

## Annual Report 2014-2015



Bringing Care & Community Together

Empowerment

Equity

Partnership

Innovation

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WOCRC.CRCOO

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## Message from the Executive Director and Board Chair

As we come to the close of our 29th year serving the community in western Ottawa, we can look back with pride at a number of accomplishments. So much of what we do is about evolving to better serve the changing needs of our community. It is important for us to look for ways that we can adapt because we know the world around us is changing rapidly. This need to evolve is why this year we focused on establishing a credible foundation and a forward-thinking plan for the future.

One of this year's highlights was receiving our second approval from the Canadian Centre for Accreditation. The four-year accreditation was awarded after an extensive review process that evaluated WOCRC's governance, management, programs, processes, planning, and performance against established organizational standards. Receiving this certification was an affirmation of the efforts we have made to establish solid groundwork to meet our community's needs.

Our board and staff evaluated our future organizational direction through the creation of our 2015-2019 Strategic Plan. The new strategic directions focus on finding ways to deliver more services with limited resources, with significant focus on a long-range financial plan that will ensure the WOCRC has the financial stability to provide sustainable service. Moving forward, our strategic directions commit us to flexible and adaptive service delivery, increased communications channels, strong and expanded strategic partnerships, retention, and recruitment of passionate, skilled and, capable staff, and continued leadership in advocacy for our community. Our guiding beliefs, particularly innovation, empowerment, and partnerships, will play a significant role as we look for creative solutions to find efficiencies in our work which will enable us to continue to support those in need within our community.

As a values-driven organization with a focus on helping others, making connections with people is our primary focus. This is the core of community development. We build strategic partnerships that help us increase and improve the services we deliver. We collaborate with clients and key stakeholders to better understand our role and how we can help. We stay in contact with community and government leaders on all levels as advocates. All of these connections allow us to make a positive impact and influence change in our community for the better. This process is a true collaborative effort, and our 2014 Open House showcased this. We were honoured to greet over 300 guests, staff, board, clients, partners, volunteers, donors, and community members, individuals who have been part of our collaborative efforts.

We are so grateful to the many people who take part in the work we do at the WOCRC, particularly when we look back each year at what we have been able to accomplish. The community is a better place because of the contributions you have made and we will continue to work to grow a thriving, healthy community with supports in place for those in need.

Sincerely,



Mike Merpaw  
Chair  
Board of Directors



Cathy Jordan  
Executive Director



# Bringing Care & Community Together

## Mission

The WOCRC 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.

## Vision

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

## Programs

The Western Ottawa Community Resource Centre (WOCRC) offers health and social services programs to benefit individuals of all ages in the Goulbourn, Kanata, and West Carleton area. We also provide community support services to residents of Nepean.

### Community Support Services

The Community Support Services program is committed to helping seniors and adults with a physical disability live independent, active, and meaningful lives. Some of the services include Meals-on-Wheels, foot care clinics and an adult day program for adults experiencing dementia-related disorders.

### Violence Against Women Program

The Violence Against Women Program offers individual support, information and referral, crisis counselling, advocacy, transitional housing support, and groups for abused women and their children.

### Chrysalis House

Chrysalis House is a safe and secure shelter in western Ottawa. It is a place where a woman can go to protect herself and her children from violence and abuse. In this supportive environment, a woman can focus on her own personal needs and choices, as well as those of her children.

### Services for Children, Youth, and Families

The WOCRC presents children, youth, and families with a wide range of programs that help provide coping and learning skills for a variety of issues. Programs include Bullying Prevention, homework club, FRIENDS anxiety program, the ZONE, and workshops for parents and community partners.

### Ontario Early Years – Carleton


The Ontario Early Years Centre – Carleton is a place where parents and caregivers can get information about programs and services available for young children, 0 to 6 years of age. Services include drop-in programs, training opportunities, playgroup support, and special events. There is also an information and referral service, and a resource library.

### Community Development

Rural and Sub-urban Community Development at WOCRC has been focused on advocacy, poverty reduction and equity, and diversity and inclusion for visible minorities. There has been a focus on relationships, capacity-building, and community empowerment that was not possible before due to the size of the WOCRC catchment area.

### Counselling Services

Counselling Services provides free confidential short-term and crisis counseling. Transportation, child care, and interpretation services are available upon request.

