



**Centraide**  
Outaouais

2017-2018  
**REPORT TO  
THE COMMUNITY**

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## IN THE OUTAOUAIS, POVERTY MEANS:



**8,200**

families living **below the poverty line**



People on low incomes spending **30% of their income on shelter**

**1 in 8**

**\$765**

Basic monthly social assistance benefit for an adult



**8.5%**

Requests for food aid from people working for the minimum wage of \$12 an hour



**20,000**

Emergency overnights in shelters by adults and children aged 12 or older



**NATHALIE LEPAGE**  
Executive Director

**LUCIE LAFLEUR**  
Chair of the Board

## WORD FROM THE EXECUTIVE DIRECTOR AND THE CHAIR OF THE BOARD

As we approach our 74<sup>th</sup> anniversary, we are proud of what has been accomplished, and proud of the place that Centraide Outaouais has established for itself as a community builder and player in the field of social development, always with the goal in mind of combatting poverty and social exclusion.

The year 2017-2018 was one of strategic reflection, which began in January, and was part of the work carried out by the entire United Way/Centraide movement. At a time when competition in the philanthropic sector has become increasingly fierce and the needs of the vulnerable populations only continue to grow, our discussions have been driven by the desire to strengthen the relevance and the role of our organization within the community.

With our deep involvement in the region, our aim is to find sustainable solutions to the problems associated with poverty, and this is why we participate in such things as structuring initiatives. As a result, Centraide Outaouais participated in the creative thought process that led to the establishment of the Observatoire en développement de l'Outaouais (ODO), which officially opened in March 2018, and the purpose of which is to shed light on local issues. We also supported the Table de concertation sur la faim et le développement social en Outaouais, which developed the Carte communautaire de la faim, a tool that maps out the local food supply and existing initiatives in order to better respond to the need.

The values of support, solidarity and empathy remain at the heart of our action and, not to forget the rigour that drives us—each and every day—to improve our practices and judiciously invest the donations we receive in those areas of need that are the most pressing. And there, where they will have the greatest impact.

The Centraide Outaouais campaign is the campaign of the entire community. Thank you for believing in our mission. Let's change lives for life!

© Sylvain Marier

# THANK YOU 62,781 TIMES!

This is the number of vulnerable individuals who will be able to regain their dignity, thanks to the services provided by our network of agencies.

We applaud your willingness to become involved along with us in the fight against poverty and social exclusion. There are many faces to our cause, and they are all too often associated with despair. But our cause is also a symbol of light, of optimism and of success. When you give to Centraide Outaouais, please know that you are making a concrete contribution to the enrichment of our community, especially to the lives of thousands of fragile individuals. And the stories of our successes are many:

- Homework clubs
- Workshops for young people on the prevention of psychological, physical and sexual abuse
- Meals on wheels for the elderly
- Collective kitchens for entire families
- Parenting skills workshops
- Reception and support services for newcomers
- Social, cultural and employment activities for persons with physical and intellectual disabilities
- Temporary emergency housing for the homeless
- Groceries, meals and snacks for persons in need
- Back-to-school (school supplies at 75% off)
- ... and much more!!!

On behalf of all those to whom you restore hope, we say Thank You.

## CAMPAIGN RESULTS

# 62,781

PERSONS HELPED

10,978  
DONORS

515  
WORKPLACE  
CAMPAIGNS

1,095  
FRIENDS AND LEADERS  
Gifts of \$500 or over

5,316  
AGENCY  
VOLUNTEERS

79  
AGENCIES  
supported

9  
INITIATIVES  
supported



# HIGHLIGHTS

## ELAINE DUPRAS CAMPAIGN CHAIR

Many thanks to you, **Elaine**, for so enthusiastically spreading our mission throughout the area. You are a great source of inspiration for the entire community!

## CHALLENGE TO BUSINESSES

Sporthèque's **Défi des entreprises** is without a doubt one of the most popular activities in the entire region. This huge event, which saw some forty teams compete in sporting, intellectual, fun and festive contests, raised a grand total of **\$42,000!** Thank you to the adventurous participants, sponsors, and volunteers, and to the fantastic employees of Sporhèque! !

## SANTA CLAUS PHOTO PACKAGES AT LES PROMENADES GATINEAU

Ho, ho, ho! For the last three years, families have been photographed with Santa to create memories of the Holiday Season. Our thanks to **Kathleen Michaud** and the staff at Les Promenades Gatineau for your constant support.

