

In June 2005, we gathered to create a three-year strategic plan, and the 2006/2007 annual report has given me the opportunity to give you an update on our progress.



We have ratified and implemented a new vision and mission as well as revised our Guiding Belief statements. In preparation for this review, Board and staff took time to learn about the issues of social inclusion, gender equity and oppression.

As part of increasing accessibility and inclusiveness of all programs, we are pleased to announce that we received a partial designation under the Ontario French Language Services Act for the Violence Against Women Program and Early Years Centre Program.

Throughout the planning process, we recognized that we are in good financial shape, however, acknowledged that we had to increase the stability of our resources. To this end, we have created a Fundraising Strategic Plan to diversify and stabilize our fundraising revenue allowing the Centre to continue to deliver our programs and services.

The Board has also been working towards increasing the awareness and the profile of the Centre. We've been spending time learning about advocacy, as well as attending community meetings and educating the public about the work of the WOCRC. We are proud to be the recipient of the Kanata Chamber of Commerce People's Choice Award for Community Support / Non-Profit Organization of 2007.

The strategic plan required us to keep our finger on the pulse and needs of our community. This is a very political environment and we have been working to develop strong relationships with our political representatives. During the fall municipal election, Board members attended candidates meetings to inform them of the Centre's mission and vision. As we approach the provincial election this year, the Board will once again actively challenge candidates to demonstrate how they will partner with us to build a better community.

Three years ago we started down a road of discovery and growth. We have learned a lot along the way, but have never wavered from our goal of building a vibrant, safe and healthy community. On behalf of the Board of Directors, I would like to thank all of the staff, volunteers and community partners for making a difference!

Darryl Kicul, Chair, Board of Directors

*“Great things are not done by impulse, but by a series of small things brought together.” - Vincent Van Gogh*



This has clearly been a year of “great” things at WOCRC! A year full of strengthening, exploring and growing has been the result of many small things done by our Board, staff and volunteers on a day to day basis to make a difference to the people living in our community....work that is guided by our new guiding beliefs statements.

Over the past year there have been a number of “great” things that have happened to strengthen this organization.

- We completed the first ever workplace culture survey, resulting in an overwhelming response indicating that the WOCRC is an excellent place to work. Staff has identified a number of areas in which they are exploring ways to strengthen the results even more.
- The staff performance appraisal procedure has been re-designed resulting in a process that will better support staff growth and development.
- Funding from the Ministry of Community & Social Services enabled us to develop a Centre-wide evaluation framework. As this framework is implemented over the coming year, we will be better able to evaluate the work that we do.
- The WOCRC continues to work closely with partners to ensure accessible services for our community. We have lead the Violence Against Women services together with the Children’s Aid Society in an effort to ensure that we are providing the best service possible.

We are proud of the many great things that have been accomplished this past year. Congratulations to Board, staff, volunteers and partners who have all contributed to a very successful year.

A handwritten signature in cursive script that reads "Cathy Jordan". The ink is dark and the signature is fluid and legible.

Cathy Jordan  
Executive Director

## VISION

We envision a future in which Western Ottawa is comprised of vibrant, safe, healthy communities in which everyone has access to the services and resources they require for their health and wellbeing.

## MISSION

The Western Ottawa Community Resource Centre partners with others to develop, provide and coordinate accessible community, health and social services for all members of our diverse communities.

We are committed to ensuring access to permanent and quality French Language Services in our designated programs and services.

## BOARD OF DIRECTORS

<b>Chair:</b>	Darryl Kicul	
<b>Vice Chair:</b>	Liz Jackson	
<b>Treasurer:</b>	Jean-Pierre Beaulne	
<b>Secretary:</b>	Julia Hill	
<b>Directors:</b>	Berta Aboud	Fred Boyd
	Matthew Crosier	Ricardo Gomez
	Michele Hynes	Cindy McGann
	Marc C. Rollin	Eileen Winterwerb
<b>Ex-officio Member:</b>	Cathy Jordan, Executive Director	



*Darryl Kicul, Board Chair, and Chris Meyer, Communications and Fundraising Coordinator, accept the People's Choice award on behalf of the staff and board at the WOCRC.*

## PEOPLE'S CHOICE COMMUNITY / NON-PROFIT ORGANIZATION OF THE YEAR

An award from the Kanata Chamber of Commerce shows that the community cares about the Western Ottawa Community Resource Centre. On June 14, we were honoured to receive the People's Choice Community/Non-profit Organization award for providing significant support in community events and activities.

These are the deeply held beliefs within the Western Ottawa Community Resource Centre and are demonstrated through our day-to-day interactions with clients, partners, volunteers, members, and staff.

*Empowerment:*

We believe that people have the right to make their own choices, and take control, individually and collectively, of their lives.

Therefore, we are committed to providing information and resources which will enable people to make informed decisions. We are dedicated to creating an environment where people participate in activities that promote social change.

*Equity:*

We believe that dignity, respect and justice are rights of all people regardless of age, language, ethnicity, culture, religion, ability, gender, income, geographical location or sexual orientation.

