



Interview with Western Ottawa Community Resource Centre

A group of six Chinese seniors from the Kanata Chinese Seniors Support Centre (KCSSC) met with Maria Friis, Community Developer and Darryl Wong, Service Coordinator of the Western Ottawa Community Resource Centre (WOCRC) on August 18, 2015. The purpose of this meeting/interview was to gain a better understanding of the services that are available at the WOCRC for people living in the Kanata area.

The KCSSC seniors, who were accompanied by a translator, were taken on a tour of the facilities on each floor and learnt about the specialized work scope of the WOCRC. The main areas that the WOCRC serves are Kanata, West Carleton and Goulbourn. Community support services are also offered in the Nepean area.

WOCRC serves clients from all ethnic groups, especially those in the vulnerable groups such as infants, youth, women and the elderly. For people who are living alone and who are faced with difficulties, WOCRC provides psychological counselling, referral services to help enhance communications skills, and a platform for social interaction. WOCRC also offers services such as play groups, elderly day care centre as well as healthcare advice including dental health screening and diabetes health advice. They also collaborate with other agencies to provide early childhood special education training.

With the help of community volunteers, WOCRC is able to provide an array of services for seniors living alone. These include community meals, caregiver support, assisted living, winter snow removal, meals delivery, foot care services, accompaniment on doctors' visits (advance booking required), home visits, grocery shopping, running errands and transportation.

Currently, WOCRC has an employee who speaks Mandarin, but they are hoping that more Chinese would volunteer at the Centre in order to provide additional services for the Chinese speaking community. During the interview, the KCSSC seniors suggested ways in which the WOCRC could enhance its services to Chinese seniors. Maria proposed the setting up of a special survey team to conduct research on creating further awareness of WOCRC. The KCSSC seniors would also endeavor to inform the Chinese community about the services of WOCRC so that they know who to turn to in times of need.

At the end of the interview, the KCSSC seniors observed that they had steered away from the conventional and passive way of attending a lecture to gather information. Instead they have now taken a proactive stance of interacting with a community service provider to understand more about community affairs. The KCSSC seniors were satisfied that they had achieved what they set out to accomplish.



知性之旅 - 訪問渥太華西區渥太華資源中心

8月18日，秋高氣爽，陽光燦爛，上午10點左右，Kanata 華裔老年支助中心的訪問小組義工一行六人，在翻譯的陪同下，訪問了“西區渥太華社區資源中心” – WOCRC。這場訪問是以中英文交替進行，訪問小組在行前已經將所要問的問題討論後，預先翻譯成英文交給 WOCRC 的工作人員，雙方在互相配合的友好氛圍之下進行這次的訪問活動。

渥太華西區社區資源中心的工作人員瑪利亞 Maria 和德瑞 Darryl 熱情地接待了我們，帶我們參觀了資源中心每一層樓的設施和工作專案的服務性質。回到二樓會議室，我們將事先準備的 10 多個問題逐個向他們諮詢，他們都一一詳細地解答，細緻地向我們介紹了 WOCRC 的工作範圍、服務對象、服務專案和服務內容等。

從訪談的內容中，讓我們能清楚地瞭解到資源中心的工作範圍，是包括卡納塔、卡爾頓、戈爾本及尼拜 (Kanata、West Carlton、Goulbourn、Nepean) 等地區；他們的服務物件是各族裔裏的弱勢團體如嬰幼兒，青少年，婦女和老年人。他們的工作關心社區裏各個需要被關注的議題，特別是獨立生活有困難的群體，為他們提供心理輔導，轉介服務，協助增進溝通技巧、提供交流的平臺。他們提供的服務如諮詢服務、提供活動場所如幼兒遊戲小組和老年日托中心、提供健康諮詢如每月社區牙齒健康篩檢，糖尿病諮詢服務；和其他機構合作提供幼兒特殊教育訓練場地，對他們進行獨立生活能力的培訓。

結合社區義工的力量，WOCRC 的老年服務專案有各項老年服務，如社區餐會，足部護理和為獨居老年人進行居家服務，生活協助，冬季鏟雪服務，送餐、提供（須預約）送醫、出外購物和參加活動的車輛接送服務；

西區社區資源中心目前聘有一位會說華語的工作人員，但是他們仍然需要更多本地的華裔朋友加入他們的中心當義工，來協助他們為華裔族群提供更多的服務。訪問中，我們向他們提出了些建議例如：如何讓更多的華人瞭解資源中心的服務專案，讓華裔群體需要服務的朋友能夠就近得到資源中心的服務。他們表示將成立專門的調查小組進行調研，採取措施讓更多人瞭解資源中心，關心資源中心，我們也表示會將這次訪問瞭解到的資訊帶回去介紹給我們的老年朋友，需要時，可得到資源中心的服務來解決生活上的難題，我們共同攜手為社區服務，這就是我們這次訪問的目的。

12 點左右，我們結束了訪問。這次訪問，讓華裔老年朋友從以往被動聽取講座的方式，改變為主動積極的學習行動，得到的社區資訊會更明白和清晰，對於大家瞭解社區的事務會有很大的幫助。今天的訪問雙方互動良好，討論熱烈，笑聲不斷，氣氛和諧，彼此都認為達到了原先預期的效果，我們感到不虛此行。

渥太華社區資源中心的網址：www.wocrc.ca

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