## PROGRAMS AND INITIATIVES

Bourse communautaire Deslauriers

CA Marche

Concertation en développement social de  
l'Outaouais (CDSO)

Observatoire en Développement de  
l'Outaouais (ODO)

Programme de délégués sociaux FTQ

Réseau d'entraide CSN

Retour en classe

Table de Concertation sur la faim et le  
développement social de l'Outaouais  
(TCFDSO)

211



© Richère David





### LAUNCH OF THE GOVERNMENT OF CANADA WORKPLACE CHARITABLE CAMPAIGN (GCWCC)

Last year, **3,000 employees** from federal departments and agencies took to the streets of Ottawa and Gatineau to mark the first generous step in providing hope for changing the lives of the neediest from one end of the country to the other. Donors ran or walked the five-kilometre course to provide the kick-off to this great solidarity movement that is part of the GCWCC. Bravo!



### LOTO IGA

Thanks to the initiative of Josianne Delorme of **104.7 FM** and Elaine Dupas from la **SportHèque**, eleven IGAs from the region came together to establish a lottery draw with a prize of **\$10,000**—an event that gave Centraide Outaouais high visibility throughout the area!



### OBSERVATOIRE EN DÉVELOPPEMENT DE L'OUTAOUAIS (ODO)

What's happening in our region in the social, economic, cultural and scientific spheres?

As a **player in the field of social development**, Centraide Outaouais contributed to the thought process and the establishment, in March 2018, of the Observatoire en développement de l'Outaouais, a research, knowledge-sharing space and a place where innovative tools can be developed that responds to the needs of decision makers, stakeholders and the general population. We sit on the governing bodies and chair the Portrait des communautés committee. Together, we are all working for the well-being of our residents!



### FTQ DRAW

The fourth edition of the FTQ draw, held on March 8 – International Women's Day. A **thousand tickets** were sold, and **\$7,300** raised. Our thanks to **Dino Lemay** and **Francine Bourré** for their tireless dedication.

