

Let's

connect

Spring 2011

The Western Ottawa Community Resource Centre Open House Celebrating 25 years of Bringing Care and Community Together in western-Ottawa!

In September 2011, the Western Ottawa Community Resource Centre (WOCRC) will be launching its 25th Anniversary with an open house. The event will coincide with the WOCRC's 2010-11 Annual General Meeting, and will include a trade show highlighting the programs and services offered to communities within western Ottawa. Refreshments will be served.

And to round off the festivities, the Centre will also be launching its new website www.wocrc.ca. Combining easy navigation tools, clear descriptions of programs and services, and an easy to remember web address www.wocrc.ca, the new WOCRC website is the place to go to learn about who we are, what we do and why we do it! You're just a click away to www.wocrc.ca!

Twenty-five years ago, the WOCRC officially began its journey of bringing care and community together in western Ottawa. From humble beginnings came the birth of a vision and mission, dedicated board members, a complement of hard-working employees and resourceful volunteers. The open house is an ideal time to come out and learn about how it all started, the milestones along the way, and the important contributions that have made a difference in the lives of people of all ages in western Ottawa.



WOCRC Building

For further details and a confirmed date on the WOCRC Open House, please be sure to bookmark our website. Commencing in September 2010, the WOCRC was enveloped in the sounds of construction work. With scaffolding surrounding the building, construction workers were busy adding on the existing floors. The scope of the Day Program, Early Years Centre and the Violence Against Women and counseling facilities. These key changes were made to better serve the growing population of clients within the catchment areas. The staff at the WOCRC extends a thank you to its clients and partners for their patience throughout the construction period.

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New Website www.wocrc.ca

Executive Director's Message

Bringing Care and Community Together - Celebrating 25 Years of Volunteering

On May 6, 2011, the WOCRC will be hosting its annual Volunteer Appreciation Breakfast, and the presentation of the 2011 Eva James Volunteer Award. As the WOCRC reflects back on its history of excellence, it is important that we applaud our volunteers, past and present, who contributed to the success of the WOCRC. Without their vision, dedication and hard work, the WOCRC would not exist today! The success of the WOCRC is measured by the strength and numbers of volunteers who continue to make a positive difference in the catchment areas of West Carleton, Kanata, Goulbourn and Nepean.

On October 6, 1986, the WOCRC, known at that time as the Kanata Community Resource Centre, held its first annual general meeting. The meeting was officiated by a volunteer steering committee, which included such notables as Marianne Wilkinson, Heather Colls and Eva James. The main thrust of the first Annual General Meeting was the formalization of the establishment of a resource centre in Kanata. From the beginning, volunteerism took on many forms, such as: involvement in special committees and special events; community support services; youth and family services; and, the Violence Against Women and its peer support program.

As the Centre expanded with its programs, and the number of clients increased, volunteers were ready and eager to help out. For example, within the 1987-88 fiscal year, in one three-month period, there were 103 volunteers who dedicated 1022 hours in assisting programs. Within the 1996-97 year, there were 239 volunteers who supported programs and events and contributed over 10,000 hours. The WOCRC Annual Report for the 2009-10 reported there were 271 volunteers who generously provided over 18,090 hours to better their community.

Volunteers also played a major part in the organization of small and large fundraising events. Major events included the Champagne on Ice and the Capital Campaign. Both of these events were large in scope and were coordinated by volunteers. In one year alone, the Champagne on Ice event raised over \$43,083 for the Violence Against Women program. Run by a volunteer cabinet, the Capital Campaign was a resounding success, which gave birth to the existing building at MacNeil Court. From Golf tournaments, to bowlathons to major campaigns, WOCRC volunteers have raised thousands of dollars in support of the western-Ottawa community.

The WOCRC's successes are the volunteers' accomplishments. In looking back at the history of volunteerism at the WOCRC, I would like to end with a famous quote by Helen Keller (1880-1968), American author, political activist, and lecturer, which speaks to the quality of service and support by WOCRC volunteers. The quote is, "Alone we can do so little; together we can do so much."



