



United Way
East Ontario

**COVID-19 RESPONSE
IMPACT REPORT
2020-2021**

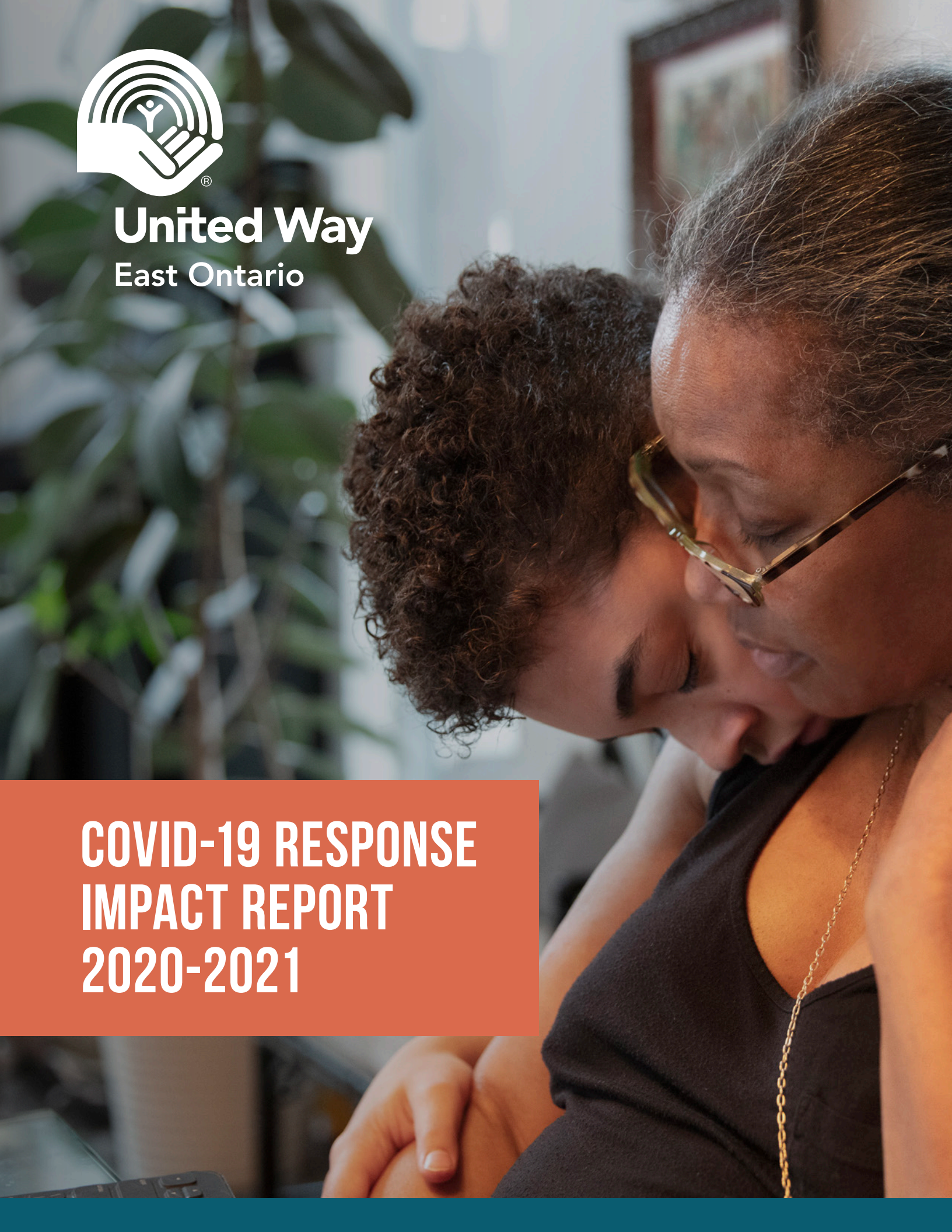




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ONE YEAR TOGETHER, APART

On March 11, 2020, local public health officials confirmed the first case of COVID-19 in our region. On the same day, the World Health Organization declared the novel coronavirus outbreak a global pandemic.

On that day, everything changed.

But, it was in the weeks before that United Way East Ontario had gathered local public health authorities, frontline social services, representatives from labour leadership, municipalities and corporate partners from across East Ontario at the COVID-19 Community Response Table, to prepare for supporting the most vulnerable people once the virus inevitably arrived in our communities.

At the request of Ottawa Public Health, United Way's first COVID-19 response back in February of 2020 involved getting masks, gloves and hand sanitizer to local volunteers in the Chinese community who were delivering food and necessities to self-isolating travelers.

United Way has supported our region through ice storms, floods, tornadoes, and the chronic challenges that demand our attention 365 days a year. We knew this spirit of volunteerism and generosity would be the guiding light through the months that followed.



What we quickly learned was that the pandemic would strain the social fabric of our communities and amplify every single social challenge people across Prescott-Russell, Ottawa, Lanark and Renfrew Counties were already facing.

Issues like poverty, homelessness, social isolation, and mental health are not

new, but COVID-19 has made them much worse.

More than one year later, United Way is embedded in a community-wide response to the pandemic that will not end any time soon. We know the social effects of the pandemic will last long after the health risks have faded, and **people still need us—and you.**

STRENGTH IN NUMBERS

At United Way, we know we can't tackle the tough problems alone. We learned from our experience after the 2018 tornadoes and 2019 spring floods that our role as a convener would be critical to shaping a collaborative, nimble and innovative response to the pandemic.

In our work, we bring together the right people, organizations and skills to help people in need. On March 3, 2020, we held our first (in-person!) COVID-19 Community Response Table meeting.

This meeting brought together representatives from frontline social services and public health to craft a response plan for how our communities could address the social challenges of the pandemic, while public health focused on the health challenges.

Through the first year of the pandemic, this table meeting has been a constant fixture that has grown to more than 100 participants. Representatives came from municipal, county, provincial and federal levels of government; public health authorities from across Eastern Ontario and beyond; frontline social and health services; corporate partners; advocacy organizations and many others.

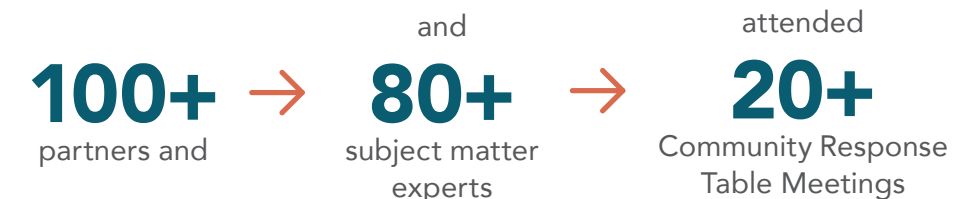
What everyone has in common, is their unwavering commitment to supporting at-risk groups through the effects of COVID-19 on our communities. As the work continues, the group stands committed to an inclusive recovery and more resilient communities emerging from the pandemic.



Thanks to real-time data and stories of lived experiences, the COVID-19 Community Response Table has constructed an evolving profile of how the pandemic is affecting the most vulnerable people. By pinpointing challenges, we have been able to advocate for,

reimagine and fund programs, partnerships, and policy changes to build a more equitable future. **This report will highlight the impact that we've had in our communities as a result of these efforts, thanks to the support of our donors and partners.**

Over 12+ months



To implement

60+ rapid response solutions to the social challenges of the pandemic.

local love

IN A
GLOBAL CRISIS



HOW WE HELPED:

BASIC NEEDS



When COVID-19 began affecting our region, people's daily lives changed completely. Businesses and public transit shut down, people lost their jobs, and many lost touch with their support systems. Accessing basic necessities like food, personal protective equipment (PPE) and medications became difficult for many people—not only financially, but also because of the fear of going out and contracting COVID-19.

HELP FOR SENIORS



Seniors in our communities are one of the most vulnerable populations, even before the context of a global pandemic. Many deal with overwhelming loneliness and may live without frequent support from family, friends or health care providers. COVID-19 worsened many issues that already affected seniors: things like food insecurity, social isolation, lack of transportation, and inconsistent connection to others.

CAPACITY FOR COMMUNITY SERVICES



The entire social services sector has had to reimagine how to support vulnerable populations through physical distancing and public health precautions. The digital divide has disconnected isolated people from technology, programming and essential information—all while connectivity has become essential to participating in work, education, socialization and more.