# VALLÉE-DE-LA-GATINEAU

## IN NUMBERS

**20,182**

Residents

**24%**

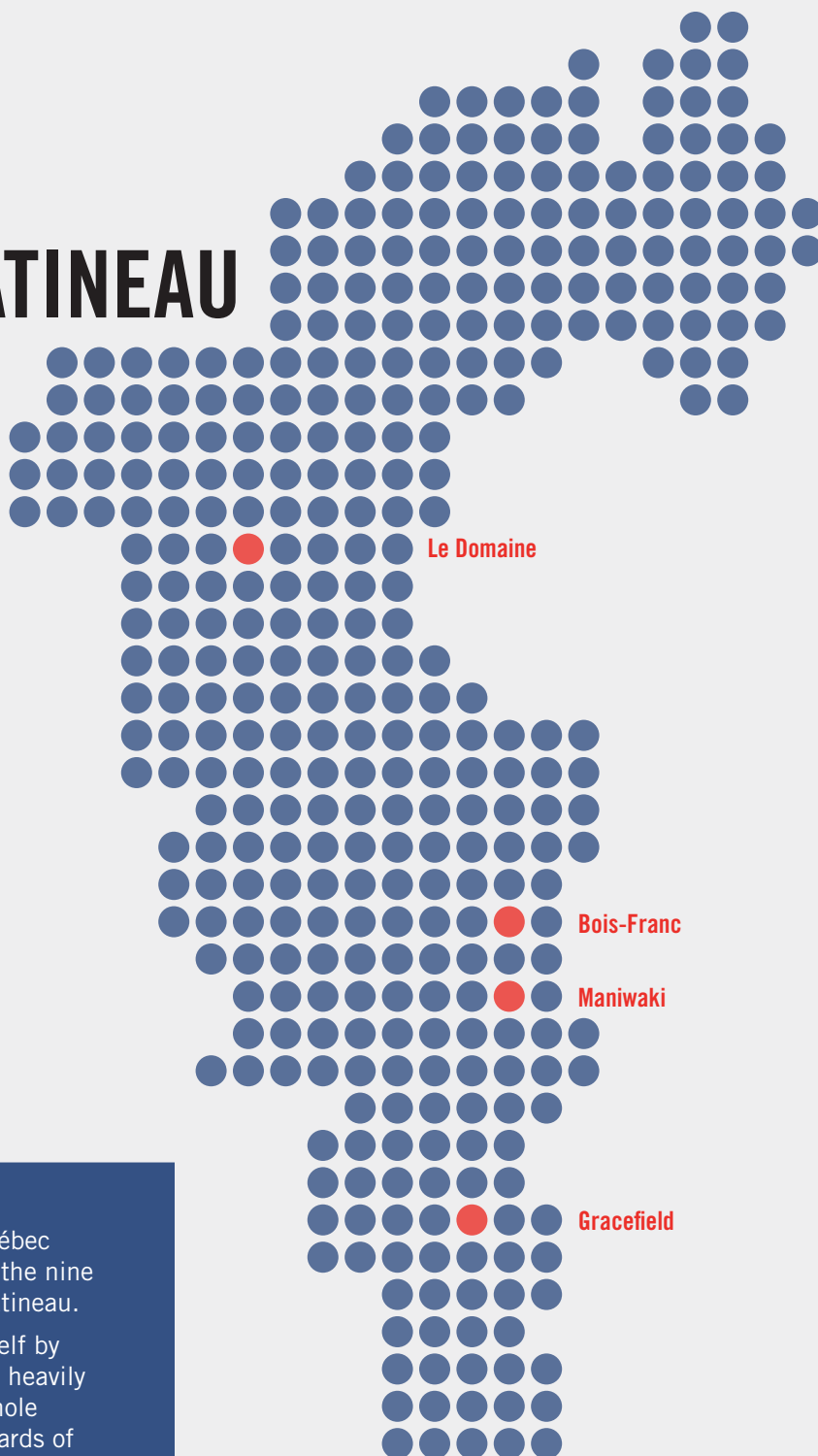
Low-income

**32%**

No diploma  
(21% in the Outaouais.)

**18%**

3,730 Aboriginals  
Most reside on the  
Kitigan Zibi Anishinabeg  
Reserve.



Following the Centraide reorganization in Québec during the year, Centraide Outaouais took in the nine agencies from the MRC de la Vallée-de-la-Gatineau.

This tightly knit community distinguishes itself by its community spirit, where the residents are heavily involved in the Centraide campaign and a whole host of other activities, and hold seats on boards of directors and agencies that provide for the well-being of the entire population. We should also mention the dedication of the regional campaign team, staffed by Anik Beauseigle, Sonny Constantineau and Monia Lirette.

Food security remains the most serious issue in the area and there are three agencies that work hard to meet the needs of the vulnerable members of the community. The rate of school dropouts, the isolation of seniors and the social integration of persons with disabilities are other major concerns.





Mani-Jeunes



Announcement of the integration of the MRC de la Vallée-de-la-Gatineau to the Centraide Outaouais territory



La guignolée

### 9 AGENCIES SUPPORTED BY CENTRAIDE OUTAOUAIS

The **nine agencies** that we support never stop showing their ingeniousness and creativity. Here are some examples:

**Mani-Jeunes** is an agency that criss-crosses the area with its two highly visible vans, providing entertainment for youth in areas where there are no activities available. Sports, art and information workshops are some of the many initiatives that allow young people to develop better social skills, acquire a sense of independence and encourage community participation.

Suicide prevention is at the heart of the mission of **Suicide Détour**. Since studies have shown that spending time in nature helps reduce stress and improve mood, the agency arranges outdoor activities, primarily kayaking and canoeing.

- 1 L'Entraide de la Vallée
- 2 Œuvres de charité de Gracefield
- 3 La Fabrique de la Paroisse de l'Assomption-de-Marie pour Fondation Soeur Rita Roy (Pain Quotidien)
- 4 Calacs Vallée-de-la-Gatineau
- 5 Centre Jean-Bosco
- 6 Jeunesse Sans Frontières de la Vallée-de-la-Gatineau
- 7 Mani-Jeunes
- 8 Suicide Détour
- 9 Voix et Solidarité des aidants naturels de la Vallée-de-la-Gatineau

### CENTRAIDE OUTAOUAIS' INVESTMENTS



**\$96,154**

Total investments



**\$79,154**

Food security



**\$5,000**

Physical and emotional security



**\$6,000**

Support for seniors and persons with disabilities



**\$6,000**

Promoting youth achievement

# PROMOTING YOUTH ACHIEVEMENT



*I am the mother of a boy with a number of learning disabilities. At the time, I was told that he was probably never going to be able to read or write. I couldn't envisage that. I needed resources and support. So I turned to the Association québécoise des troubles d'apprentissage de l'Outaouais (AQETA). As soon as I got there, I quickly fell in love with them. There, they helped me better understand my child and made me better equipped. Elric was able to make friends with others just like him, all while improving at school. They changed Elric's life and mine too. Today, I am very proud to say that he is able to read and write very well.*

JOSÉE

## DID YOU KNOW?

- In the face of the region's high cost of living—which continues to climb even higher—the well-being of young people depends on academic success (see....)
- 87% of the families supported by Équipe Soutien Famille have children who are experiencing a developmental delay or social, emotional or behavioural problems;
- The percentage of persons between the ages of 25 and 64 who do not have a high school diploma dropped from 23.5% to 14.7% in the Outaouais. For this segment of the population, in the MRCs of Pontiac and the Vallée-de-la-Gatineau 1 person out of 4 does not have a high school diploma.

