

## 2009 -10 WOCRC Annual General Meeting Commitment and Passion!

“Two Words keep coming to mind – Commitment & Passion – and we see this at every level of the organization – people who regularly go above and beyond the call of duty.” Cathy Jordan, Executive Director, WOCRC.

The function of the Western Ottawa Community Resource Centre's (WOCRC) annual general meeting is to provide members, partners, stakeholders, volunteers and the general audience with a birds-eye view of the Centre and its successes within the past fiscal year. It is also an opportunity



Board of Director Vice-Chair, Mr. Robert McGaraughty  
Official Host of the WOCRC 2009-10 Annual General Meeting

to applaud the Board of Directors, staff and volunteers for a year of hard work and dedication in providing services and programs that are invaluable to the wards of Goulbourn, Kanata, West Carleton and Community Support Services managed out of the satellite office in Nepean.

This year's 2009-10 WOCRC Annual General Meeting (AGM) offered all of the above and more. However, there were a couple of surprises in store before the official launch of the AGM. The first was a cheque presentation followed by a sneak preview of the WOCRC website. Kristine Dempster, General Manager of the Holiday Inn and Suites in Kanata, presented a cheque in the amount of \$500.00 to Cathy Jordan, Executive Director, and Robert McGaraughty, Vice-Chair of the Board of Directors. The money donated was in support of the WOCRC's 4th Floor Building Expansion Campaign and represented a fund-raising initiative entitled 'Do You Think You

Can Cook Contest' hosted by the Holiday Inn's signature restaurant, Graffiti's Italian Eatery and Saloon. It was a great way to launch the evening, and it also symbolized the importance of partnerships that benefit the clients who use the Centre's facilities.

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www.communityresourcecentre.ca  
info@communityresourcecentre.ca



Cheque Presentation – WOCRC Vice-Chair, Robert McGaraughty, Kristine Dempster, General Manager of the Holiday Inn and Suites in Kanata, Cathy Jordan, WOCRC Executive Director

“The WOCRC website is the public face of the centre. It is the first contact with the community that reinforces the key values of the Centre and its effective community resources,” exclaimed Betsy Kitchen, President of Total Communications and content writer of the new site.

In her presentation, Ms. Kitchen highlighted three new web pages - the home page, Violence Against Women, and Services for Women and their families. As she pointed out, “The goal of the re-design is to provide messaging that is consistent, dynamic and engaging.” One of the main features of the new site will be the success stories illustrating the impact of the WOCRC on the lives of residents in its catchment areas.

WOCRC Vice-Chair, Mr. Robert McGaraughty, officially opened the AGM, by acknowledging that it had not been a typical year while adding, “It was a very

active, productive year with work done at the board and sub-committee level.” He went on to itemize the successes such as: the amalgamation of the Nepean Support Services office with the WOCRC; the redesigned delivery model for community support services; and the strategic planning process, which he stated will generate “work plans that will blow away board members for depth and quality.”

Mr. McGaraughty also spoke of the stimulus infrastructure money received by the federal and provincial government, and commented that when asked by the funders what WOCRC would do with the money, the response was, “This is easy, we will blow the roof off the third floor.” In referring to the 2009-10 fiscal year, the Vice-Chair asked the staff to stand up and take a bow in recognition of their hard work exclaiming, “On behalf of the board, we extend our heartfelt thanks for all the hard work with the stated projects, including the regular work that is constant throughout the year.”

In closing, Mr. McGaraughty expressed his enthusiasm as a volunteer on the WOCRC board, and the new challenges that lay ahead.

*“So many contribute to the great things happening at the WOCRC, and I am so very thankful.”* **Cathy Jordan, Executive Director, WOCRC**

*“Our funders and donors and other supporters ensure that we have the resources to do the work that we need to do.”* **Cathy Jordan, WOCRC Executive Director**

### Message from the Executive Director

There are many reasons to feel pride in the WOCRC, and this was certainly evident at this year's AGM. From the announcement of the BHO accreditation, the hard work of the staff throughout the fiscal year, the planning of a new website and the 4th floor addition to the building, there was and continues to be a great deal to celebrate. However, none of the above would have been possible without the guidance and direction of the WOCRC Board of Directors.