MENTAL HEALTH SUPPORT



Without traditional models of support, like group therapy or face-to-face counselling, people who live with addictions and mental health needs are more at risk of withdrawal, self-harm, or even suicide. Local crisis support lines have seen more than 50% spikes in calls, and health units across our region continue to report worsened mental health and emotional well-being, loneliness, weaker community connectedness and concern for burnout among residents.

SUPPORT FOR VOLUNTEERS



We have seen how people are ready and willing to lend their time and expertise to help people in need. From small acts of kindness like offering grocery help for seniors and high-risk neighbours, to delivering care packages to people who are unhoused, it's clear people want to see each other thrive. But volunteers must be equipped to do this work safely, and they need help knowing where their efforts will have the greatest impact.

LOCAL LOVE IN A GLOBAL CRISIS

Bolstered by the expertise of participants at the COVID-19 Community Response Table, we launched *Local Love in a Global Crisis* on March 17, 2020.

This initiative aimed to help with coordination efforts and raise funds and in-kind donations to support the most vulnerable people who were sidelined by the pandemic.

As is our promise 365 days a year, in times of crisis, United Way identifies the areas of greatest need and we research, convene, advocate, fundraise and invest to create the greatest impact for our communities.

While COVID-19 has affected all areas of United Way's work, we quickly identified five areas of heightened need that would require our focus.

WE CALLED, YOU ANSWERED

Since the pandemic began, community-based non-profit organizations have been working tirelessly to provide emergency support of all kinds—in particular, to individuals and communities experiencing continued or heightened vulnerability. Demand for services increased dramatically, and we needed to meet that demand.

We called on our communities to help us support those most in need, knowing that everyone was struggling to adapt their lives to a rapidly changing world.

Some people had lost their jobs, others had taken on the roles of full-time informal caregivers, many parents began working from home while juggling virtual learning with their kids. For us, asking people, companies and organizations to step forward and partner with us during a time when so many had lost so much, amidst incredible uncertainty, was like taking a giant leap in the dark.

But, the response was incredible.

Long-time supporters of United Way's community impact work and donors who had never given to charity before understood the power of United Way East Ontario: a proven record of collaboration, innovation, and an intimate knowledge of local needs could empower change on a scale that our region desperately needed.



Our supporters and partners understand that while COVID-19 poses a threat to every member of our society, it disproportionately affects vulnerable populations—amplifying inequities that have always existed and making challenging situations even worse.

We are grateful to [the Government of Canada for joining us in our COVID-19 work](#). The Prime Minister, local Members of Parliament, Members of Provincial Parliament and representatives from local municipalities continue to recognize our efforts, and have been supportive of our response to the pandemic.

We're also inspired by our hundreds of agency partners who have shown tremendous creativity and adaptability to make sure there is a strong foundation of services available

for the people who need us. Our long history of partnership helped prepare us for the challenges we faced this year.

[A growing list of COVID-19 heroes](#) presented with United Way Community Builder Awards builds on the local love we have witnessed. These community builders mobilized their communities and went above and beyond their regular volunteerism. Like many of our supporters, they represent the kind of quiet determination and heroism that inspires others to act, leading by example.

To every individual and organization who offered a helping hand, and to those who continue to invest so our communities are supported over the long-term: **thank you.** We couldn't be more grateful for your belief in the power of teamwork to solve the most pressing local issues.

NOTES FROM OUR DONORS

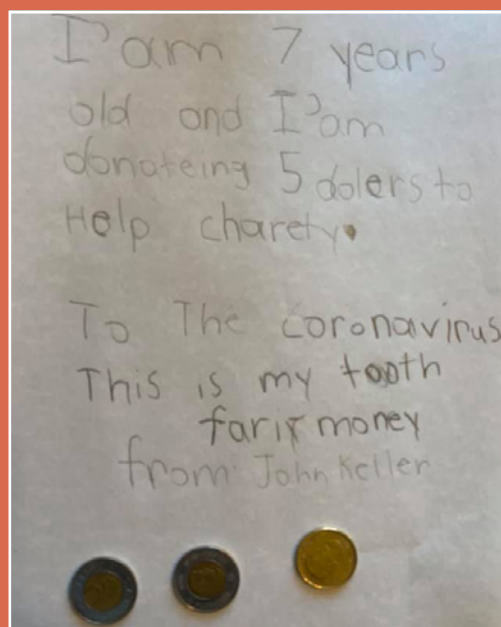
We were heartened to receive emails and calls from donors about why they chose to support United Way East Ontario during the pandemic. Here are just a few examples:



"Since the beginning of the isolation period, I have felt so privileged to be able to continue working with a well-paying government job, when so many others were suddenly in dire straits, often for the first time, through no fault of their own. I decided to take the equivalent of a pay cut by donating to support others. Selecting the United Way was an easy choice.

I know there is a lot of demand and United Way has a lot of experience deciding where the needs are greatest. Thank you and your colleagues for being there to support the less fortunate members of our society, especially during this pandemic."

Ellen Bushby



When John Keller lost his ninth tooth, he woke up to \$5 and said, "I don't really need any money right now. Can I give it to the Coronavirus?" John and his mom Laura did a bit of research online, and he was insistent the money stay local in Carleton Place. John decided to donate his money to United Way East Ontario, specifically to help those who have been affected by COVID-19. Thank you, John! The residents of Carleton Place are lucky to have someone as thoughtful as you.



"We felt very strongly that they needed to help the most vulnerable in our community, especially those whose needs might not have been obvious in the early weeks of the COVID crisis. We did a lot of research about how different charities and social service agencies were responding. We were really impressed by how quickly United Way brought together key stakeholders, and how they were able to mobilize aid so effectively.

Faced with such an unprecedented crisis, it's normal to feel sad, frightened and helpless. It's also logical to feel overwhelmed and angry. But one of the best things we can do to alleviate some of those feelings is to reach out and help someone else. A phone call, a loaf of homemade bread, a gift of your time or a meaningful donation to a charity that is doing good work are all ways to contribute, with whatever resources we can spare. The more we take care of each other, the sooner we will emerge from this very difficult time."

Barbara Crook and Dan Greenberg



"The choice of priorities that the United Way is targeting during these extraordinary times is a confirmation of why we give the great majority of our local donations to the United Way instead of other charities: we trust that your organization has the expertise to determine where our contribution can go to best use.

We are contributing \$1,000 monthly during COVID-19 because we believe that: we all have an interest in the health, safety and security of our local communities; the social and economic impacts of COVID are overshadowed by the immediate health threat, meaning that the disruption caused by safety measures is underappreciated; the burdens of those disruptions fall disproportionately on the least advantaged members our community; it's more important that we share the unspent money from our usual travel and dining out with others than to keep it to spend later. The bottom line is that [we] will continue to contribute these amounts at least until our life normalizes and will try to extend the contributions until the aftershocks of this very rare event are fully behind us."

Anonymous



“The United Way is already stepping up. Here in Ottawa, they are helping people like you with things like meal delivery.”

Prime Minister Justin Trudeau

On a national level, the Government of Canada also heeded our call by investing in United Ways across the country. They joined us in supporting seniors through the *New Horizons for Seniors Program*, and by strengthening the social services sector with the *Emergency Community Support Fund*.



“Charities and non-profit organizations are on the frontlines of the COVID-19 pandemic, acting as lifelines for many vulnerable Canadians,” said the Honourable Ahmed Hussen, Minister of Families, Children and Social Development.

We have and will continue to use resources provided by the Government of Canada to build on our existing work, to pivot to address new needs as they emerge, and to reach even more people who need help. No matter where donations come from, we will always stand true to our promise: investing resources where they are needed most and where they will have the greatest impact.

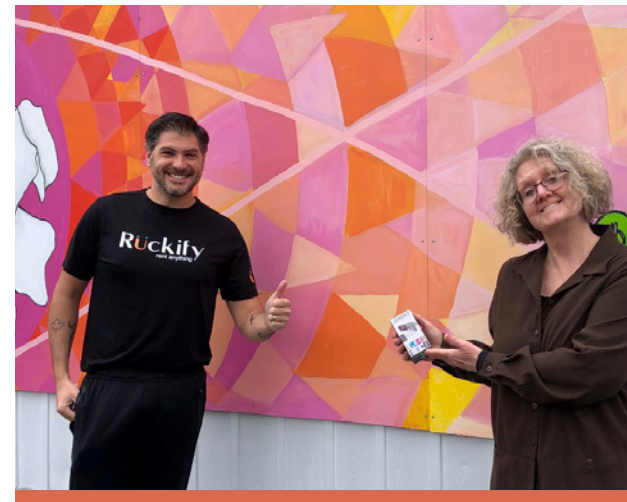
“I’ve seen and been part of the collaboration at the table that has enabled United Way to act quickly in investing the federal funds into the community, making sure vulnerable people are supported during this difficult time,” said Marie-France Lalonde, Member of Parliament for Orléans. “Across levels of government and party lines, we are all engaged in this work to help those most in need through COVID-19.”



