



**Ottawa  
Cares** 

# Year in Review

March 2020 to March 2021

On March 17, 2020, when the province declared a state of emergency in response to the Covid-19 pandemic, few understood the impacts coming. Each layer in the fabric of our community was about to be touched: individuals, families, businesses and organizations.

Fortunately, the 'Community Collective' quickly realized that many of our neighbours could be facing new food insecurity. Delivery of food hampers from food banks to those isolating or unable to leave home due to illness or vulnerability was needed.

Ottawa Cares was adopted as the name of your community, and Ward-wide, response. The Manor Park Community Council (MPCC) was able to pivot the talents of our management team to the project, and they have worked with some of the most committed volunteers and professionals around. I believe that the new partnerships we have developed by working together will endure long after this pandemic has passed.

We proudly share with you the work of Ottawa Cares during the past year.

Lana Burpee  
Executive Director  
Manor Park Community Council



**Manor Park  
Community Council**

Trusted provider of licensed child care and recreational programs.

Child Care & Early Learning office  
in Manor Park Public School  
100 Braemar Street  
Ottawa, ON K1K 3C9  
613-741-4776

Recreation office  
in Manor Park Community Centre  
100 Thornwood Road  
Ottawa, ON K1K 4Y1  
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# Year in Review

March 2020 to March 2021

## 190+

Volunteer  
Delivery  
Drivers



## 1600+

Volunteer  
Delivery  
Routes



## 5500+

Prepared  
Meals  
Delivered



# 20,000

## Food Hampers Delivered

## 4

Partner  
Food  
Banks



## 3

Grant  
Funding  
Partners



## 7

Vibrant  
Community  
Partners



Manor Park  
Community Council



190+  
VOLUNTEER  
DELIVERY  
DRIVERS

BECAUSE of volunteer delivery drivers, food bank hampers, prepared meals, and healthy snacks reached the residents who needed them most!

All 190 of our volunteers put up their hand to help since the March 13, 2020 provincial lock-down. Local not-for-profit organization, Volunteer Ottawa, really helped us attract volunteers from across the city. Drivers are screened and receive training in Covid-prevention protocols.

Weekly, drivers receive delivery opportunities to choose from. They select the most convenient date and route. Hampers are picked up at a specified food bank. Only information essential to making a successful delivery is shared with drivers so that the privacy of recipients is protected. (We protect the privacy of our drivers too!) All deliveries are contact-less.



1600+  
VOLUNTEER  
DELIVERY  
ROUTES

FOOD BANK hampers arrive at resident's doorsteps - but not without many steps before!

1. Volunteers are recruited, and trained in Covid-prevention protocols.
2. Daily deliveries addresses are received from food bank.
3. Calculations are made to determine how many vehicles are needed to accommodate the number of food hampers for delivery. (Every volunteer drives a different vehicle!)
4. Volunteers sign up for the specific delivery date.
5. Addresses are divided between drivers creating the most efficient route.
6. Routes are provided to drivers.
7. Maps are available to drivers.

What if a technology solution would make each step faster and easier?

This is what local tech company, *In It Live*, has been working on, with the support of our Volunteer Coordinator, Supervisor, technology consultant and humanitarian aid consultant. A field-tested app is nearly ready for food banks everywhere!

5500+  
PREPARED  
MEALS  
DELIVERED

AN URGENT need emerged to provide prepared meals to residents lacking cooking facilities, prevented by illness or stress from preparing healthy meals, or lacking financial means to purchase safe and nutritious food.

We reach residents in need through their children. Schools, after-school programs, and children's recreation providers partner with us to identify families who would benefit from prepared meals, while protecting their privacy and dignity. When we feed a hungry child, we also feed the rest of their family!

Meals are prepared in a not-for-profit kitchen, and packaged to be taken home. Meals are ordered and distributed weekly.





# 20,000

## FOOD HAMPERS DELIVERED

## 4 FOOD BANK PARTNERS

ON APRIL 23, 2020, test runs of the hamper delivery protocols began. A dozen volunteers teamed up for deliveries to 75 families along individual routes sorted out by MPCC's own Josh Cassidy.