 "I feel I was respected. You will never know how much this and all you have done means to me – thank you."





# Guiding Beliefs

The WOCRC has four deeply held beliefs that serve as a compass in our approach in serving the community. We strive to demonstrate our guiding beliefs each day as we interact with clients, partners, volunteers, members, and staff. As we enter into the coming year and work toward achieving each of our strategic directions, these beliefs will continue to guide and inform our decisions.

## 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.

## The Ottawa Bullying Prevention Coalition (OBPC)

Bullying is such a serious and complex issue that we, as community members, need to move beyond awareness to address it more effectively. The WOCRC's multi award winning Bullying Prevention Program has taken a lead on this issue by forming the Ottawa Bullying Prevention Coalition. The Coalition is made up of service providers and stakeholders from across private and professional sectors as well as geographic locations in Ottawa. Key partners include Ottawa Public Health, Ottawa Police Service, Ottawa school boards, the Children's Hospital of Eastern Ontario, community health and resource centres, and many more.

The OBPC recently received three year funding from the Ontario Trillium Foundation to establish city-wide standards and approaches to support a continuum of meaningful, consistent, and sustainable services related to bullying prevention and intervention. The broad goal of the Coalition is to build the capacity of community members to address bullying, coordinate collaborative initiatives, and put research into practice.

The priority areas of the Coalition are to:

- Create an inventory of evidence based tools and approaches to prevent, intervene, and respond to bullying
- Build a website to coordinate accessible and equitable access to community information and services across Ottawa
- Identify and accommodate distinct community needs
- Provide external support for schools and extra-curricular activities
- Build family capacity to report, support, and respond in situations of bullying

Bullying is not just a school issue but a community issue that requires city-wide strategies to support all those impacted. Our vision is a safe, respectful, and caring community that fosters healthy relationships for all. If you are interested in finding out more about the Coalition, please contact Angela Lorusso ([lorusso@wocrc.ca](mailto:lorusso@wocrc.ca)).





# Strategic Directions

## #1 - Excellence in Programs and Services

**Definition:** Programs and services are effective, efficient, and innovative, building on best practices and knowledge.

The WOCRC takes pride in the design and implementation of programs that meet the needs of the community through the use of established best practices. Through the use of proven tactics, and with an eye for innovative ways to enhance existing programs, WOCRC brings high standards and relevance to its work.

### Chrysalis House

#### *Lori's Story*

When Lori remarried and made a new family that included her son and her then husband's two children, she was looking forward to a bright and happy future. She fell in love with her two stepchildren and so did her son. Over time, little things began to change. The changes started out small and seemingly innocuous, but gradually Lori began to realize that she was in a relationship with a man who was controlling and abusive.

Like so many women in her situation, Lori felt stuck. She could not imagine going to a women's shelter, she did not belong there. She rationalized that what she was experiencing was not that bad. Like many others, Lori entered into a cycle of abuse and forgiveness that seemed to have no end.

One day Lori's father called with the news that he had been diagnosed with terminal cancer. The grief of knowing she would lose her father in a short time was overwhelming.

In her preoccupation with her father's illness, she neglected to meet her husband's expectations for that evening. Although that was when the physical abuse began, when her husband later threatened her son, she knew she couldn't stay.

Leaving an abusive relationship is rarely an easy decision. There are many concerns that women have which go beyond their own physical, mental, and emotional safety and well-being. For Lori, leaving meant that she would take her son, but leave behind two children whom she had grown to love as much as her own, with no guarantees that she would be able to see them again.

For the first couple of days after leaving, Lori and her son were able to stay with her family. However, she knew that her time with them would be temporary. With no other options available for the long-term, she began calling local women's shelters to see if she qualified to stay in one until she



"At Chrysalis House I felt safe and happier - and the staff was really nice, and very helpful. I will never forget Chrysalis House."

## Chrysalis House

was back on her feet. When she contacted one shelter that was already full, they referred her to Chrysalis House.

Two days after leaving her family's home, she toured Chrysalis House and accepted an open spot, amazed at what she experienced. The staff listened to her, with patience and genuine care. They were reassuring and respectful, something she needed very much because it was such an emotional time.

Moving in to Chrysalis House was the first bright spot in what Lori calls her year of loss. She lost her stepchildren, her father and her dogs, but she gained a home - not a shelter - a home.