## AVERAGE GROSS INCOME BY LEVEL OF EDUCATION

**\$21,547**

Less than a high-school certificate

Low-income threshold: \$25,516

**\$28,400**

High school diploma

**\$33,985**

Trade school diploma

**\$38,830**

Diploma from a college or non-university institution

**\$60,250**

B. A. or above







Le LAB



Talent de la Cité

## RESULTS

- The struggle against prejudice, racism and bullying is a fight that goes on every day. **Talent de la cité pour la coexistence** is a cultural initiative established by the Association des femmes immigrantes de l'Outaouais that is designed to provide an expression space for about a dozen young people from underprivileged neighbourhoods with unexplored talents. Through their lens, they have been able to skilfully and sensitively share their learned experiences and their perceptions on interculturalism, coexistence and social integration by creating photos and videos based on the themes of living together and the richness of diversity.
- **Le LAB** is a place of artistic expression and creation intended primarily for young people between the ages of 16 and 30 whose lives are at risk or who are living with the realities of drug addiction, homelessness or social exclusion. Paint, charcoal, clay, recycled materials, percussion instruments and guitars are some of the many means of expression made available to young people to help them develop their creative potential, self-confidence and a sense of belonging to the community. In total, le LAB hosted 4,646 persons, 452 of whom were there for the first time.
- **Allez hop, on bouge !** Sports and academic success go hand-in-hand and this is why les maisons de jeunes du Pontiac encourage and motivate young people to exercise. They enable especially youths from age 12 to 17 to participate in various sports, including inter-house competitions. Soccer and softball tournaments brought together some 700 participants as part of the inter-municipality sports program. They ran, jumped and outdid themselves in an atmosphere of friendly competition bringing awareness of the benefits of sports! **Les Maisons des jeunes du Pontiac** organize the inter-municipal sports program which sees over 700 soccer and softball players participating in their favourite sport.

## CENTRAIDE OUTAOUAIS' INVESTMENTS

**23%**

of our investments



**\$596,718**

**16,025**

Young people helped

**33**

Agencies

**2**

Initiatives

# IMPROVING LIVING CONDITIONS

*When I was 25 years old, I contracted HIV from an infected needle. I did not understand anything. The worker explained that if I didn't take my meds, I would have only five years left to live. So I came to the Bureau Régional Action Sida (BRAS) for help. They mentored me. I had a chance to talk about my situation with support workers and with others who also have HIV. I was able to verbalize all my pain. At the time, I was using a lot and my illness had advanced. And they BRAS helped me accept my condition and understand that life goes on. Without their services, I would be dead.*

FRANÇOIS



## 18,400

Distress calls

## 3,100

Interventions by street workers

### FOOD-BANK USERS

## 33%

Children under the age of 18

## 12%

Immigrants

## 7.64%

Seniors

## 15,5 %

Persons with disabilities

### DID YOU KNOW?

Close to **18,400 persons** made distress calls or received services during a time of crisis related to mental health or drug and alcohol dependency;

More than **3,100 interventions** by street workers;

Close to **33% of food-bank users** are children under the age of 18;

Of those requesting food assistance, the percentage of **immigrants** (12 %), **seniors** (7.64%) and **persons with disabilities** (15.5%) continues to grow each year.





**Mon Chez Nous**



**Au cœur des aînés du Pontiac**

## RESULTS

- The group **Au cœur des aînés du Pontiac**, which was founded by the Maison de la famille du Pontiac, allows members to build relationships and break down their isolation. Nutrition, well-being, arts and crafts, cooking and stress management are all subjects discussed in various workshops. Last year, 700 seniors participated in their activities. This is a valuable and unifying initiative with regard to the well-being of a segment of the population that is sometimes neglected.
- Homeless women and sex-trade workers live on the margins of society. Established three years ago, the **Rue-Elles** initiative is intended to help break down their isolation, welcome them into a safe space and offer them a broad range of services. Close to 2,000 women were able to come together and establish relationships through weekly suppers where various subjects are discussed, and collective kitchens and cultural activities are offered each month. In their marginalized lives, Rue-Elles offers them a degree of normalcy.
- Tenants, get involved! In the eight apartment buildings run by **Mon Chez Nous**, residents participate in democratic living and decision making by getting involved with the tenants' committee. This means developing their independence, housing skills, knowledge of their rights and obligations as tenants and even organizing activities—all elements that foster the social reintegration of youths, adults and families.