We acknowledge that there are systemic, social and cultural barriers that prevent people from having equal access to resources and opportunities.

Therefore, we are committed to recognizing and addressing barriers such as violence, poverty, isolation, exclusion, oppression and discrimination, so as to enable people to reach their full potential.

*Partnership:*

We believe that by working together we can achieve more than we can on our own.

Therefore, we are committed to creating partnerships with individuals and groups that build on equality, respect, integrity, accountability and responsibility. We will engage with others in a supportive, non-judgmental environment where everyone can share knowledge, experience, strengths and skills.

*Innovation:*

We believe that we will transform our vision into reality by developing innovative solutions to the complex and diverse issues facing our community.

Therefore, we are committed to creating a learning culture that is flexible, dynamic, embraces change, and encourages evolutionary thinking. We are dedicated to sharing our learning, knowledge and best practices for the benefit of the people with whom we interact.

## COUNSELLING, INFORMATION AND REFERRAL

- Due to internal changes, client intake referrals have been more accessible allowing our staff to spend more time with people in crisis and provide short term counselling.
- The WOCRC now has a TTY number, 613-591-0484, for text communication via a telephone line, used when one or more of the parties have hearing or speech difficulties.

## ONTARIO EARLY YEARS CENTRE - CARLETON

- Our Community Advisory Committee for the Early Years Centre is in place with representatives from the francophone community, special needs, rural, caregivers, ECE students and multicultural community. The Committee has identified activities for 2007-2008.



## SERVICES FOR CHILDREN AND FAMILIES

- The Confident Children's program continues to provide counselling for children ages 6-11. The program has been extremely successful serving both children and parents.
- The Bully Prevention program has established a sub-group that has developed Pre-school Bullying Prevention tool kits for caregivers. The kits are available in 10 libraries across the city in both French and English.
- This school year, volunteers from the Homework Club gave over 193 hours of their time and received 225 visits from students.



## SERVICES FOR YOUTH & FAMILIES

- Thanks to our partnership with Youth Net and last year's success, the "Take a Hike" program returns. The program helps youth develop healthy coping strategies for dealing with stress through guided outdoor recreational activities.
- We conducted a pilot project at South Carleton High School where a component of the "4th R" program was delivered to 270 grade 9 students. The "4th R" explores healthy relationships and violence prevention.
- CRC/CHC Youth Network submitted a proposal to Crime Prevention



Ottawa and received funding to develop and run "Keeping it Cool", a city-wide anger management program for youth. Its first group was launched here at the WOCRC! Our hope is to get sustainable funding to help meet the demand for these services.

## VIOLENCE AGAINST WOMEN PROGRAM

- The number of women served in the VAW program is higher than projected. We believe this is due to the continued awareness in the community about violence against women issues.
- There is a definite increase in women whose first language is neither French nor English at Chrysalis House and Carling Family Shelter.

## CHRYSALIS HOUSE

- The 25-bed shelter operates at full capacity at all times.
- We receive more crisis calls during the summer months.
- Unfortunately, we turn away two families a day due to no space.
- Thanks to donors the outside play area is alive with a new gazebo, picnic tables and trees.
- Increased ability to service people who utilize wheelchairs with front loading wash/dry machines and a wheelchair ramp in courtyard.
- Purchase of, and staff training on, TTY & assistive listening devices.



- Development of Transitional Support Program for children and youth leaving Chrysalis House. This will ensure easy transitioning for children into their new homes, neighbourhoods and schools
- Development of the Children's Aid Society (CAS) and Violence Against Women (VAW) Integrated Service Project. A team of 3 VAW and 14 CAS workers will respond to intake calls where VAW is identified.

### COMMUNITY SUPPORT PROGRAMS

- Programs such as Home Maintenance and the Adult Day Program have shown increased clientele since last year.
- The high demand for the Home Help program has resulted in a waiting list of approximately 30 clients.
- Diners' Club served 4291 meals last year, surpassing the expected target of 3700.
- Volunteers delivered almost 10,000 hot and frozen meals to older adults and persons with disabilities in our community last year
- Our programs totaled over 73,000 kms of driving to enable clients to get to medical appointments, diner's clubs, social outings, shopping and other appointments
- Our participation with the Ottawa Community Support Coalition has provided us with a francophone worker who is connecting with clients, groups and volunteers to enhance services offered to francophones in the West End of Ottawa



## FRENCH LANGUAGE SERVICES

In July 2007, Francophone Affairs Minister Madeleine Meilleur, announced eight non-profit community groups, including the WOCRC, have been recognized with designations under the French Language Services Act.

We are committed to ensuring access to permanent, quality French Language Services. Our website, [www.communityresourcecentre.ca](http://www.communityresourcecentre.ca), is now fully bilingual and over the past year we have hired additional French speaking staff and continue to support all our clients.

Volunteers are a vital part of the WOCRC team. Their enthusiasm and support allow the WOCRC to offer a wide range of programs and services to the community.

