

Let's

Western Ottawa Community Resource Centre

Connect

25th
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REMINISCING, CELEBRATING AND APPLAUDING 25 YEARS OF SERVICE!

On September 19th, 2011, the Western Ottawa Community Resource Centre (WOCRC) hosted the launch of its 25th Anniversary year with an open house. It was a resounding success as over three hundred people representing the catchment areas of West Carleton, Goulbourn, Kanata and Nepean streamed into the Centre to learn about 'Who We Are, What We do, and Why We Do It'. Set up in the format of a trade show, the Centre profiled its full scope of services, which included Counselling Services, Violence Against Women services, Programs for Children and Youth and their families, and Community Support Services (CSS) for seniors and adults with physical disabilities. The event was a special time of reminiscing about the early years with former board members, friends and colleagues, celebrating past achievements, and applauding present day successes.

Wow, I had no idea that WOCRC provided so many amazing services!

Mr. Robert McGaraughty, WOCRC Chair of the Board of Directors and Ms. Johanne Lamarre, WOCRC Board Director officially welcomed all those in attendance including Kanata South Councillor Allan Hubley, West Carleton-March Councillor Eli El-Chantiry, Kanata North Councillor Marianne Wilkinson, Rideau-Goulbourn Councillor Scott Moffatt, and former WOCRC Executive Director, Peggy Feltmate. Stittsville Councillor Shad Qadri was not able to attend, but sent his best wishes on



From left to right – Councillors Allan Hubley (Kanata South), Eli El-Chantiry (West Carleton-March), Robert McGaraughty, Chair, WOCRC Board of Directors, former WOCRC Executive Director, Peggy Feltmate, Cathy Jordan, WOCRC Executive Director, Councillors Marianne Wilkinson (Kanata North) and Scott Moffatt (Rideau-Goulbourn)

the WOCRC's quarter-century of community service in Western Ottawa. Introducing Peggy Feltmate, the first in the line-up of speakers, Mr. McGaraughty expressed his admiration for her by saying, "Peggy Feltmate has twenty-two years of active service in Kanata. It is apropos that she is speaking this evening given that she was the speaker at the second Annual General Meeting, and spoke of a Vision for the Future." Reflecting on the inception of the Centre, Peggy shared her thoughts, "They were exciting and challenging times with ups and downs of learning the political ropes, and finding funds in as many ways as possible." Ms. Feltmate was the first person on the payroll, and was given a budget of \$78,000.00 to commence the challenge of establishing a community resource centre. Calling the WOCRC a success story, Ms. Feltmate went on to say, "It was the determination of the Board and support of the staff, which saw the

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Centre fulfill its part of the mandate to meet the needs of the community.” Joining in the accolades, Councillor Alan Hubley expressed his thoughts, “The WOCRC is a vital asset to Kanata south, there is something for everyone, and I look forward to seeing its growth within the next 25 years.” Councillor Eli-Chantiry also praised the staff for their work and commitment to the community. As an advocate for a community resource centre, Councillor Marianne Wilkinson reminisced on the early years. When approached to be on the first Board of Directors in 1986, Councillor Wilkinson added, “I don’t know how to say ‘no’, so I said ‘yes.’” Reflecting on



Robert McGaraughty, WOCRC Chair, Board of Directors, presenting flowers to former WOCRC Executive Director, Peggy Feltmate

“Everyone in this room is what makes us what we are today. We are always looking forward, and our staff is what makes it successful.”

Cathy Jordan, WOCRC Executive Director

Peggy Feltmate’s acceptance as the first employer of the Centre, Ms. Wilkinson exclaimed with a sense of humour, “As Peggy does not know how to say ‘no’ as well, she said ‘yes.’” Heather Colls, who was also a Board member in the early years, spoke about the strong community effort that helped to establish the Centre. Councillor Wilkinson and her colleagues presented the WOCRC with a certificate from the City of Ottawa honouring its many years of service. A cake-cutting ceremony followed, whereby the crowd applauded the WOCRC staff and Board of Directors, and former staff member Peggy Feltmate for their commitment to service in the community of Western Ottawa.

Executive Director’s Message

October is designated as Community Support Month in the province of Ontario. Community Support services are a range of services that support seniors and adults with physical disabilities to remain in their homes.

The WOCRC’s Community Support Services (CSS) program is a viable and important resource, which helps enhance the quality of life for seniors and adults with physical disabilities within the catchment areas of West Carleton, Goulbourn, Kanata and Nepean. By accessing services



such as Meals on Wheels, and Information, Referral and Support, clients are supported to live in their own home. Socially, the CSS offers Diners’ Clubs in all catchment areas, whereby clients can meet with friends and enjoy served lunches and local entertainment. The Adult Day Program supports adults experiencing dementia-related disorders, and their caregivers. Economically, the cost for services is streamlined so as to alleviate the financial burden for clients. The support provided by the WOCRC’s CSS programs also helps to lessen the stresses for caregivers and entrusted family members who are there to support seniors.