## CENTRAIDE OUTAOUAIS' INVESTMENTS

**57%**

of our investments



**\$1,470,756**

**15,973**

Persons receiving food aid

**56**

Agencies

**2**

Initiatives

**102**

Persons helped to get a job

# BUILDING SUPPORTIVE COMMUNITIES

*In 2006, I left Ontario and moved to the l'Île de Hull neighbourhood. I was alone with my child. In walking around the neighbourhood I came across the Enfants de l'Espoir de Hull community centre. Seeing the children playing in the yard, I didn't hesitate to knock on the door. I was really made to feel welcome. I explained my situation to them and the loneliness that I was experiencing. My little boy and I started to attend their workshops and family activities. I liked getting involved and investing my time in the centre as a volunteer, so much that I became its general manager.*

TARA



## DID YOU KNOW?

- **Community centres** and **youth homes** play a significant role in integrating newcomers, as well as citizens coming from other cities or provinces.
- In our 12 homes there are some **thirty devoted employees** and **360 volunteers** who work hard to create a warm and welcoming space for hundreds of individuals who are often distraught and without the resources they need to deal head-on with change and the unknown associated with a rejection or a move.
- Welcoming committees, neighbourhood entertainment, mobile libraries, women's groups, youth work coops, and community kitchens and refrigerators are all initiatives that shout loudly: "Welcome to our place, welcome to YOUR place!"





Maisons de Prévention César



Carte de la faim

### DES RÉSULTATS

- They're there, on the ground, getting involved and volunteering in the community! Last year, youth from the **maisons de Prévention César** in MRC Papineau volunteered at 23 festivals, fairs and gatherings. Always highly visible, you see them participating enthusiastically at car washes, welcoming or guiding visitors and organizing fund-raising drives, among others.
- Do you know where the food deserts are in the Outaouais? Where the grocery stores and dépanneurs are? Depending on where you shop, what about the cost of the average grocery basket? You'll find the answers on the **Carte sur la faim** (hunger map)! The Table de concertation sur la faim et le développement social en Outaouais, working closely with Centraide Outaouais, has created a map showing accessibility to food resources in the region. Since food security is a huge issue, we wanted to support this research and action initiative, which is designed to identify the players on the ground and find solutions.
- More and more, distress in the workplace is a subject that is in the news. In an effort at prevention, Centraide Outaouais has for several years now been supporting support networks in **factories** and **unionized workplaces**. Prevention through listening, along with the presence of trained colleagues who are ready to provide counselling to persons experiencing distress using the best resources available. This is an invaluable initiative and Centraide is firmly behind it!