The 2007 Eva James Award for outstanding volunteer contribution was presented to Bruce Cairns. Bruce began volunteering with the WOCRC in 2002 and has made an outstanding contribution to the Millennium Learning Centre (MLC). Working over 2000 hours this year, he has provided one-on-one support to clients who might need assistance with computer programs, creating resumes, scanning documents and other computer support.



## 2007 VOLUNTEER PIN RECIPIENTS



2 year



5 year



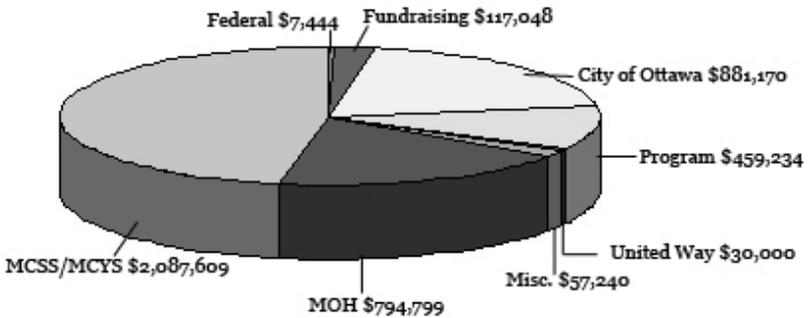
10 year

*Thank you to all of our 356 volunteers who generously provided over 17,409 hours of their time in 2006-2007 to better their community. Your kindness, dedication and energy are greatly appreciated.*

The Western Ottawa Community Resource Centre partners with others to develop, provide and coordinate accessible community, health and social services for all members of our diverse communities.

*Please visit, [www.communityresourcecentre.ca](http://www.communityresourcecentre.ca) to see our complete list of partnerships.*

Year ended March 31, 2007



**TOTAL REVENUE: \$4,434,544**

A complete set of audited financial statements is available upon request.

### OUR FUNDERS

- Federal:** Human Resources and Skills Development Canada
- Provincial:** Ministry of Children and Youth Services (MCYS) • Ministry of Community and Social Services (MCSS) • Ministry of Health and Long-Term Care (MOH)
- Municipal:** City of Ottawa
- Other:** Children's Aid Society of Ottawa • MDS Nordion • United Way/Centraide Ottawa

### OUR DONORS

- Benefactors (\$10,000 +):** MDS Nordion • Scotiabank – Kanata Community
- Sponsors (\$1,000+):** Bell Canada Employee Volunteer Program • Canadian Women's Foundation • Canada Post Employee Recognition Program • Carp Agricultural Society • Collins Barrow Ottawa LLP • Dominic Covvey • Dr. Kersta Peterson / Teammates for Kids • Jask Salon and Day Spa • JPL Construction Services Inc. • Kanata Chamber of Commerce • Kanata-Hazeldean Lions Club • Kanata Singles Club • Kanata United Church • Masha Krupp Translation Group • Nescorp Realty Ltd. • RBC Financial Group • Royal Canadian Legion • Urbandale Corporation • Waste Management – Carp • Waste Management – Westbrook • West Carleton Emergency Food Aid

## GOOD CORPORATE CITIZENS

Black Belt Excellence Inc. • Canadian Women's Foundation • Copiexpert  
• Dr. Kersta Peterson • GM Canada • Hush Resale Clothing • In Bloom  
• Jiffy Photo & Print • Kanata Chamber of Commerce • lululemon  
athletica • MDS Nordion • Nescorp Realty Ltd. • Pam Collacott •  
Royal LePage Team Realty • The Ottawa Citizen • Siemens Canada Ltd.  
• Sociabank – Kanata Community • Stittsville Rotary Club • United  
Way/Centraide Ottawa • Xi Alpha Lambda Chapter of Beta Sigma Phi



## INTERESTING FACTS AND FIGURES (2006-07)

<b>Counselling, Information &amp; Referral</b>	
# of information calls	1,561
# of individuals served	1,092
<b>Violence Against Women Program</b>	
# of women's support groups	17
# of women provided crisis counselling	818
# of Peer Support volunteer hours	3,307
# of women served through Transitional and Housing Support	200
<b>Chrysalis House</b>	
# of incoming calls	1,358
# of women served in residential care	110
# of children served in residential care	91
<b>Community Support</b>	
# of Clients served at Adult Day Program	50
# of Meals on Wheels delivered	9,291
# of meals served at diners' clubs	4,291
# of rides given	1,880
# of Home Maintenance and Home Help visits	275
<b>Children &amp; Youth</b>	
# of Children served in the Child Witness Program (groups and counselling)	115
# of Women served in the Child Witness Program (groups and counselling)	114
# of Children who attended Confident Children's groups	57
# of students in Confident Children's school program	450
<b>Ontario Early Years – Carleton</b>	
# of visits by children	13,940
# of visits by adults	9,623
# of participants in workshops	1,141
<b>Volunteer Resources</b>	
# of Volunteers	320
# of Volunteer Hours	17,409