Before continuing our journey of commitment and passion, it is important to take time to acknowledge the invaluable contribution of our retired board members Jean-Pierre Beaulne, Eileen Winterwerb and Ricardo Gómez. Their dedication and guidance in service to the Centre is reflected by the numerous successes and achievements throughout their years of service. Volunteering on a board is a demanding commitment. From attendance on various committees and regular board meetings, it requires loyalty to the vision and mission of an organization. I am confident that the our new board members, Katherine Dubie, Moira A. Winch, and Charanjat Wadehra, will provide the same quality of service that was so freely given by Jean-Pierre, Eileen and Ricardo.

With the completion of the AGM, the Centre is now in the midst of construction work related to the addition of a 4th floor to the building. It is business as usual; however adjustments to our programs and services will be dependant on the direction of the Health and Safety Committee and construction managers. To ensure that the communities of West Carleton, Kanata and Goulbourn are kept abreast on progress and construction updates, we continue to provide up-to-date notices on our website. As well, the Centre's staff is just a phone call away ready to answer any questions related to construction updates.



**2010-2011 WOCRC Board of Directors**  
 Front Row (Left to Right) Matthew Crosier, Elizabeth Jackson, Johanne Lamarre, Shelley Bond, Katherine Dubie, Berta Aboud. Back Row (Left to Right) Robert McGaraughty, Michele Hynes, Michael D. Merpaw, Charanjit Wadehra, WOCRC Executive Director, Cathy Jordan, Cindy McGann. Missing: Moira A. Winch

### Building Healthier Organizations Accreditation

Reproduction of the following article was provided courtesy of the Kanata-EMC, and was reported by EMC staff writer, Tiffany Williams-Lepack.

One of the proudest moments of the Western Ottawa Community Resource Centre's 2009-10 Annual General Meeting was the announcement that they had received their Building Healthier Organizations (BHO) accreditation from Community Organisational Health Inc. (COHI). The board agreed three years ago to enter into a pilot project with COHI for the accreditation. Before that, only community health centres had been accredited, however COHI was interested to see if it could be used by other community-based organizations.

At the time, the biggest question was why they should enter into the accreditation process. According to WOCRC Executive Director Cathy Jordan, they concluded that they had a lot to be proud of, and it was a chance to improve their services. "The process was an opportunity to be evaluated by external peers so there was a credibility, not just us saying we were wonderful, but external people saying it as well. It was an opportunity improve our processes, showcase what we



Celebrating Achievement, Excellence and Passion! Board of Directors and Staff of the WOCRC

do and be recognized for it,” said Jordan. Jordan admitted the process was a lot of work at all levels of the organization. They reviewed and updated their policies, introduced new policies, as well as developing and implementing a new chart audit process. They submitted their data in December 2009. In the spring, three reviewers came to assess their capacity to meet the standards for accreditation and then it was a waiting game. “We got our draft feedback and responded to that review and we finished that at the end of July and held our breath even longer. We did it, we’ve now received a four-year accreditation,” said Jordan to a loud round of applause.

Ms. Jordan informed the crowd the accreditation is valid until August 13, 2014, as she beamed with a large smile. WOCRC is the first non-Community Health centre in eastern Ontario to voluntarily undergo this review.

Ms. Jordan gave Barbara Wiktorowicz, executive director with the COHI permission to speak to the EMC about the accreditation process that they went through. A few years ago Ms. Wiktorowicz spoke to a group of community resource centres on the accreditation process. She explained that the WOCRC was the first to stick their toe out and go for it. They appreciated them being a first in their field, because it will help them make adjustments to the accreditation process for other similar groups.

The WOCRC met the mandatory standards to receive the accreditation as well as going above and beyond in some areas. “They met almost all of the good practice indicators. Those are the ones that push and move you towards excellence, and you are demonstrating you are doing that. They got a very positive accreditation report,” said Ms. Wiktorowicz. The number of excellence areas was identified where they stood out including: making their programs more accessible and having a range of creative community programs and services.