### CENTRAIDE OUTAOUAIS' INVESTMENTS

**20%**  
of our investments

**\$** **\$498,276**

**5**  
Programs

**4**  
Initiatives

# OUR INVESTMENTS

**PERSONS  
HELPED**

**62,781**

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**TOTAL  
INVESTMENTS**

**\$2,659,573**

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**REGIONAL  
AGENCIES**

**\$619,127**

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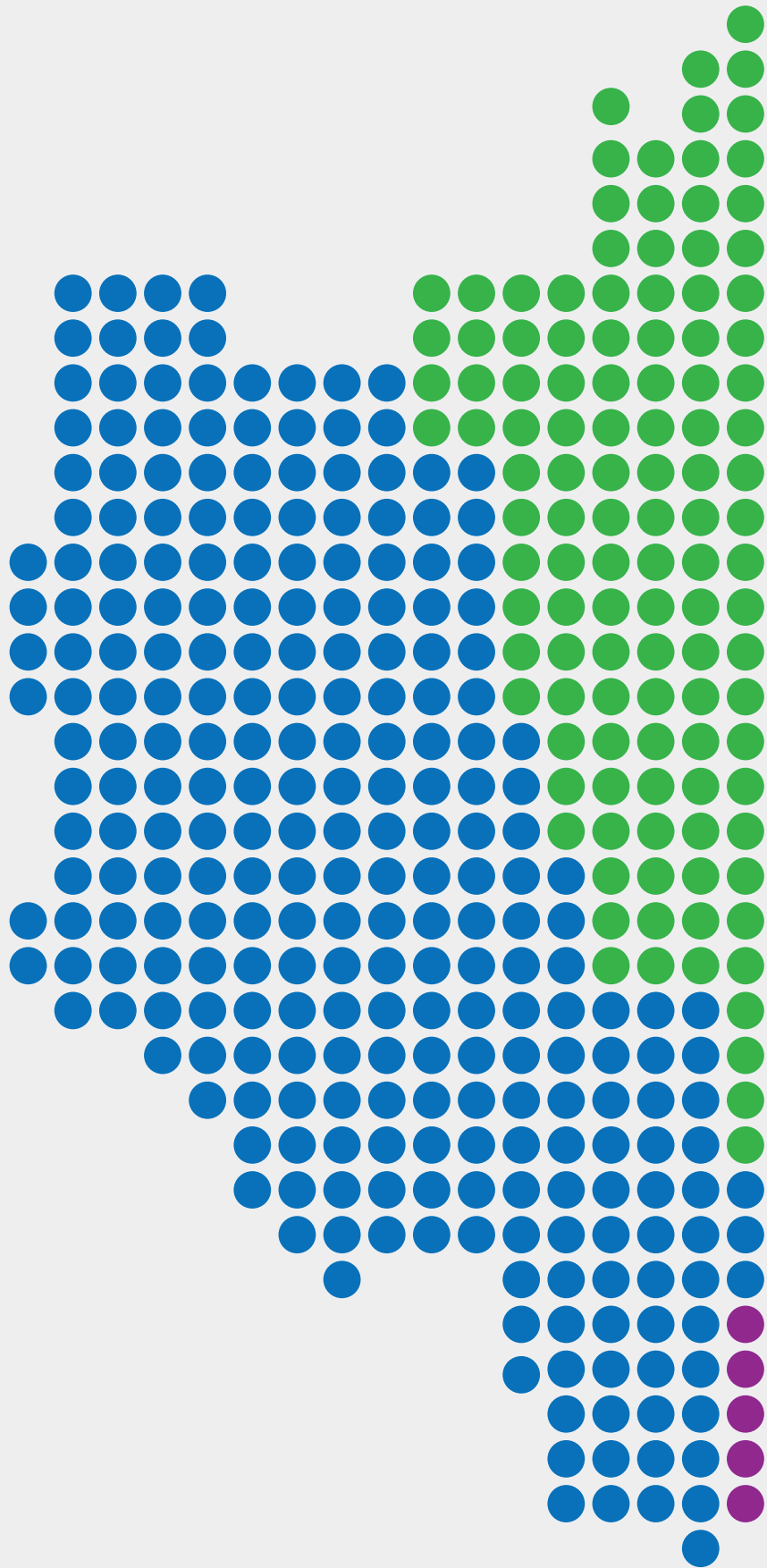
**SERVICES**