INNOVATIVE PARTNERSHIPS

United Way is proud to partner with local companies who step up in times of urgent need. Together, we're able to solve our communities' most pressing problems in innovative ways. Here are just a few examples of this collaboration in action.

When people living in poverty, people experiencing homelessness, and seniors needed access to PPE, **Conquer COVID-19** made an [in-kind donation](#) of 144,000 disposable face masks, along with hundreds of face shields and units of hand sanitizer. In partnership with United Way East Ontario and public health authorities across our region, we distributed these items to those most in need.



Ruckify—an online, peer-to-peer rental marketplace—[partnered with United Way](#) to help get tablets, phones, laptops, webcams and more into the hands of social service providers who may not have the right technology in place to go fully virtual for their appointments, outreach, and programming.



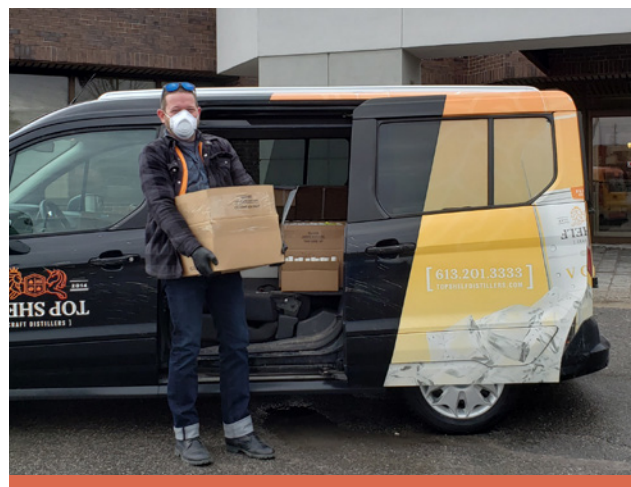
Throughout our COVID-19 response, local companies like **Dymon Storage** donated hundreds of cardboard boxes, which enabled the packing and delivery of food hampers to seniors in need.



Boyd Moving and Storage provided trucks and drivers to deliver masks, hand sanitizer, and other PPE to help essential workers in front-line agency partners across our region stay healthy.



Bell Canada partnered with United Way Centraide Canada to distribute thousands of phones and SIM cards across the country so vital mental health supports could remain accessible. Here in our region, 500 phones and SIM cards are helping hundreds of clients and counsellors stay in touch.



When long-time United Way partner **Top Shelf Distillers** answered the federal government's call to produce hand sanitizer out of their Perth distillery, their generous donations of hand sanitizer supported our front-line agency partners in the early days of the pandemic.



Shoppers Drug Mart stores in East Ottawa donated 20 tablets to United Way. We shared these with our partners working with local Indigenous and newcomer groups to provide a range of supports during physical distancing—things like keeping clients connected to employment services, and staying in contact with counsellors and social workers.



Thanks to a national partnership with **Kleenex Canada and Cottonelle**, more than 18,000 rolls of toilet paper and 2,000 boxes of tissues were distributed to people in need across our region with the help of our partner, the Ottawa Food Bank.

OUR IMPACT

One of the core strategies we use to tackle the greatest challenges in our communities, during crises and normal times, is financial investment.

United Way East Ontario’s COVID-19 response has been possible because of the generous donors who supported *Local Love in a Global Crisis*, because of emergency funding from the Government of Canada through the *New Horizons for Seniors Program* and the *Emergency Community Support Fund*, and because of the dedication of the organizations we partnered with to uncover urgent needs, and quickly deliver solutions.

In the following pages, you will see a breakdown of these sources along with the financial investments we made and the program results we currently have available.

Many of the projects implemented during the pandemic are not short-term solutions: they are the keys to making social services more integrated, nimble and inclusive. If we sustain them, they can be part of the systems transformation the sector has been working towards for a long time.



The strategy to provide this support was a direct result of input from the more than 100 partners that participate in the United Way-led COVID-19 Community Response Table. All our investments, from all funding streams, were targeted to address the areas of need that were exacerbated by the pandemic: basic needs, help for seniors, capacity for community services, mental health support, and support for volunteers.

By collaborating with other local funders, United Way ensures the impact is targeted, and there is no duplication of efforts during this time of heightened need.

While some of these investments have served their purpose in helping our communities, many others are ongoing and will be in place for months to come. Here's how we put your dollars to work over the past year:*

Amount invested March - December 31, 2020: \$315,985.74

As of December 31, 2020, we had invested in:

25

agency partners

30

programs

As a result of these investments:

7,077

people were supported

Basic needs:

3,815 people were supported

3,758 people received assistance for food security

6,992 meals were distributed

Families and individuals received grocery hampers, ready-made meals, food vouchers and PPE in order to stay safe and healthy.

*Please see Appendix for detailed investment breakdowns.

Mental health support:

786 people were supported

766 people received case management assistance

503 people received mental health counselling and other supports

Those struggling with mental health had access to culturally appropriate crisis lines, improved virtual counselling supports, and case management assistance that included wellness checks, crisis management, and help with system navigation.

Support for volunteers:

2,476 volunteers were supported

131 organizations posted volunteer opportunities

Enhanced platforms to recruit and deploy volunteers in response to COVID-19 related needs were launched through our partnership with Volunteer Ottawa and the Champlain Community Support Network. This included a comprehensive outreach, recruitment, training and deployment strategy that empowered people who were interested in supporting their communities with their time and talents.

Amount invested January 1 - March 31, 2021: \$518,844.87

As of January 1, 2021, we had invested in:

18

agency partners

9

programs

The vital programming funded by *Local Love in a Global Crisis* investments remain ongoing in East Ontario. We will have program results for these investments in the winter of 2021.



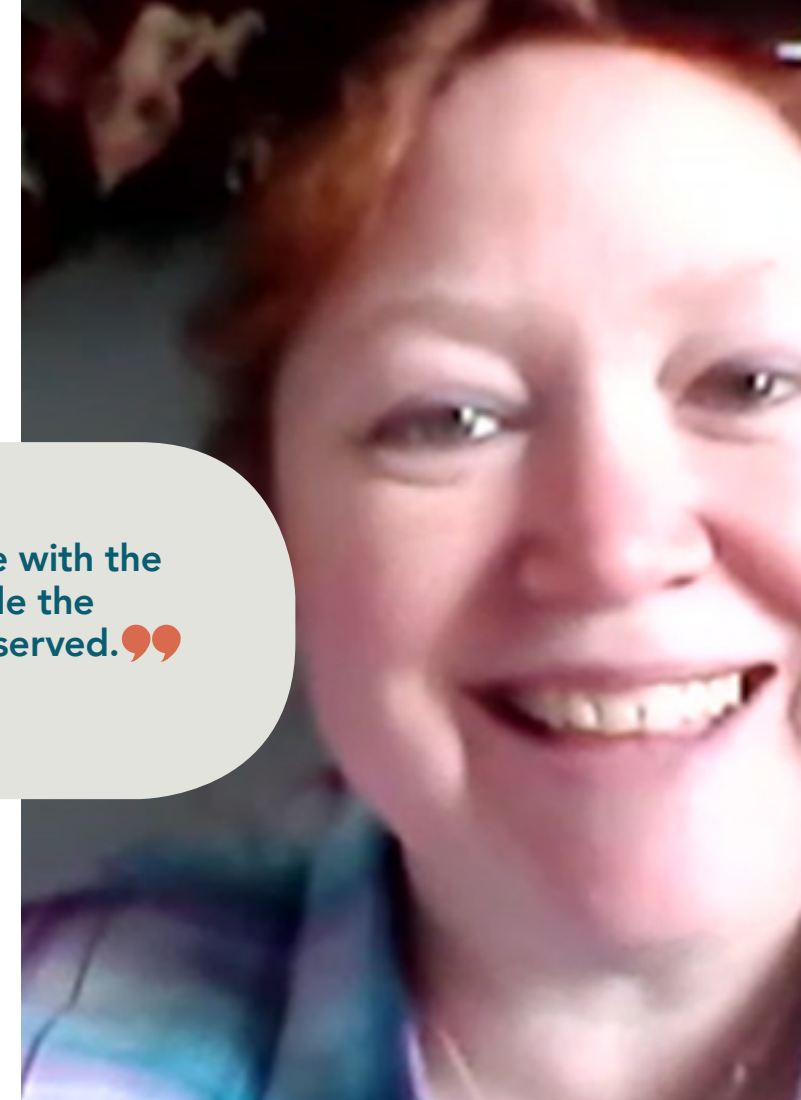
Supporting families in rural communities

“The Centre provided me with the tools I needed to provide the support my children deserved.”