### Building Leaders Strengthening Community

On October 18th, an event entitled Building Leaders and Strengthening Communities was held in Stittsville, Ontario. Proceeds from the ticket sales were donated to the WOCRC. Organized by a team of volunteers led by former city of Ottawa councillor and Goulbourn township mayor Janet Stavinga and former Goulbourn township councillor Louise Beggs, the event was in honour of the 1929 historic decision made by the British Privy Council stating that women are persons who are eligible to become Members of the Senate of Canada. The evening was a thought-provoking forum that featured four dynamic leaders: Rosemarie Leclair, President and CEO of the Hydro Ottawa Group of Companies; Julie Tubman, President and owner of Tubman Funeral Homes and Maisons Funéraires Cadieux; Karen McCrimmon, retired Lieutenant Colonel of the Canadian Forces; and, Barbara McInnes, President and Chief Executive Officer of the Community Foundation of Ottawa. The moderator for the panel discussion was Rita Celli, host of Ontario Today on CBC Radio One (91.5FM). In accepting the \$4,000 raised, Executive Director, Cathy Jordan, expressed the Centre’s appreciation by stating, “I am feeling very humbled by this wonderful panel and for being part of an event under the leadership of Janet and Louise and others...people who I truly admire and who put so much into organizing this event. Thank you for supporting the WOCRC”.



## What Our Clients Are Saying...

“Thank You again for all of the pleasure I have received from my visits to the various Diners Clubs. I enjoy it all immensely; the talks, so varied and all of the other activities which we enjoy”. One other bonus is that I don't have to cook on those days! I also enjoy the pleasant company, and its fun.”

“From the attention my wife receives from the staff of the Adult Day Program when we arrive and leave, I feel confident she is well taken care of and secure.”

“This centre allows my family to stay aware of programs in our community. This program also has made a huge impact on my daughter's social skills. I, as well, have met friends who I interact with outside of the program. The people are extremely friendly and we feel confident as a parent.”

“As a person born outside of Canada, it was great to participate in programs like Mothergoose to learn English rhymes to sing. Also, as a first-time new parent it's been great to talk to other moms and speaker.”

“Chrysalis House has been a REAL shelter to me when I was hopeless. Thanks to all the workers.”

## WOCRC Success Stories - Retired Board Members

The Success Stories presented focus on three recently retired WOCRC board members, Jean-Pierre Beaulne, Eileen Winterwerb and Ricardo Gómez. All three embodied the qualities of vision and leadership, advocacy, stewardship and integrity combined with a willingness to carry out the mission of the organization.

Jean-Pierre Beaulne devoted many hours of service on the finance and French languages committees. “He was always willing to step up to the plate when things needed to be done,” said Executive Director, Cathy Jordan. As to why he volunteered at the Centre, Jean-Pierre stated, “I had the time, health and experience and felt I could assist others less fortunate.” A past-recipient of the Eva James Award for Volunteering, Jean-Pierre served his community with dignity, dedication and compassion. Eileen Winterwerb's impact as a board member will be felt for many years to come. In service on the finance and strategic planning committees, Eileen's excellent people and negotiation skills were key components in assisting with the smooth transition of the integration of the Nepean Support Services with the WOCRC. Commenting on Eileen's guidance in the merger, Vice-Chair Robert McGaraughty said, “Eileen was instrumental in bringing everyone on board, and making the transition easy for all.” Eileen will be missed at the Centre, but certainly not forgotten for her passion and commitment in serving the WOCRC community.

“It was a marvelous learning process interacting with very committed board members and Centre staff...the generosity, work ethic and continued interest in the most vulnerable members of the community was a life enriching experience,” commented Ricardo Gómez. Ricardo's diversity of knowledge within the public and private industry lent itself to the establishment and maintenance of policies and initiatives at the board level. “Ricardo consistently offered insights that were well thought out and instrumental in supporting the board when making decisions regarding challenging questions...and his contribution will continue to have a positive impact on the success of the WOCRC,” commented Executive Director, Cathy Jordan.

## 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@communityresourcecentre.ca](mailto:info@communityresourcecentre.ca) and we'll try to cover it in an upcoming issue!



2 MacNeil Court, Kanata, Ontario K2L 4H7  
Tel.: 613-591-3686; Fax: 613-591-2501  
TTY: 613-591-0484

[www.communityresourcecentre.ca](http://www.communityresourcecentre.ca)  
[info@communityresourcecentre.ca](mailto:info@communityresourcecentre.ca)  
B.N. 12821 9201 RR 0001