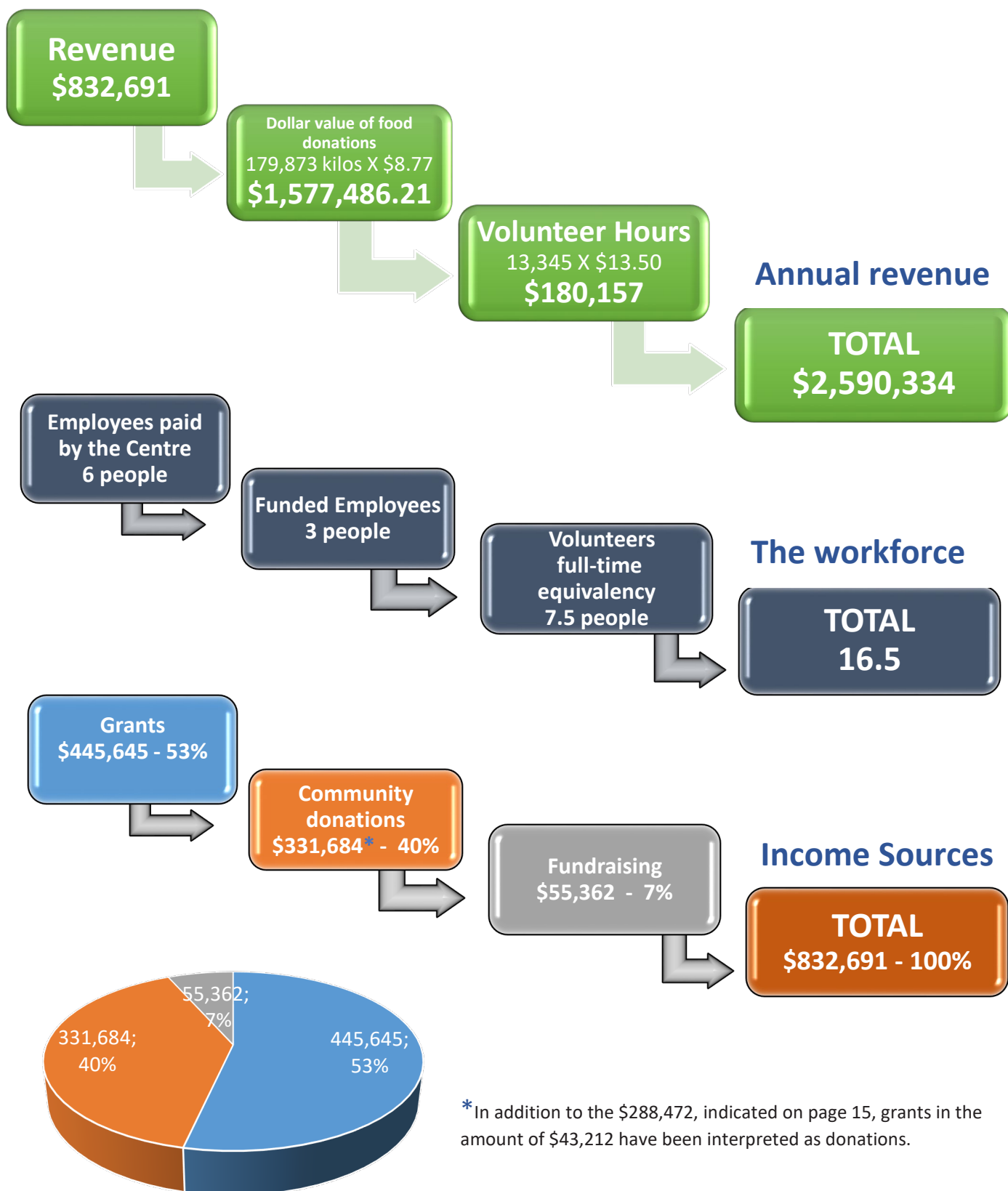
CAMA Industries has been a donor to the Aylmer Food Centre for many years. Our review of our community contribution has led us to further support the Aylmer Food Centre. On September 21, 2021, we donated \$100,000 to the Aylmer Food Centre. This ten-year partnership will ensure the sustainability of the Centre.

Our decision to support the Aylmer Food Centre was based on our confidence in the quality of the management of the Centre.





The Food Centre, a Social Enterprise





Christmas Sharing Store



ESGR Chefs' Table



Let's keep them warm!



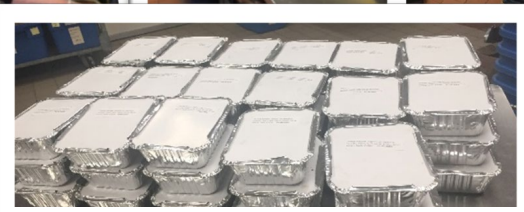
Garage Sale



Golf Tournament



Community Garden



Food Preparation

Our Financial Supporters



... because hunger



is 365 days a year

Une relation solide !



**A company proud to support the mission of
the Aylmer Food Centre.**