In recent months, there has been significant focus on pressures in the health care system related to Alternative Levels of Care Patients in local hospitals and long wait times in Emergency Departments. Community Support services are providing one part of the solution to these pressures.

The WOCRC’s Community Support Service is committed to helping seniors and adults with a physical disability live independent, active and meaningful lives, and it does this through the development of strategies and offering services that enhance the quality of life for its clients. For more information on our programs, please refer to our new website at www.wocrc.ca, or call us at 613-591-3686.

WOCRC 25th ANNUAL GENERAL MEETING

“I’m energized, I’m inspired and I know when we meet again next year, we will have more to celebrate,”

Robert McGaraughty, 2011-2012
Chair, WOCRC Board of Directors



2011-2012 WOCRC Board of Directors – Board Retreat
From Left to Right: Board Directors Todd Sloan, Cindy McGann and Mary-Ann Rowan, Vice-Chair Michael Merpaw, Chair Robert McGaraughty, Board Directors Tania Rosarion and Johanne Lamarre, Vice-Chair Michele Hynes, Board Directors Shelley Bond and Moira Winch, Vice-Chair Berta About. Absent – Board Director Eric Saemisch

On September 19th, the Western Ottawa Community Resource Centre (WOCRC) held its 25th Annual General Meeting (AGM). Fittingly, it coincided with the Centre’s formal launch of a quarter-century of bringing care and community together in Western Ottawa. Since 1986, the WOCRC’s AGM(s) have provided the general public and voting members with an opportunity to become engaged in learning about the successes of the previous year, and what is in store for next 12 months.

There is a consistency and accountability that complements AGM(s) for all organisations, and the Centre is no exception to the rule. There is a formula that is respected and adhered to that encompasses the full scope of the major stepping stones and guides the operational agenda of a resource centre. Voting members receive reports from committees, such as finance, governance and nominations, and motions of acceptance are passed related to the items on the agenda.

Key Accomplishments from the 2010-2011 fiscal year included the WOCRC’s Building Healthier Organisations (BHO) accreditation from Community Organizational Health Inc. The Board also confirmed their commitment to advocate for a community health centre for Western Ottawa. In presenting her report, the Centre’s Executive Director referred to the 2010-2011 WOCRC Annual Report, and its excellent content, which included several success stories submitted by clients and volunteers. Also referenced was the 4th floor expansion project funded equally by the Centre, and the federal and provincial government. Applause was extended for the dedication of the WOCRC volunteers who committed 19,560 hours in service throughout the fiscal year.

COMING SOON TO THE WESTERN OTTAWA COMMUNITY RESOURCE CENTRE – THE YOUTH SERVICES BUREAU OF OTTAWA

The Western Ottawa Community Resource Centre is proud to announce its new partnership with the Youth Services Bureau of Ottawa (YSB). As an important resource within the Western Ottawa community, the YSB will delegate 2 full-time youth mental health counsellors who will be operating out of the Centre. The Youth Services Bureau serves youth aged 12 and older, and focuses on youth with difficulties affecting their physical and/or emotional wellbeing and development. The YSB supports youth in making positive health and lifestyle decisions. For more information on the Youth Services Bureau of Ottawa, log on to their website at <http://www.ysb.on.ca>.

WASTE MANAGEMENT INC.

'MAKING A DIFFERENCE IN THE COMMUNITY'

"It's about wanting to do something for women in this community, and WOCRC's Chrysalis House supports people who are really in need," Cathy Smithe, Community Relations Manager, Ottawa Operations, Waste Management of Canada Corporation.



\$25,000 Cheque Presentation – Waste Management of Canada Inc.

From left to right Cathy Jordan, WOCRC Executive Director, Cathy Smithe, Community Relations Manager, Ottawa Operations, Waste Management of Canada Corporation, and Robert McGaraughty, Chair, WOCRC Board of Directors.

Each year, Waste Management Inc. is host to its annual corporate golf tournament. The purpose of their golf tournaments is to raise funds for local community-based organisations, specifically where Waste Management Inc. has a public profile. This year's golf tournament was held at the Marshes Golf Club in Kanata, and it was a resounding success! On hand to meet with the President and CEO of Waste Management Inc., Mr. David P. Steiner, were one hundred and fifty executives representing a variety of corporations throughout North America. Their fundraising event raised over \$375,000.00, of which \$25,000.00 was allocated to the Western Ottawa Community Resource Centre's (WOCRC) Chrysalis House, a shelter for women and their families