Today, Lori is in her own home. She still misses the staff at Chrysalis, but she says, "I have so much peace in my heart right now." When asked what she would tell another woman who finds herself in a similar situation, Lori quickly acknowledges that leaving is not straightforward, but she

urges, "Leave at the first sign of abuse." As hard as it was to take that first step and decide to leave, she is thankful every day that she did. With the help of the staff at Chrysalis House, Lori is thriving and looking forward to the future.

If you are in danger from violence and abuse and need emergency shelter or crisis support, the following Ottawa-based crisis lines are available 24 hours a day.

Chrysalis House: 613-591-5901

Interval House: 613-234-5181

La Présence: 613-241-8297

Maison D'Amitié: 613-747-0020

Women's Crisis Line: 613-745-4818

Distress Centre: 613-238-3311





# Strategic Directions

## Chrysalis House

“My stay at Chrysalis House has allowed me to look at the big picture. I can now see my life in an objective way and that allows me to make rational decisions and the necessary changes to improve it.”

Violence against women is an intentional pattern of behaviours to establish and maintain power and control over a woman’s thoughts, beliefs, conduct and how she lives her life.

The WOCRC’s Violence Against Women (VAW) program can help abused women and their children who live in Kanata, Goulbourn, West Carleton, Rideau, Nepean, Osgoode and Bay wards.

### We welcome:

Women from any age, culture, religion, sexual orientation and ability;

Women who have left or who are still with their partner; and

Women who would like to know more about abusive relationships, the impact on themselves and their children, healthy relationships, self-esteem, anger, etc.



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

“Without the help of [my VAW counsellor] I would not have had the confidence to get a degree in nutrition and receive the help to parent my children in a positive way.”

### Diners’ Club

~from  
Delores O’Day

Ottawa has been home to me and my family for many years. My husband and I have been fortunate enough to have a life full of love, laughter and companionship. But in recent years, my husband’s health has declined and he has become housebound.

As his primary caregiver, I am left with a lot of responsibility at home. Between preparing meals, ensuring he gets his medicine, and managing the household finances, I have little time for myself.

As you can imagine, I started to feel isolated and lonely. An acquaintance of mine noticed that my loneliness was starting to impact my own personal wellbeing and invited me to attend her and a group of friends at the local Diners’ Club.

To be honest, I initially agreed to the invitation so I could get out of the house and enjoy a meal that I didn’t have to prepare. But to my surprise, it turned out to be so much more.

The WOCRC knows the true value of building strong support systems and offers CSS clients the opportunity to reap all of its

benefits. I’m so grateful for the sense of belonging they’ve given me.

Like most caregivers, I spend most of my time ensuring that my loved one is taken care of, that his needs are being met, and that he is able to adapt to the constant changes that go hand in hand with his illness.

This is why I am so grateful that I was invited to join the Community Support Services Diners’ Club. I have an excuse to get out of the house on a regular basis, and I have built strong friendships with other seniors, staff, and volunteers.

While spending time with friends might seem like a luxury, I have read that studies link nurturing friendships, like the ones I have built at Diners’ Club, to leading longer, healthier, and happier lives.

More than anything, this service has helped put balance back into my life and has brought quality of life back into my day. I am still the primary caregiver for my husband, but it has been so nice to take a break and be taken care of by the lovely staff and volunteers that run the Diners’ Club.

“I look forward to my visits to the Diners Club where I have made friends and enjoy the various topics and entertainment.”

“The Diners Club reduces my ‘family’s’ worries about me. I met many lovely people.”





# Strategic Directions

## #2 – Strategic Partnerships

**Definition:** A relationship between WOCRC and another organization(s), coalition, network, or similar, that is characterized by mutual cooperation and responsibility to achieve a specified goal, and/or that supports the monitoring of change and the influence over decision-making in our sector and beyond.

Strategic partnerships help WOCRC leverage its strengths to maximum benefit, along with different partners who bring their own strengths to the table. WOCRC brings its expertise and our partners bring theirs, which makes for stronger, more valuable programming for clients and further supports building up the western Ottawa community.

Community Developers at the WOCRC work alongside residents, community groups, organizations, businesses, and decision-makers, among others, in support of social and systemic change that aims to empower communities and works toward a healthy, safe, and just life for all.