Jenn

For many people living in rural communities, accessing affordable mental health supports has always been difficult due to long travel distances, lack of stable internet, and more. During the pandemic, single mother Jenn was finding it difficult to support her children’s mental health needs by herself. Thanks to a United Way partnership with the Phoenix Centre for Children and Families, Jenn no longer has to face these challenges alone. With United Way’s support, the Phoenix Centre is also leading a network of mental health agencies across East Ontario to ensure top-quality mental health care during the pandemic and beyond.

[See the full story](#)



Jenn

Client at the Phoenix Centre for Children and Families

LEGACY GIVING

In the first few weeks of the COVID-19 crisis, thanks to the generosity of donors who left [legacy gifts](#) to United Way, we were able to act quickly and invest \$39,123.42 through testamentary funds.

We invested in:

3

agency partners

4

programs

As a result of these investments:

787

people were supported

6,003

check in calls were made

40 phones and tablets were distributed to support initiatives responding to violence against women

891 calls related to violence in the home were answered

No senior left behind

“ We don’t feel so alone.”
Linda

Older adults living in the rural areas south of Ottawa felt left behind in the early days of COVID-19. Afraid to go grocery shopping, many were not eating. Thanks to our legacy donors, we were able to act quickly with Rural Ottawa South Support Services to provide nutritious meals and food hampers to local seniors.

After Linda received her first delivery of meals, she left a heartwarming voicemail. [Have a listen and read more](#) about what we were able to accomplish, together.



Stock Image

NEW HORIZONS FOR SENIORS PROGRAM AND HELPAGE CANADA

On March 29, 2020, to provide immediate essential services to seniors during the pandemic, the Government of Canada announced a grant of \$9 million under the *New Horizons for Seniors Program* to be distributed through United Ways across Canada.

Amount invested from the *New Horizons for Seniors Program*: \$234,713.65

Amount invested from *HelpAge Canada*: \$8,900

We invested in:

15

programs

As a result of these investments:

16,383

seniors were supported

7,097

seniors received assistance for food security

51,144

meals were distributed

3,676

food vouchers were distributed

4,952

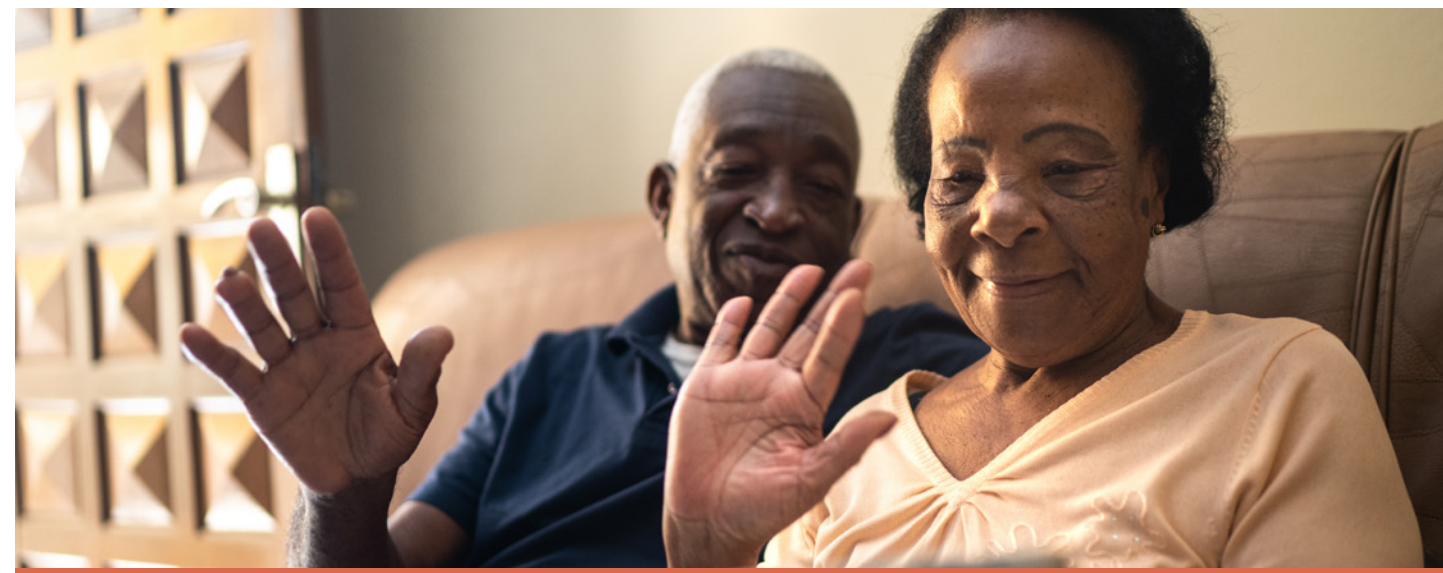
seniors received case management assistance

1,733

seniors received mental health counselling and other supports

64 volunteers were supported

Indigenous seniors, newcomer and refugee seniors, Francophone seniors, LGBTQ+ seniors, seniors with disabilities, rural and isolated seniors, formerly homeless seniors and senior caregivers are among the groups that received supports. These supports included food delivery and PPE distribution; wellness checks; social programming in a range of different languages; resources and technology to enhance connectedness and communication; and capacity building to encourage collaboration between agencies, which reduces the chances that seniors fall through the cracks.





Monique Doolittle-Romas,
Executive Director of
The Good Companions

The power of connection in a pandemic

“What this COVID does is create a hole, especially in the lives of us older people who live alone.”
Alma

For isolated seniors like Alma, the Seniors' Centre Without Walls is a bridge to connecting with others when daily life has become difficult during the pandemic. Seniors can call in to this free, telephone-based program to take part in health and wellness seminars, educational lectures, musical entertainment, and general conversation with others.

In the early days of the pandemic, United Way worked with The Good Companions to strengthen the Seniors' Centre Without Walls to have a broader reach across our region. We have since increased the program offerings so people can participate in multiple languages, reducing social isolation for thousands of seniors.

[See the full story](#)

EMERGENCY COMMUNITY SUPPORT FUND

On May 16, 2020, the Government of Canada joined United Ways, the Canadian Red Cross, and Community foundations across Canada in our pandemic response.

The \$350 million *Emergency Community Support Fund* (ECSF) provides financial support to charities adapting their frontline services to respond to the unique needs created and exacerbated by COVID-19.

United Way East Ontario was pleased to receive \$5,957,712.95 through the ECSF to support our partners in adapting and expanding their services for the COVID-19 world. This funding bolsters the work we had already been doing to ensure no one falls through the cracks.

Area of Support	Investment Round 1: July 2020	Investment Round 2: December 2020	Total Investment
Basic needs	\$1,422,714.50	\$230,834.00	\$1,653,548.50
Help for seniors	\$822,530.00	\$236,834.00	\$1,059,364.00
Capacity for community services	\$751,824.00	\$260,916.87	\$1,012,740.87
Mental health supports	\$1,476,021.00	\$373,117.30	\$1,849,138.30
Support for volunteers	\$252,500.00	\$130,421.28	\$382,921.28
Total	\$4,725,589.50	\$1,232,123.45	\$5,957,712.95

From July 2020 - December 2020, we invested in:

113
agency
partners

134
programs

As of January 31, 2021:

89,230
people were
supported

440,218
interactions

Interactions mean any type of contact with an individual. Examples include delivery of food hampers, youth programming, social activities for seniors, virtual mentorship workshops, crisis services, counselling sessions for those struggling with mental health or addictions, volunteer training sessions and more.

The vital programming funded by ECSF investments remain ongoing in East Ontario. We will have consolidated program results for both investment rounds in the summer of 2021.



Help is just a text away

“It’s great to have an ally like the United Way, who has the same mission and goals that we do—which is to help people in crisis to find support as soon as they need it.”