**\$447,358**

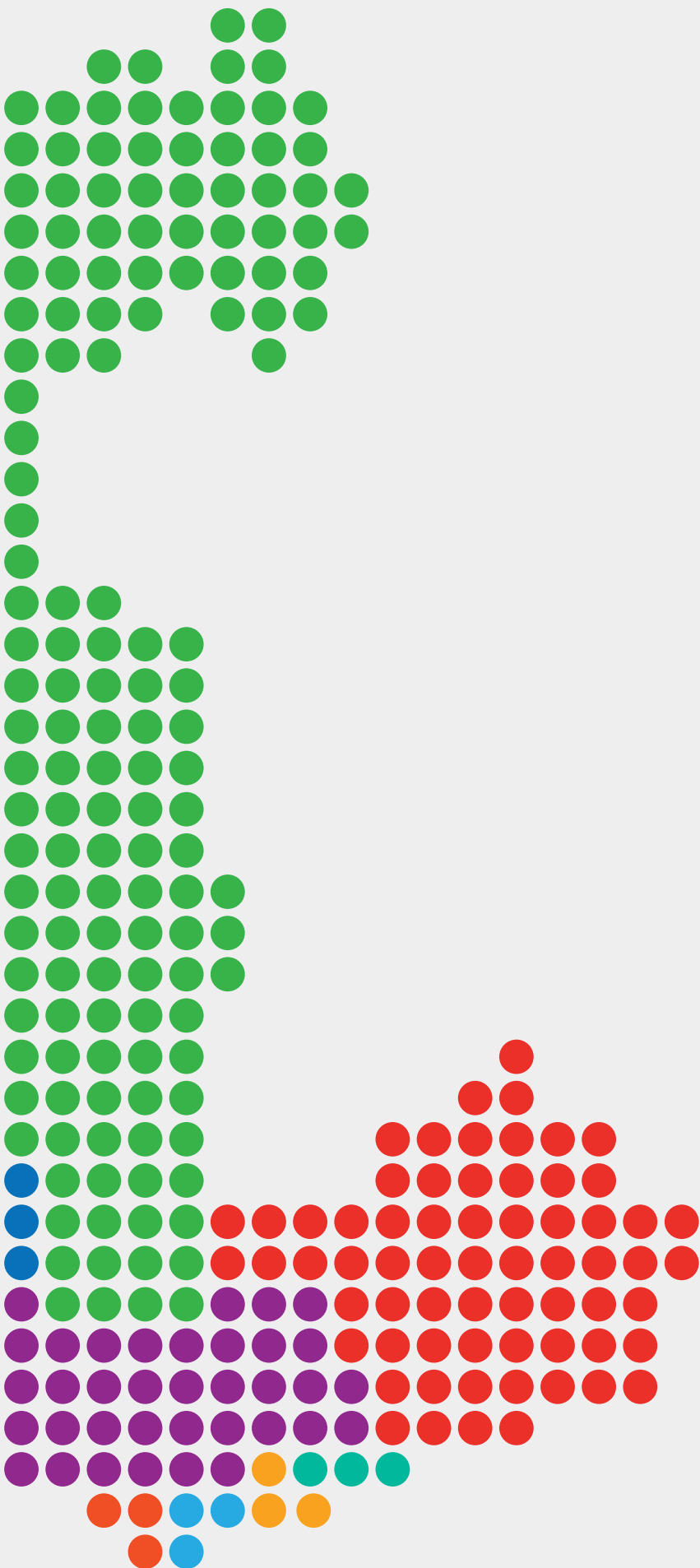
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**PROGRAMS AND  
INITIATIVES**

**\$155,100**





**MRC DE PONTIAC****\$163,505****MRC DE LA  
VALLÉE-DE-LA-GATINEAU****\$96,154**Centraide Gatineau-  
Labelle-Hautes-Laurentides  
investments**MRC DES  
COLLINES-DE-L'OUTAOUAIS****\$164,131****AYLMER SECTOR****\$155,424****HULL SECTOR****\$292,077****GATINEAU SECTOR****\$283,401****BUCKINGHAM /  
MASSON-ANGERS SECTOR****\$108,888****MRC DE PAPINEAU****\$174,408**

# RECOGNITION



## CAMPAIGN STAR – MONIQUE ST-LAURENT, GATINEAU FIRE SERVICES

**Mme St-Laurent** has been canvassing fire station employees for the past nine years, and has been to all fire stations from Aylmer to Buckingham to meet with the firefighters, one-on-one. She's determined, you say? Thanks to her unwavering dedication, she has raised a total of **\$11,000**—an exceptional result! She is an inspiration and an example for everyone to follow!

## PRIX COUP DE CŒUR - ENTRE DEUX ROUES

This prize is awarded to the one agency that has distinguished itself by its initiative and its creativity. This can be for taking things in a new direction, a new project or approach that would help participants reach their goals.

Established in 1993, **Entre Deux Roues** is a centre that provides employment and respite activities for persons living with multiple severe disabilities and their families. Their enthusiastic team includes support workers, attendants and volunteers. Together, they offer a quality service and a whole host of activities to help persons with reduced mobility come out of their isolation and become socially liberated. Their employees invest a lot of time and themselves into their work! Congratulations to Entre Deux Roues, an organization that excels within its community!



## PRIX MARIE-FAUELLE - JAZZ APÉRO

This award was established in memory of a woman of deep conviction and determined action, one of Centraide Outaouais's most valued workers. The award is given to a volunteer who has made a particularly significant contribution to our mission and various spheres of activity—the Board of Directors, the allocations committee, the campaign office, special projects, etc.

It went to **Jazz Apero**, a jazz ensemble made up of Denis St-Onge, Richard Lapointe, André St-Onge, François Jetté and Bernard Roy. For the last ten years, these talented musicians have been volunteering their efforts to provide pleasant background music for our various functions, especially celebrations, recognition or closing events, and even our annual general meetings. Thank you for being there with your craftsmanship and your enthusiasm to help celebrate our landmark events!