Community Gardens can help in achieving some of these large goals as they improve local access to healthy, affordable, fresh food while providing health, economic, educational, social, and environmental benefits. Maintaining a healthy lifestyle matters and community gardens can help accomplish this where we live, work and play. The WOCRC's Community Developers are thrilled to support and promote a growing number of community gardens in the communities of Morgan's Grant, Glen Cairn, Stittsville, Richmond, and Carp.

Why do communities get involved in community gardens? Aaron Helleman, a committee member of the Kanata Community Christian

Reformed Church, which is developing a garden, envisions a place where, "people grow not just veggies, but grow as people, as friends, as a community, [that] would be something special."

Neighbours in Stittsville began the Stittsville Community Garden Initiative on Facebook after 50 members joined a conversation on social media. "Stittsville has spoken! We want a community garden. Let's make it happen!" exclaimed the group's creator, Kelsey da Silva. The group wants residents to get in touch with their roots, grow their own food, and engage with community.

The Carp Community Garden has become affectionately known as the Neighbourhood Tomato, and employs volunteer "tomato heads". The community has declared their goal to grow produce for the West Carleton Food Access Centre.

Contact the WOCRC's Community Developers – Julie ([mckercher@wocrc.ca](mailto:mckercher@wocrc.ca)) or Maria ([fris@wocrc.ca](mailto:fris@wocrc.ca)) – for more information.

### WOCRC partnership with Richmond Village Association

*Building meaningful youth engagement in Rural Ottawa*

**The ZONE Drop-In**, Kanata  
170 Castlefrank Road (Dick Brule Community Center)

**Mondays**  
5:00 p.m. to 9:00 p.m.  
Youth ages 12-18

**Wednesdays**  
1:00 p.m. to 3:00 p.m.  
Youth ages 17+  
Includes support with job searching, housing, etc.

**LGBTQ+ Youth Drop-In**, Kanata  
170 Castlefrank Road (Dick Brule Community Center)  
Every second and fourth Thursday of the month  
6:00 p.m. to 9:00 p.m.  
Youth ages 12-18 years old

**Richmond Youth Drop-In Centre**, Richmond  
6095 Perth St (Richmond Memorial Community Centre)  
Every second and fourth Friday of the month  
7:00 p.m. to 9:00 p.m.  
Youth ages 12-16

For more information please contact Sarah at 613-591-3686 x237 or email [smythe@wocrc.ca](mailto:smythe@wocrc.ca)

The Village of Richmond, a southwest rural area of Ottawa, is in the midst of rapid change. With 1000 new homes slated for development over the next 10 years, the needs of the community are growing for all ages. The conversation of how to serve this changing population is going to continue for years to come, but this year was one of action for local youth.

In 2014, the Richmond Village Association (RVA) received funding from the City of Ottawa to support youth and chose to partner with the WOCRC to develop a program and build capacity within the local community. This partnership has been very successful so far, resulting in the creation of the Richmond Youth Centre, with 20-30 youth attending each session since its opening in November 2014.

Tino Bevacqua, President of the RVA, attributes the program's success "to the great work and dedication from our partners, Western Ottawa Community Resource Centre and Richmond Residents for Community Space" (RRCS), a community action group. He also acknowledges "the City of Ottawa for the community funding the RVA receives each year which makes this program possible." This collaboration between organizations and community makes this a true community development initiative.

Over the last two years, the RRCS group has done a great amount of advocacy work to highlight the needs of youth in Richmond. Members of this group also volunteer directly at the Youth Centre, helping to facilitate the program along with WOCRC staff, who lends their expertise on best practice youth programming and supports. Community volunteers are receiving

training through the WOCRC, with the goal of empowering Richmond to independently run the program when the WOCRC steps back.

Giving communities the knowledge and tools to deliver safe, effective, and meaningful youth programming is one way that the WOCRC helps to achieve its vision of vibrant, safe, and healthy communities.

Youth programs delivered by the WOCRC give participants opportunities to foster relationships with their peers, as well as trusted adults. They provide a safe place to have conversations that the youth may be hesitant to start elsewhere. Youth can ask questions and get the right information while feeling supported. These programs are also designed to provide opportunities for the youth to volunteer and get involved, which can be a great outlet for creativity and learning.