Carina Maggiore, Project Coordinator,
Unsafe at Home Ottawa

Pandemic restrictions have meant many women living in violent homes don’t have anyone to alert about the danger they may be in. Unsafe at Home Ottawa is a secure and bilingual text and online chat support for women and members of LGBTQ2S+ communities that offers a discreet way to reach out for help while an abuser might be more present than ever. The program serves Ottawa and Lanark County, and has since been replicated in Prescott-Russell and other parts of Ontario. With support from the ECSF, United Way quickly invested to grow the capabilities of Unsafe at Home Ottawa. This is an example of innovative systems change within the social services sector that can streamline our ability to help people in need over the long term.

[See the full story](#)



WOMEN UNITED

Gender-based violence, unequal access to support and resources, and risks to economic well-being are just some of the many issues that have, and will continue to disproportionately threaten women during this global pandemic.

Fortunately, United Way East Ontario’s [Women United](#) donors are making a difference in the lives of many women across East Ontario during COVID-19.

In normal times, Women United fuels Community Action Grants—small investments that support grassroots, resident-led initiatives. In May 2020, the growing group rallied together to bolster support for women and their families struggling because of the pandemic. This marked the first time members made an investment across all four regional areas of United Way East Ontario—embodying the true power of Women United.



Women United invested \$30,000 in:

4

agency partners

As a result of these investments:

117

people were supported

11,125

meals were provided

522

essential items were distributed

29

devices were distributed

Women and their children living in shelters for women fleeing violence had access to information, technology that removed barriers to connectivity for clients in rural areas, counselling, PPE, food and basic needs, and other wrap-around support services to keep themselves and their families safe and healthy.

BUILDING BACK A BETTER PRESCOTT-RUSSELL FOOD SECURITY ECOSYSTEM

It's estimated that 1 in 7 Ontario families are in a situation of food insecurity and that only 1 in 5 food insecure households access food banks for help. These challenges are even greater during the pandemic, with many people having to turn to food aid for the first time.

The Eastern Ontario Health Unit, as part of a larger poverty awareness campaign, warns that without good food, our communities suffer in lost potential and additional burdens on our healthcare system.



As COVID-19's disrupting force revealed the challenges and strengths of the food security ecosystem in Prescott-Russell, United Way East Ontario set out to convene partners from across the United Counties to co-design a more resilient, effective and responsive food security system.

As a result of a community-wide consultation in fall 2020 which included businesses, service clubs and organizations, United Way East Ontario and the United Counties of Prescott and Russell kickstarted this collaborative approach. Thanks to funding from the United Counties through the Government of Ontario's Social Services Relief Fund,* our partnership implemented four innovative projects. The goal is to share nourishing, comforting and convenient meals with those experiencing high levels of financial stress or isolation.

Project 1: Preparation of frozen meals and snacks by local caterers, as well as distribution of these meals to people in need through food banks and other social service agencies.

Project 2: Cultivating a community garden in Embrun which will donate more than 7,000 pounds of freshly harvested produce to local food banks. Vulnerable people in need and catering businesses will benefit from this project.

Project 3: Increasing the visibility of food assistance services and fighting against the stigma associated with food banks by creating a communication campaign shared through social networks and in local newspapers.

Project 4: Improving and expanding food delivery services in Prescott-Russell, from food banks to struggling households.

The positive outcomes of these projects go well-beyond the care and comfort of a quality meal. For Groupe Convex, a social enterprise that hires adults with disabilities, the preparation of these meals enables several employees to return to work. As the restaurant and hospitality sectors are among the hardest hit in our region, this work contributes greatly to Prescott-Russell's economic recovery efforts.

"I barely made it through the first shut down ... During the holidays I was so desperate I reached out to United Way to see if there was any help for me. [The woman I spoke with at United Way] set up a connection with the Rotary Club and I was put on their meal delivery list. Interacting with these kind people has opened up doors for me. My son sees the light in my eyes that was extinguished, and I find with his stomach full, he is less aggravated. I am very thankful."

Appreciative parent

These projects are currently underway across Prescott-Russell to prepare and distribute more than 10,000 meals through several regional food banks. We will have program results for these investments in the summer of 2021.

**Please see Appendix for detailed investment breakdowns.*

FACING FORWARD

In the spring of 2020, guidance from public health authorities recommended people wear face coverings when in a community setting. Around this time, United Way East Ontario was approached by Ottawa Public Health to help get masks in the hands of those who needed them.

We knew many people did not have the means to purchase masks for themselves or their families. Those who face homelessness can't always clean or store them safely, meaning they would need disposable masks. For some, especially isolated seniors, buying online isn't possible.



Everyone deserves to help flatten the curve by protecting themselves and those around them. So, as part of United Way's Local Love in a Global Crisis work, we launched Facing Forward in June 2020, a short-term social enterprise that would ensure that our communities' most vulnerable people could have access to face masks.



This new initiative provided workplaces, families, and other groups with a way to purchase cloth masks for themselves, while providing masks to vulnerable people in our communities. Every purchase has an economic, environmental and social impact, whether intended or not. *Facing Forward* presented an opportunity to buy an essential product that also had a positive social impact in our communities.

Throughout the year, people participated in *Facing Forward* in many ways: by buying our cloth masks online, at Circle K and Mac's locations, or OC Transpo stations (with proceeds going to help those in need), making masks, donating funds, or donating other PPE in-kind.

We worked with Ottawa Public Health and the City of Ottawa's Human Needs Task Force to distribute masks with the help of our frontline agency partners to ensure they went to the people who needed them most. This included organizations like the Ottawa Food Bank, the Ottawa Coalition of Community Houses, Community Health and Resource Centres and more.

Outside of the City of Ottawa, we worked with the Eastern Ontario Health Unit in Prescott-Russell, the Renfrew County District Health Unit, and The Table Community Food Centre in Perth to make sure people in need have access to masks and PPE across our region.

Thanks to donations from individuals and partners, as well as the 53,650 *Facing Forward* cloth masks purchased, we were able to get more than 535,000 masks into the hands of people in need across East Ontario.*

**Please see Appendix for a full breakdown of sales and mask/PPE distribution.*



Masks that make a difference

When the pandemic first entered our communities, many did not have the ability to purchase PPE to help keep themselves or their families safe. Frontline agencies were scrambling to find child-sized masks for their clients, so they could continue to provide critical services to youth in need.

United Way's *Facing Forward* program moved quickly to address this challenge. The social procurement model sees local businesses and individuals buy our *Facing Forward* masks, and we in turn use the proceeds to purchase masks for vulnerable populations. For Ottawa's Coalition of Community Houses, this model meant that we were able to quickly distribute child-sized masks to more than 1,000 kids living in low-income neighborhoods.

[See the full story](#)



WHAT'S NEXT?

Local Love in a Global Crisis: 2021 and Beyond

The pandemic and its associated health, social, and economic challenges will require our attention for 2021 and likely much farther into the future.

As we head into the second year of our COVID-19 response, we've reviewed and updated the focus of *Local Love in a Global Crisis* to address the most pressing needs in our communities:

BASIC NEEDS



Providing access to life's essentials that help the most vulnerable stay healthy.

We know people living on a low income, seniors, people with disabilities and other isolated people still have difficulty meeting their basic needs. We continue to provide food, cleansers and hygiene products, PPE, and other basic resources to people in need.

HELP FOR SENIORS AND CAREGIVERS



Supporting isolated seniors who are vulnerable and at risk of developing severe illness if they contract the virus.

Isolated seniors, along with family members who are acting as their caregivers, are experiencing high levels of distress. We continue to invest in safe engagement activities for seniors and their caregivers like virtual programming, telephone check-ins, low-risk in-person activities, transportation, and access to personal care for those who are self-isolating.



CAPACITY FOR THE COMMUNITY SECTOR



Ensuring frontline services can continue their vital work.

Social services have seen a significant increase in demand over the past year. We continue to support these organizations to work better together, recruit volunteers, and reach vulnerable people using innovative practices and technologies. Our investments also scale up and diversify important services and programs to reach the most at-risk populations in priority geographic areas.

MENTAL HEALTH AND CRISIS SUPPORTS



Enabling crisis supports and system navigation services that benefit everyone.

Mental health and crisis supports have seen a massive increase in usage. We continue to target programs that better serve people who are shouldering the greatest burden from the pandemic: people living in poverty; Indigenous people; Black, African and Caribbean communities; people with disabilities; and women and children experiencing violence.

ADDRESSING LEARNING LOSS FOR VULNERABLE CHILDREN AND YOUTH



Ensuring kids get back on track with their learning.