# COMMUNITY AGENCIES SUPPORTED

## REGIONAL COMMUNITY AGENCIES

Accueil-parrainage Outaouais (APO)  
 Association coopérative d'économie familiale (ACEF) – Outaouais  
 Association des femmes immigrantes de l'Outaouais (AFIO)  
 Association pour l'intégration communautaire de l'Outaouais (APICO)  
 Association québécoise des troubles d'apprentissage (AQETA) – Outaouais  
 BRAS Outaouais  
 Centre artisanal pour la déficience intellectuelle de l'Outaouais (CADO)  
 Centre d'aide et de lutte contre les agressions sexuelles de l'Outaouais (CALAS)  
 Centre d'intervention en abus sexuels pour la famille (CIASF)  
 Centre d'intervention et de prévention en toxicomanie de l'Outaouais (CIPTO)  
 Centre de détresse d'Ottawa et de la région  
 Centre de ressourcement pour la famille de l'Outaouais (CRFO)  
 Entraide familiale de l'Outaouais  
 Entre Deux Roues  
 Équipe Soutien-Famille  
 Espace Outaouais  
 Gîte-Ami  
 Moisson Outaouais  
 Œuvres Isidore Ostiguy  
 Tel-Aide Outaouais

## SUPPORTED THROUGH THE BACK TO SCHOOL PROGRAM

Association de la Fraternité du secteur Fournier/Comité des partenaires du secteur Fournier  
 Action-Quartiers  
 Maison de la famille de Gatineau  
 Maison de quartier Notre-Dame

## AYLMER SECTOR

Centre alimentaire Aylmer  
 Centre communautaire Entre-Nous  
 Centre d'action bénévole « Accès »  
 Groupe communautaire Deschênes (GCD)  
 Popote roulante d'Aylmer

## HULL SECTOR

Avenue des Jeunes  
 Centre d'entraide aux aînés  
 Enfants de l'espoir de Hull  
 Maison communautaire Daniel-Johnson (MCDJ)  
 Maison d'accueil Mutchmore  
 Maison de l'Amitié  
 Manne de l'Île  
 Soupe populaire de Hull

## GATINEAU SECTOR

Adojeune  
 Campus 3  
 Centre d'animation familiale (CAF)  
 Espoir Rosalie  
 Mon Chez Nous  
 Pointe aux jeunes  
 Solidarité Gatineau-Ouest (SGO)

## BUCKINGHAM/MASSON SECTOR

Centre Action Générations des Aînés de la Vallée-de-la-Lièvre  
 Centre Actu-Elle  
 Mie de l'Entraide  
 M-Ado Jeunes  
 SOS Contact Al-to

## MRC DE PONTIAC

Bouffe-Pontiac  
 Centre Serge Bélair  
 Comptoir St-Pierre de Fort-Coulonge/Mansfield  
 Jardin éducatif du Pontiac  
 Maison de la famille du Pontiac  
 Maison de Jeunes du Pontiac  
 Patro Fort-Coulonge/Mansfield

## MRC DES COLLINES-DE-L'OUTAOUAIS

Association pour l'intégration communautaire de la Vallée de la Gatineau « La Lanterne »  
 Centre Kogaluk  
 Source des Jeunes  
 Grenier des collines  
 Maison de jeunes « Le Mashado »  
 Maison de la famille de Quyon  
 Maison de la famille « L'Étincelle »

## MRC DE PAPINEAU

Association des personnes handicapées de Papineau (APHP)  
 Atelier de formation socio-professionnelle de la Petite-Nation (AFSPN)  
 Banque alimentaire de la Petite-Nation (BAPN)  
 Comité régional troisième âge Papineau (CR3A)  
 Maison de la famille de la Petite-Nation  
 Prévention CÉSAR  
 Service animation jeunesse de l'Outaouais (SAJO)

## MRC VALLÉE-DE-LA-GATINEAU

L'Entraide de la Vallée  
 Œuvres de charité de Gracefield  
 La Fabrique de la Paroisse de l'Assomption-de-Marie pour Fondation Sœur Rita Roy (Pain Quotidien)  
 Calacs Vallée-de-la-Gatineau  
 Centre Jean-Bosco  
 Jeunesse Sans Frontières de la Vallée-de-la-Gatineau  
 Mani-Jeunes  
 Suicide Détour  
 Voix et Solidarité des aidants naturels de la Vallée-de-la-Gatineau



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