Spring 2011

WOCRC Welcome New Partners!

Partnerships are a key component in achieving success for any organization, and the WOCRC is no exception. As a resource centre with a wide catchment area, the WOCRC's history in the development and expansion of programs and services has been built on the importance of developing strategic partnerships that benefit the community at large. The WOCRC, its board of directors and its staff would like to welcome the following partners, who are committed to serving families in western-Ottawa

Community Diabetes Education Program of Ottawa

Full-Time Diabetes Programming Coming to the Western Ottawa Community Resource Centre



Centretown Community Health Centre
Centre de santé communautaire du Centre

Soon a registered nurse and registered dietitian will be offering free diabetes education on a full-time basis at the WOCRC. This service is provided for those with pre-diabetes and type 2 diabetes, and includes both group and individual education sessions.

Why is this important? More than three million Canadians are affected by type 2 diabetes, and the percentages are rapidly increasing each year. What you may not know is that serious health consequences result from having uncontrolled diabetes. Seeing a diabetes educator can help you to reduce and perhaps avoid these health consequences, also known as "complications".

Many Canadians are unaware that they have pre-diabetes and diabetes. The Canadian Diabetes Association estimates that up to one-third of those with diabetes are not aware they have the disease. Until diabetes progresses, the signs and symptoms are not obvious and can be easily ignored; however, during that time, physical damage can happen to various parts of the body such as the eyes, heart, kidneys and feet.

What can you do? See your doctor. Have a blood test. If your blood glucose (sugar) is high, see a diabetes educator. This is where the Community Diabetes Education Program of Ottawa plays an important role. And in western-Ottawa, residents of all ages will benefit from free diabetes educational services at the WOCRC.

To register for diabetes education, please call 613-233-6655; or, visit the website at www.diabeteseducation.ca for more information on the services available.

Betty MacGregor, Director,
Community Diabetes Education Program of Ottawa
<http://www.diabeteseducation.ca>

Andrew Fleck Child Care Services – Celebrating 100 Years in the Community



Enhancing our Partnership

Children's Integration Support Services, a program of Andrew Fleck Child Care Services has

enjoyed having an ongoing membership on the Access Committee for Western Ottawa Community Resource Centre for many years. This opportunity has supported our team members in building a greater understanding of the various supports that are available in that area to support families on their caseload that go beyond what our service can offer. Over the years we have realized the importance of connections, developing professional relationships through networking and the need for greater visibility in each neighbourhood in our City.

In response to the expressed needs of early learning and child care supervisors and home child care managers through our last strategic planning activity, CISS has made the decision to secure an office location in Kanata to support a newly formed geographic inclusion team. By providing a work space, the team will be able to more readily link with the early learning and child care program that receive our service as well as the community partners that are also a part of the continuum of support.

The inclusion teams will be able to provide observations, consultations, coaching, modeling; environmental assessments directly in each early learning site. Centralized planning will occur at CISS to respond to

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WOCRC Welcomes New Partners!

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the requests from Supervisors to provide training to their early learning teams. The planning and delivery of the training will be at the neighbourhood level to bring teaching teams, home child care advisors together that are in the same geographic area.



The ripple effect will support early childhood educators and supervisors in coming together to increase their networking opportunities through the training while increasing knowledge, skill level and confidence in being able to meet individual needs within a group setting which in turn will increase openness to inclusion.

This is really about connecting, responding and sharing the knowledge in a very dynamic opportunity.

Moira D'Aoust
 Manager
 Children's Integration Support Services
<http://www.afchildcare.on.ca>

A Child's Home Away from Home

“I highly recommend Community Child Care of Ottawa; they truly have a great operation. The staff took the time to listen to my needs and in a couple of days they not only found a caregiver that is suitable but a “perfect match”. Parent



Community Child Care of Ottawa is delighted to be joining a group of organizations that share our focus on families and children. The agency is a not-for-profit, licensed home child care agency founded in 1982 to provide quality child care in Kanata,

Goulbourn and West Carleton.