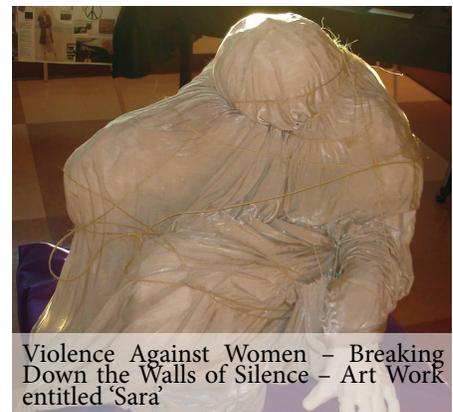
who have experienced violence in the home. At the WOCRC's launch of its 25th Anniversary celebrations, Cathy Smithe presented the cheque to Robert McGaraughty, Chair of the WOCRC Board of Directors, and Cathy Jordan, Executive Director of the Centre. In its seventh year of operation, Chrysalis House has done significant work at increasing its capacity to work with women and children with disabilities, such as mobility issues, and vision and hearing impairments. The money donated by Waste Management Inc. is enabling Chrysalis House to increase the mobility accessibility to the house and patio area. The WOCRC is grateful for the generous donation presented by Waste Management Inc, which will help Chrysalis House to better serve women and children who experience so many barriers in life in addition to experiencing abuse.

VAW - BREAKING DOWN THE WALLS OF SILENCE ART EXHIBIT

The Western Ottawa Community Resource Centre (WOCRC) and its Violence Against Women (VAW) Program extends an invitation to the Western Ottawa community to attend its 'Breaking Down the Walls of Silence Art Exhibit,' which will be held at 2 MacNeil Court in Kanata from November 15 to 17th, 2011 between 8:30a.m. to 7:30p.m. The exhibit's main theme is violence against women and children. Art work created for the exhibit is submitted by women and children who have experienced violence, and community members who wish to help make a difference in the Western Ottawa community.

Now in

its 4th



Violence Against Women – Breaking Down the Walls of Silence – Art Work entitled 'Sara'

WOCRC SUCCESS STORY

There are many success stories generated from the professional and caring attitude of the Western Ottawa Community Resource Centre's (WOCRC) Ontario Early Years Centre (OEYC) staff, who provide programs for parents and their children. For Johanne, Alain, Pierre and Jacques, their journey as clients of the WOCRC, is a prime example of the quality and excellence in services offered by the Centre's OEYC.

Seven years ago, Johanne and Alain experienced a major move relocating from Québec City to Ottawa. Settling into the Kanata community, their lives were also transitioning into parenthood. When their son Pierre was born, a nurse at the Queensway-Carleton Hospital provided them with information on the WOCRC and its OEYC program, which is part of the Government of Ontario's Early Years Plan. "We walked into the WOCRC not knowing anything, and the staff provided information on playgroups and parenting courses," said Johanne. For Pierre's parents, their goal was two-fold: one was to get a good start as parents; and, the other was to encourage their son's socializing skills. "Pierre was our only child at the time, and it was one way he learned to socialize," said Johanne. Enthusiastic about programs offered, the family began to attend activities at the WOCRC.

Johanne and her husband received reassurance from the professional staff at WOCRC, and they also learned they were not alone as new parents. "You get to compare notes, and you learn you are in the same boat as other new parents," added Johanne. Attending parenting courses and seeing the social and developmental benefits that assisted their son Pierre were major benefits for the whole family. Johanne and Alain applauded the expertise of the staff, adding, "Their hands-on expertise, offered 'not just a book', as they were there to observe Pierre and provide guidance. The staff was always very positive and informative, which was complemented by the different backgrounds and areas of expertise." With Pierre transitioning into the school system, he still benefitted from the WOCRC, whereby a staff member taught Mathématique en Famille at his school. They always knew what was available at the WOCRC by accessing the website (www.wocrc.ca) and acquiring information through the on-line calendar.

As parents of another son, Jacques, they continue to benefit from attending programs at the Centre. Jacques, who is 13-months old, participates in EYC activities including French playgroups on Thursdays. His parents recognize the fact that Jacques' needs may be different from their first-born son Pierre. "The courses we take, and the resources offered to our youngest son help to identify and meet those needs," said Johanne. Sharing her thoughts on the WOCRC, Johanne commented, "The Centre is an invaluable and excellent resource, and meeting point for young families. A lot of families that are not from Ottawa

have similar needs such as wanting to learn more about the community. It is also a good way to connect with the French community." It is by accessing the resources at the WOCRC that Johanne and Alain and their sons continue to enjoy the benefits of family life and a healthy social environment.

What Our Clients are Saying...

“I have been very thankful for your service (CSS-Transportation Services), and wish to thank you most sincerely for your help and efficient and courteous service at all times.”

“Meeting with other parents with similar aged children gave me people to connect with. All the staff (OEYC) have been helpful with introducing people and encouraging an exchange of contact information.”

“This was a good experience for me to be in the group (VAW Counselling). I learned a lot of things that I didn't know.”

“The Staff here are amazing (Chrysalis House). Thank you very much, I couldn't do this alone.”

Keeping You Connected

Let's Connect is published a minimum of four times a year – spring, summer, fall & winter – to keep you informed of news and activities at the WOCRC. If you would like to read more about a specific topic or have a story idea, please email info@wocrc.ca and we'll try to cover it in an upcoming issue!



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