Remote learning, while necessary, has not worked for all kids—especially those who have challenges with internet access and technology, are without adult supports, or need hands-on learning approaches. We will support critical hours programs that provide a safe place (in person and online) for the most at-risk kids to improve literacy and STEAM (science, technology, engineering, arts, math) skills and healthy relationship building so they can get back on track in school.

AN INCLUSIVE ECONOMIC RECOVERY



Building a more prosperous future for vulnerable populations that have been sidelined by the pandemic.

COVID-19 has disproportionately affected the financial wellbeing and employment of vulnerable women, youth, newcomers, Indigenous people, racialized communities, and people with disabilities. We will invest in and advocate for equitable community economic development and social enterprises that benefit people facing the greatest economic hardships.

OUR CALL TO GOVERNMENT

We know that we can't tackle the tough problems on our own. We are grateful for the ability to work with all levels of government and elected officials from all parties to move the needle on issues that continue to strain our communities.

While we have made immense progress over the past year in supporting the most vulnerable local people, the pandemic is far from over. The ongoing needs in our communities are much greater than our sector's current ability to meet them.

Social service organizations are suffering from 'COVID fatigue,' and we are looking to the government to strengthen our sector so we can continue meeting the needs of priority populations. In Ontario, each day close to one million people go to work in the social services and community sector providing life-saving programs that support economic growth, mitigate public health costs, and strengthen the well-being of people all across the province.

Investing in social services will not only build towards an equitable recovery from the pandemic, but will create a stronger foundation for our collective future.

Together with our partners at the COVID-19 Community Response Table, we have been working to identify best practices, replicate successful models of program delivery, address the root causes of issues, and implement sustainable solutions that move the needle on these challenges.



The recommendations outlined below call for systemic change through access, agency, advocacy and collaboration with examples of successful projects we have seen over the past year. We encourage policy makers to fulfill these innovative solutions. **People are depending on us, and we must deliver the services they urgently need.**

1. Reduce stigma and provide more mental health support for priority populations.

A pandemic recovery plan must include virtual and in-person counselling for mental health and substance abuse, with a strategy that accounts for cultural differences, financial instability, and stigmatization.

Success in motion: [Counselling Connect](#) is a website that immediately connects children, youth, and families to remote mental health services in the Ottawa area. This service is delivered by a partnership of 19 local mental health organizations and offers free, 24-hour access to phone or virtual counselling with no waitlists.

2. Support seniors living at home and their informal caregivers.

Personal support workers and informal caregivers require better employment conditions to reduce the increased levels of distress they have experienced since the start of the pandemic. Virtual and phone programming, strengthened capacity for senior-serving agencies, and recognition of informal caregivers are also necessary to decrease burnout.

Success in motion: [The Eastern Ontario Caregiver Strategy](#) provides a common set of evidence-based objectives that empowers communities to achieve more positive outcomes for informal caregivers and their families.

3. Approach economic recovery with a social justice lens to overcome disparities.

Childcare incentives, better employment protections, future of work realignment programs, and community wealth building initiatives can all improve financial stability for racialized, Indigenous, and low-income populations, and women.

Success in motion: As a part of the City of Ottawa’s COVID-19 economic recovery plan, Deputy Mayor Laura Dudas introduced a successful motion to incorporate social procurement policies into the City’s procurement process. This model can be replicated at all levels of government and bolstered by [community benefit agreements](#) that enable conditions for a more inclusive economic recovery.



4. Provide newcomers, minority language groups, and Indigenous people with better access to culturally appropriate social services and information.

Communications to diverse groups must incorporate their unique needs in order to ensure an equitable health recovery. Information on COVID-19 testing, vaccine delivery, safety measures and more should be provided in multiple languages, in inclusive language, and through different channels that fill the gaps left by technology barriers. A 'navigator model' can help individuals sift through multiple government and community programs to connect with what is most appropriate for their situation.

Success in motion: [The Affordability Fund Trust's](#) (AFT) community outreach pilot, an example of the navigator model, provides support for Ontario utility bills and necessary home equipment upgrades. AFT workers identified families eligible for the financial support and helped address other root causes leading to their financial insecurity by connecting them with relevant community services.

5. Commit to safe and sustainable housing for everyone.

An adequate housing strategy must consider both short-term and long-term solutions with culturally sensitive, decolonized supports. Appropriate and affordable housing is critical to both improve the health of people experiencing homelessness and to building stronger communities beyond the pandemic.

Success in motion: Client-centered models of moving people quickly into independent living, like [Housing First](#), show an 80 per cent success rate in keeping people housed, with increased health outcomes and decreased involvement with the justice system.

6. Ensure the safety of women and children experiencing violence.

The lower number of reported domestic violence cases at the beginning of the pandemic indicated that women and children experiencing violence at home were isolated and not reaching out for help. An adequate affordable housing supply, accessible technology resources like cellphones, and social supports are critical to keeping victims safe and helping them start fresh.

Success in motion: [Unsafe at Home Ottawa](#) and [Unsafe at Home Prescott-Russell](#) are bilingual, secure texting and online chat services, for women and members of the LGBTQ2S+ community who may be experiencing increased violence and abuse at home. Unsafe at Home Ottawa reported that by providing a discreet way of reaching out, the program has helped more than 1,200 people access emotional, legal and financial support; safety planning; system navigation; basic needs; and more since its launch in April 2020.



7. Address the widening academic achievement facing children and youth.

Learning loss among many young people is accelerating. Government departments, school boards, local municipalities, representatives of priority populations and the social services sector must collaborate to reach youth where they are and ensure better outcomes.

Success in motion: Community houses in low-income neighbourhoods in Ottawa and across the region have pivoted traditional homework clubs to address the COVID-19 context by delivering at-home learning kits and virtual one-on-one tutoring. Mentoring programs and [Make iT clubs](#) in Banff Avenue and Confederation Court Community Houses incorporate STEAM (science, technology, engineering, arts, and math) programming and help eliminate barriers to academic success for middle school aged kids.

8. Disaggregate data and use intersectional data sets to understand the root causes of inequities.

To better understand and address the root causes of disparities in our communities, data should be disaggregated and intersected: this means information should be broken down into smaller subgroups, in a way that reflects cultural differences. Data specific to Indigenous and/or racialized populations should be evaluated by, or in partnership with, the targeted populations to avoid further harm.

Success in motion: [‘Neighbourhood clusters,’](#) established by Ottawa Public Health (OPH) and the Ottawa Local Immigration Partnership (OLIP), used local data to understand the impacts of COVID-19. They identified a higher-than-expected number of people who contracted COVID-19 in a specific geographical area,

within a specific timeframe. When they included socioeconomic data, they found certain racialized populations were over-represented in the number of positive COVID-19 cases. Now, the [Creating the Change We Want](#) initiative engages leaders from these communities to find quick and efficient ways to prevent the spread of COVID-19.

9. Strengthen the capacity of overwhelmed frontline social service agencies.

Unrestricted grant funds, when supported by data and a client-centered approach, can quickly empower high-impact social programs to address community issues. The social services sector needs streamlined administrative processes, latitude to work outside sector boundaries, and flexible grants in order to continue meeting the growing needs in our communities.

Success in motion: The recent grants awarded by [Mackenzie Scott \(formerly Bezos\)](#) highlighted how the speedy deployment of unrestricted funds enables the social sector to quickly address the most pressing needs. They used a data-driven approach to identify projects that promised the highest impact in the most equitable manner.



THE ROAD AHEAD

As we continue our mission to bring people and resources together to build strong, healthy, safe communities for all, we find ourselves reflecting on what it means to mark the one year anniversary of a global pandemic.

It feels heavy to think about navigating through these uncharted waters for so many months.

Tens of thousands of local people have relied on us over the past year to be alive, healthy and safe. Many have reached out to a distress line or a food bank for the first time in their lives.

What lightens the load is knowing that local individuals, businesses, and organizations have shown incredible nimbleness, creativity and generosity through it all. Our collective work in ensuring people have access to the help they deserve has never been more important.

We're so thankful and incredibly proud of our donors and partners for continuing to lead with love.

COVID-19 brought the fault lines of our communities into focus and provoked an urgency to take them on. But it will take courage and commitment to continue tackling these systemic challenges. We will inevitably move into a recovery phase, and we must take the lessons of the pandemic with us to build a more equitable future.

The pandemic has been tragic and punishing for so many. But the resilience we've built over the past year can propel us to be better than we were before. We have our sleeves rolled up, and we're ready to continue this work.