Our service provides children the opportunity to play and learn in a loving home away from home, and gives parents the peace of mind of knowing that the daycare home is monitored and that the daycare provider has been carefully screened through interviews, reference checks, police record checks and a home assessment. Providers — independent contractors affiliated with the agency — are selected for their child care skills and their ability to organize experiences that encourage children's development. They are skilled in using their homes and neighbourhoods to maximize learning opportunities.

Child Care Advisors visit day care providers and parents in their homes to ensure that there is a good match between the two families. Community Child Care's advisors and child care providers are dedicated professionals that have the skills to assist new parents in overcoming worries about leaving their young children when they return to work or school.

Parents who place their children in homes through Community Child Care know that their children receive quality care and healthy meals in an enriched educational environment. The agency provides strollers, playpen cribs, gates and other equipment to ensure that all safety regulations are met. Advisors visit providers' homes regularly, offer help and support when needed, and facilitate contact with specialized resources for concerns beyond our expertise. During scheduled and unannounced home visits, agency advisors may bring toys, puzzles or games and craft materials to promote early childhood education.

Community Child Care works with families of all shapes and sizes, from many parts of the world. Respect, care and integrity are values that resonant deeply and guide us in our work. Licensed home child care is an enriching experience for children and families when the partnership is based on trust, good communication and respect.

Cheryl Heywood
 Executive Director
<http://www.communitychildcare.ca>

WOCRC – Community Support Services

Snow Go and Snow Go Assist Programs

The Snow-Go and the Snow Go Assist Programs, funded by the City of Ottawa, are offered by the WOCRC Community Support Services (CSS) to seniors and adults with physical disabilities, who require the services of a contractor or individual who will clear the snow from their private driveways and/or walkways. Both programs match up a contractor or individual with a client. However, the Snow Go Program clients pay a full fee for the service, while the Snow Go Assist Program provides some financial assistance to eligible low-income seniors and adults with physical disabilities. For those who are vulnerable, snow removal and keeping walkways clear can be an overwhelming task, a source of anxiety and potentially a dangerous undertaking. The following is a testimony to the invaluable help that is available, and how it can benefit seniors and adults with physical disabilities living in the areas of West Carleton, Kanata, Goulbourn and Nepean, and within the City of Ottawa.

Joette and her husband are adults with physical disabilities that prevent them from clearing snow from their driveway and walkway. Prior to 2009, Joette and her husband relied on the good nature of their next-door neighbours to keep their driveway accessible and clear of snow. But, when their neighbours moved away, and their doctor advised that neither of them was in good physical condition to handle the task, they realized it was time to seek out other avenues of support to safely get through the winter months. Having used the resources of the CSS many times in the past, Joette reached out for help and called the CSS team. She stated, "I spoke with one of the coordinators, and was advised that my husband and I qualified for the Snow Go Program...It was so fast." Since that time, Joette and her husband have been overjoyed with the help they have received from the program. "The service is excellent," stated Joette, who added, "The gentleman who removes the snow gets to our home as soon as it starts to come down. To me it's the best thing since sliced bread." Their gratitude extends to telling others about the Snow Go and Snow Go Assist programs, and other services provided by the WOCRC – CSS program.

WHAT OUR CLIENTS ARE SAYING....

“*[Chrysalis House} is a good place to start over!!*”

“*[My VAW counsellor] has been my guiding light. She speaks to me and it instantly calms me and adds clarity to my life.*”

“*The group has helped me to understand some of [my child's] behaviours and suggestions on dealing with this were given. [My child] enjoyed the group ... I think that because this was something we could do together concerning the violence that we both witnessed that it was helpful for us.*”

“*Never let [the WOCRC counselling] service not be available!!!*”

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@communityresource.ca and we'll try to cover it in an upcoming issue!



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