On de-brief, a food bank worker told us about a woman who was so grateful to learn about the pending delivery service. She had injured her leg, and unable to visit her doctor. Regardless, she had to walk to the food bank to pick up her hamper. Food delivery is a game-changer for her.

Since those first deliveries from the Rideau-Rockcliffe Community Resource Centre food bank, we have added Vanier, Parkdale and Dalhousie. The need for this important service grows.

## 3 GRANT FUNDING PARTNERS

MANY organizations successfully pivoted unused resources to new uses. The Manor Park Community Council (MPCC) pivoted a 'work-from-home' management team to the Ottawa Cares project. Working with talented volunteers, including humanitarian aid and technology professionals, Ottawa Cares grew to include food bank hamper, prepared meal and snack deliveries, managing volunteers and helping develop software solutions.

With an 86% drop in revenue as a result of program closures due to Covid-19, the MPCC looked for funding sources to keep the team going. The McConnell Foundation awarded emergency funding to the Rideau-Rockcliffe Community Resource Centre (RRCRC) to kick off the food hamper deliveries at their food bank. The Government of Canada and the Red Cross, stepped up next with grants for prepared meal and hamper deliveries. Red Cross funding continues until the end of May 2021.

## 7 VIBRANT COMMUNITY SUPPORTERS

THE NEED for a community-, and Ward-wide response, to Covid-19 was identified early by the 'Community Collective': Manor Park Community Association (MPCA); New Edinburgh Community Alliance (NECA); Lindenlea Community Association; Rockcliffe Park Residents' Association; Overbrook Community Association; Vanier Community Association, and Cardinal Glen Community Association.

Food security was anticipated to be a growing need during the pandemic especially in communities such as ours with vulnerable populations. The need for a food hamper delivery service became apparent.

The Community Collective placed their confidence in the Manor Park Community Council (MPCC) -- a gesture for which we are grateful. We trust that we met the challenges.

# THE TEAM

DELIVERING FOOD  
RECRUITING VOLUNTEERS  
BUILDING TECHNOLOGY  
SECURING FUNDING  
CARING



Rahul Chandran, Vice-Chair, Manor Park Community Council (MPCC)  
Josh Cassidy, Sports Coordinator (MPCC)  
Michelle Ruel, Volunteer Coordinator (MPCC / Ottawa Cares)  
David Megginson, Megginson Technologies  
Chris Courneya, In It Live  
Thomas Arredondo, MapTag  
George Parkyani  
Paul Saucier  
Volunteer drivers (All 190 of you!)

## PARTNERS

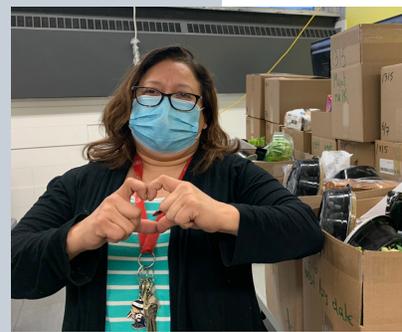
Ottawa Food Bank  
Rideau Rockcliffe Community Resource Centre  
Vanier Community Service Centre  
Parkdale Food Market  
Dalhousie Food Cupboard  
Food for Thought Cafe  
Nutrition Blocs  
Prezidential Basketball Training  
Boys and Girls Club  
R. E. Wilson Public School  
Queen Mary Public School  
Manor Park Public School  
Governors' Walk Retirement Residence  
Volunteer Ottawa

## SUPPORTERS

Manor Park Community Council (MPCC)  
Manor Park Community Association (MPCA)  
MPCA Outreach Committee  
New Edinburgh Community Alliance (NECA)  
Lindenlea Community Association  
Rockcliffe Park Residents' Association  
Overbrook Community Association  
Overbrook Community Care  
Vanier Community Association  
Cardinal Glen Community Association  
Councillor Rawlson King, Ward 13  
Councillor Mathieu Fleury, Ward 12  
Councillor Jeff Leiper, Ward 15

## FUNDERS

Red Cross  
Government of Canada  
McConnell Foundation



**ottawacares.ca\***



OttawaCares.ca continues to be the face of the community Covid response: recruiting volunteers, encouraging donations, and sharing important information and resources. The URL was purchased by the Manor Park Community Council (MPCC) in April 2020. The MPCC maintains and updates the site.