APPENDIX: BREAKDOWN OF INVESTMENTS

Local Love in a Global Crisis

Agency	Amount
Active Jewish Adults 50+	\$15,000
Carebridge Community Support (also known as Mills Community Support Corporation)	\$1,500
Carebridge Community Support (also known as Mills Community Support Corporation)	\$1,000
Vanier Community Service Centre (CSC Vanier)	\$20,000
Dress for Success Ottawa National Capital Region	\$30,000
EcoEquitable	\$35,000
Hastings and Prince Edward Learning Foundation	\$5,511.87
Hospice Care Ottawa	\$24,000
Immigrant Women Services Ottawa (IWSO)	\$63,000
Jewish Family Services of Ottawa	\$20,000
Lanark County Food Bank	\$1,000
Lanark County Interval House and Community Support	\$4,728
Lanark County Interval House and Community Support	\$1,585
Lanark County Interval House and Community Support	\$1,751
Lanark County Youth Centre Coalition	\$5,000
Lowertown Community Resource Centre	\$50,000
Nepean, Rideau and Osgoode Community Resource Centre (NROCRC)	\$56,516
Nepean, Rideau and Osgoode Community Resource Centre (NROCRC)	\$14,729
North Renfrew Family Services	\$17,000
Olde Forge Community Resource Centre	\$30,000
Ottawa Community Housing Foundation for Healthy Communities (OCH Foundation)	\$75,000

Agency	Amount
Perth and Smiths Falls District Hospital (Lanark County Mental Health)	\$3,000
Phoenix Centre for Children and Families	\$20,000
Pinecrest-Queensway Community Health Centre	\$1,360
Rideauwood Addiction and Family Services	\$ 2,380
Robbie Dean Family Counselling Centre	\$1,585.50
Vanier Community Service Centre (CSC Vanier)	\$75,000
Somerset West Community Health Centre	\$50,000
South-East Ottawa Community Health Centre	\$35,000
The Council on Aging of Ottawa	\$8,000
The Glebe Centre Inc.	\$10,605
The Grind Pembroke	\$10,000
Volunteer Ottawa	\$24,692
YAK Youth Services	\$20,000

New Horizons for Seniors Program, Help Age Canada, and Local Love in a Global Crisis

Agency	Amount
ABLE2 (formerly Citizen Advocacy Ottawa)	\$25,000
Carebridge Community Support (also known as Mills Community Support Corporation)	\$4,000
Champlain Community Support Network	\$106,500
Champlain Community Support Network (Renfrew)	\$8,000
Connected Canadians	\$20,100
Conseil Économique et Social d'Ottawa Carleton	\$20,000
Cornerstone Housing for Women	\$13,400
Groupe Action pour l'enfant, la famille et la communauté de Prescott-Russell	\$2,045
Jewish Family Services of Ottawa	\$35,000
Montfort Renaissance	\$25,500

Agency	Amount
Ottawa Aboriginal Coalition	\$40,000
Ottawa Senior Pride Network	\$15,000
Perth Enrichment Program for Older Adults	\$4,000
Services Communautaires de Prescott et Russell	\$5,955
The Good Companions	\$55,000

Legacy Giving - Testamentary Funds

Agency	Amount
Chrysalis House (Western Ottawa Community Resource Centre)	\$2,500
Counselling and Family Service Ottawa	\$5,000
Interval House of Ottawa	\$2,500
Minwaashin Lodge	\$2,500
Nelson House	\$2,500
Rural Ottawa South Support Services (ROSSS)	\$ 5,400
The Good Companions	\$3,723.42
The Good Companions	\$15,000

Emergency Community Support Fund - Round 1

Agency	Amount
Assunnah Muslims Association	\$30,000
Banff Avenue Community House	\$130,000
Big Brothers Big Sisters of Lanark County	\$5,665
Big Brothers Big Sisters of Ottawa	\$60,000
Britannia Woods Community House	\$20,000

Agency	Amount
Bruce House	\$76,800
Canadian Mental Health Association Champlain East	\$21,653
Canadian Mothercraft of Ottawa Carleton	\$75,365
Care Centre Ottawa	\$10,000
Carlington Community Health Centre	\$50,565
Centretown Community Health Centre	\$296,955
Champlain Community Support Network	\$100,00
Children's Hospital of Eastern Ontario Foundation	\$25,000
Club Optimiste de Rockland	\$5,750
Community Resource Centre (Killaloe) Inc.	\$40,000
Dementia Society of Ottawa and Renfrew County	\$180,000
Distress Centre of Ottawa and Region	\$50,589
Distress Centre of Ottawa and Region	\$100,000
Elizabeth Fry Society of Ottawa	\$87,066
Family and Children's Services of Renfrew County	\$26,000
Family Services Ottawa	\$55,000
Groupe Action	\$2,815
Hastings and Prince Edward Learning Foundation	\$25,000
Helping With Furniture	\$25,000
Interval House of Ottawa	\$135,184
Inuuqatigiit Centre for Inuit Children, Youth and Families	\$117,144
Jewish Family Services of Ottawa	\$50,000
John Howard Society of Ottawa	\$80,000
Kehillat Beth Israel Congregation	\$30,000
Lanark County Community Justice	\$12,500
Lanark County Mental Health	\$20,000
Lanark Renfrew Health and Community Services	\$13,000

Agency	Amount
LiveWorkPlay	\$22,500
Living Without Violence	\$11,825.50
Lowertown Community Resource Centre	\$100,000
Maison Interlude House	\$23,500
Minwaashin Lodge	\$60,000
Mississippi Mills Youth Centre	\$51,780.50
Nepean, Rideau and Osgoode Community Resource Centre (NROCRC)	\$30,000
North Renfrew Family Services	\$19,392
Operation Come Home	\$30,000
Ottawa Community Housing Foundation for Healthy Communities (OCH Foundation)	\$75,000
Ottawa Community Immigrant Services Organization (OCISO)	\$60,000
Ottawa Food Bank	\$187,000
Ottawa Gay Men's Wellness Initiative (MAX Ottawa)	\$48,938
Ottawa Network for Education	\$35,000
Parkdale Food Centre	\$28,200
Patro d'Ottawa	\$35,000
Perth Enrichment Program for Older Adults	\$7,200
Phoenix Centre for Children and Families	\$185,000
Phoenix Centre for Children and Families*	\$18,000
Refugee 613 (OCISO)	\$50,000
Renfrew County Sexual Assault/Rape Crisis Support Centre / Women's Sexual Assault Centre of Renfrew County	\$26,000
Riceville Food Bank	\$18,000
Rideau-Rockcliffe Community Resource Centre	\$25,000
Roberts Smart Centre	\$90,000
Serenity Renewal For Families	\$80,750

*Funds from both ECSF and United Way's After the Floods initiative contributed to this investment.

Agency	Amount
Services Communautaires Prescott-Russell	\$105,000
Social Planning Council of Ottawa	\$95,000
Society of Saint Vincent de Paul, St. Columbkille's Conference	\$15,000
Somali Centre for Family Services	\$60,000
Somerset West Community Health Centre	\$50,000
Somerset West Community Health Centre	\$90,000
South-East Ottawa Community Health Centre	\$60,000
Stepstone House Immigrants Integration Support Services	\$20,000
Tewegan Housing for Aboriginal Youth	\$39,497
The Alliance to End Homelessness Ottawa	\$40,000
The Good Companions	\$429,830
Tungasuvvingat Inuit	\$95,000
Upper Canada Leger Centre - Healthy Eating Better Learning	\$20,000
Victim Services of Renfrew County	\$26,000
Vista Centre Brain Injury Services	\$40,000
Volunteer Ottawa	\$75,000
Wabano Centre for Aboriginal Health	\$74,695
YAK Youth Services	\$51,780.50
Youth Services Bureau of Ottawa	\$56,000
YouTurn Youth Support Services	\$7,650

Emergency Community Support Fund - Round 2

Agency	Amount
Alzheimer Society of Lanark Leeds Grenville	\$6,807
Banque Alimentaire Bons Voisins	\$5,000
Banque Alimentaire Casselman Chrysler St-Albert Food Bank	\$10,000
Britannia Woods Community House	\$40,000
Caldwell Family Centre	\$14,650
Canadian Cancer Society	\$25,000
Canadian Mental Health Association - Ottawa Branch	\$100,080
Carebridge Community Support (also known as Mills Community Support Corporation)	\$3,000
Centre Chrétien Viens et Vois	\$6,500
Centre d'éducation financière EBO (Entraide Budgétaire Ottawa)	\$25,043
Centre Novas-CALACS francophone de Prescott-Russell	\$10,000
Coopérative Ami Jeunesse Inc.	\$15,000
DEEN Support Services	\$50,000
Dress for Success Ottawa National Capital Region	\$30,000
Family and Children's Services of Renfrew County	\$27,395
Frontier College	\$10,000
Hopewell Eating Disorder Support Centre of Ottawa	\$9,900
Inuuqatigiit Centre for Inuit Children, Youth and Families	\$38,660
Jewish Family Services of Ottawa	\$16,866
Jewish Family Services of Ottawa	\$68,217.30
Lanark County Interval House and Community Support	\$24,651
Minwaashin Lodge	\$55,000
Mississippi Mills Youth Centre	\$15,695
New Covenant Apostolic Church	\$15,000
Olde Forge Community Resource Centre	\$24,466

Agency	Amount
Operation Come Home	\$17,233
Options Bytown Non-Profit Housing Corporation	\$7,862
Parent Resource Centre	\$29,000
Parkdale Food Centre	\$24,000
Patro d'Ottawa	\$10,000
PFLAG Canada	\$20,000
Regroupement Autisme Prescott-Russell	\$15,000
Rideau Community Health Services	\$9,250
Rideau-Rockcliffe Community Resource Centre	\$25,000
Robbie Dean Family Counselling Centre	\$3,600
Social Planning Council of Ottawa	\$50,000
Social Planning Council of Ottawa	\$28,800
Somerset West Community Health Centre	\$85,000
South-East Ottawa Community Health Centre	\$62,792.28
Special Olympics Ontario	\$10,000
St. Mary's Home	\$30,000
The Good Companions	\$25,000
The Salvation Army in Ottawa	\$31,822
The Table Community Food Centre	\$20,000
Upper Canada Leger Centre for Education and Training	\$14,112
Vanier Community Service Centre (CSC Vanier)	\$15,096
Women's Sexual Assault Centre of Renfrew County	\$15,820
YAK Youth Services	\$5,805.87
Youville Centre	\$30,000

Women United

Agency	Amount
Minwaashin Lodge	\$7,500
Lanark County Interval House and Community Support	\$7,500
Maison Interlude House	\$7,500
Bernadette McCann House	\$7,500

Social Services Relief Fund

Building Back a Better Prescott-Russell Food Security Ecosystem

Projects and Partners	Amount
Project 1: Groupe Convex	\$32,400
Project 1: Académie du Gourmet	\$8,580
Project 2: Pick, Plant, and Prune	\$11,130.50
Project 3: United Way East Ontario and 211	\$19,760
Project 4: Services Communautaires de Prescott-Russell	\$24,806.25

Facing Forward

Distribution

Location	Cloth Masks	Disposable Masks	Face Shields	Goggles	Units of Sanitizer
Ottawa	97,156	388,860	1,390	25	23,479
Prescott-Russell	1,425	16,000			
Renfrew County		16,000			
Lanark County		16,000			

Facing Forward

Sales	Number of Cloth Masks
City of Ottawa	10,000
Ottawa Police Service	10,000
Circle K	5,000
Ottawa Food Bank	15,525
Ottawa Inner City Health	9,250
United Way Thunder Bay	2,850
Website sales	725
In-person sales at OC Transpo locations	300

ACKNOWLEDGMENTS

Thank you to the participants of the COVID-19 Community Response Table. United Way appreciates you lending your time, expertise, data, stories of lived experience, and more, as we tackled the local effects of an unprecedented global health crisis.

Organizations

211	Carleton University
Accenture	Carlington Community Health Centre
Algonquin College	Carty House
Alliance to End Homelessness Ottawa	Catholic Centre for Immigrants
Big Brothers Big Sisters Ottawa	Centre de sante communautaire de l'Estrie
Boys and Girls Club of Ottawa	Centre Novas
Britannia Woods Community House	Champlain Community Support Network
Canadian Medical Association	Champlain Local Health Integration Network (LHIN)
Canadian Nuclear Laboratories	Children's Hospital of Eastern Ontario
Canadian Red Cross	City of Ottawa
Carefor Health and Community Services	

Coalition of Community Health and Resource Centres of Ottawa	Jewish Family Services of Ottawa
Community Development Framework	John Howard Society of Ottawa
Conquer COVID-19	Youth Services Bureau of Ottawa
County of Renfrew	Lanark County Mental Health
Crime Prevention Ottawa	Lanark County Successful Aging Council
Distress Centre of Ottawa and Region	Le Cap
Eastern Ontario Health Unit	Leeds, Grenville & Lanark District Health Unit
Eastern Ottawa Resource Centre	Lowertown Community Resource Centre
Family Services Ottawa	Lyft
La Fédération des aînés et des retraités francophones de l'Ontario (FARFO)	Matthew House
Federation of Canadian Municipalities	Mental Health Commission of Canada
Future of Good	National Capital FreeNet
Hawkesbury General Hospital	No More Debts
Interval House of Ottawa	North Lanark Community Health Centre
Unsafe at Home Ottawa	Ottawa-Carleton District School Board (OCDSB)
Unsafe at Home Prescott-Russell	OCDSB Education Foundation
Ismaili Council of Ottawa	

Ottawa Coalition of Community Houses	Performance Plus Rehabilitative Care
Ottawa Catholic School Board (OCSB)	Phoenix Centre for Children & Families
OCSB Education Foundation	Refugee 613
Ottawa Coalition To End Violence Against Women	Renfrew County District Health Unit
Ottawa Child and Youth Initiative	Réseau des services de santé en français de l'Est de l'Ontario
Ontario Dementia Network	Royal Ottawa Mental Health Centre
Ottawa Aboriginal Coalition	Ruckify
Ottawa Community Foundation	Serenity Renewal for Families
Ottawa Community Housing	Services Communautaires de Prescott-Russell
Ottawa Community Housing Foundation	Social Planning Council of Ottawa
Ottawa Community Loan Fund	Somerset West Community Health Centre
Ottawa Food Bank	Stepstone House
Ottawa-Gatineau Youth Foundation	Synapcity
Ottawa Local Immigration Partnership (OLIP)	TechInsights
Ottawa Public Health	Telus
Ottawa Public Library	The Good Companions
Ottawa Victim Services	The Table Community Food Centre
Ottawa West Community Support	Upper Canada District School Board

United Counties of Prescott and Russell

United Counties of Prescott and Russell, Economic Development & Tourism Office

United Muslim Organizations of Ottawa-Gatineau

United Way Canada

United Way East Ontario Board Members

Politicians

Christa Lowry, Mayor, Mississippi Mills, and Warden, Lanark County

Christine Elliott, Minister of Health, Deputy Premier, and MPP, Newmarket—Aurora

Jenna Sudds, Councillor, Kanata North, and Deputy Mayor, City of Ottawa

Jeremy Roberts, MPP, Ottawa West—Nepean

Laura Dudas, Councillor, Innes Ward, and Deputy Mayor, City of Ottawa

Marie-France Lalonde, MP, Orléans

Volunteer Ottawa

Western Ottawa Community Resource Centre

Women's Sexual Assault Centre of Renfrew County

YAK Youth Centre

Youturn Youth Services

Michael Tibollo, Associate Minister of Mental Health and Addictions, and MPP, Vaughn—Woodbridge

Pierre Leroux, Mayor, Russell Township

Rawlson King, Councillor, Rideau-Rockcliffe

Sam Oosterhoff, Parliamentary Assistant to the Minister of Education, and MPP, Niagara West

Stéphane Sarrazin, Mayor, Township of Alfred and Plantagenet, and Warden, United Counties of Prescott and Russell

Todd Smith, Minister of Children, Community and Social Services, and MPP, Bay of Quinte

ABOUT UNITED WAY EAST ONTARIO

Working with communities in Prescott-Russell, Ottawa, Lanark and Renfrew Counties, United Way East Ontario invests resources where they are needed most and will have the greatest impact.

Through research, evaluation and partnerships with community experts, we identify the root causes of the biggest social challenges facing our communities and help find solutions that change tens of thousands of lives for the better. 100% of donations to United Way are put to work in the communities where they are raised to help those most in need.

We acknowledge that the land on which we work, live and play is the traditional unceded territory of the Algonquin Anishinaabeg people. We extend this respect to all First Nations, Inuit and Métis peoples, their ancestors, their Elders and their valuable past and present contributions to this land and our communities.

[LEARN MORE ABOUT OUR WORK IN RESPONSE TO COVID-19.](#)

[READ MORE STORIES OF LOCAL LOVE IN ACTION.](#)



United Way
East Ontario