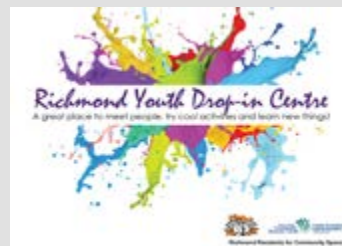
"Many of the youth who come to our programs benefit from getting support where they wouldn't necessarily get it otherwise. There's a reason they keep coming back every week. Even when their life is chaotic, they still come. They want to be there," says Sarah Smythe, Youth Community Developer at WOCRC.

Additionally, the meaningful engagement and having just one trusted adult in their life can be a mitigating factor when it comes to suicide prevention and other mental health concerns and risk factors.

### Community Development Gardening



Ben and son, Ray, at Kanata-North Community Garden





# Strategic Directions

## #3 – Strong Foundation

**Definition:** Financially sustainable and accessible programs and services, supported by solid administrative process and practices, that reach all members of our diverse community and are delivered by professional staff and volunteers in a positive working environment.

WOCRC is consistently reviewing resources, programs, and processes to determine areas of need or where improvements can be implemented. There has always been a strong foundation in place, and these efforts ensure that it grows even stronger.

### 2014-2015 Eva James Award Recipient

*Atif Malam*

Each year the WOCRC accepts nominations for the Eva James Award, an award established to recognize a volunteer who best personifies the commitment exemplified by Eva James. Eva James was a dedicated community volunteer who passed away suddenly in 1995. Eva enthusiastically volunteered in our community for over 15 years and was one of the key people who helped to create the WOCRC. This year, the Eva James Award was given to Atif Malam, a community member who always goes above and beyond for others.

Atif's journey as a WOCRC volunteer began several years ago when he read about volunteer opportunities in the local newspaper. With previous experience at other community organizations, Atif was ready to take on a new challenge. Brimming with enthusiasm and spirit, Atif was

quick to engage in training and began volunteering in the administrative services program. It soon became evident that Atif demonstrates an excellent understanding of the roles and responsibilities of society towards those in need of support, and he makes extraordinary efforts to help whenever he can. As he noted, "It is always important to help others, to care for them, share with them, and hopefully one day they can pass that on to someone else." Atif's positivity is one of his most evident traits, and as he said, "One of the best parts of volunteering is interacting with everybody and saying a simple hello to all the people that you see."

Beyond the traditional volunteer role, Atif possesses a deep understanding for those living with a physical disability. Throughout his volunteer career he has advocated for accessible services for all

members of the community, and expressed his feelings saying, "In our community we have a responsibility to ensure people can get the help and support they need. It is all about helping each other."

Described as compassionate, energetic, and kind, Atif has not only been invaluable to his program but to the strong foundation of WOCRC. It is because of volunteers like Atif that we are able to better serve our community through our day-to-day interactions with clients, partners, volunteers, and staff. Atif has undoubtedly enriched the lives of those around him, and his work will continue to help those in need.

The staff of WOCRC would like to thank all the volunteers who have dedicated their time in 2014-2015 to better their community. Your kindness and dedication are greatly appreciated.





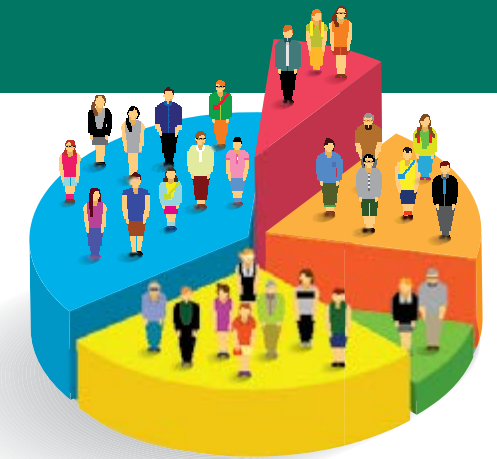


# Outcomes

As a result of our **partnership with the Children's Aid Society**, we've been able to help **125 women** who experienced violence, which has made an impact on the lives **185 children**.

**53 children** who witnessed violence received support from the centre.

We were able to provide **7,457 drives** to seniors and adults with physical disabilities.



We had over **1,692 hours** of **Violence Against Women counselling sessions**.

We were able to provide day services to **106 clients** as part of our **Adult Day Program**. This program provides a full day of activities to adults experiencing dementia-related disorders.

**167 women and children** received shelter at **Chrysalis House**. We had to turn away 307 women due to lack of space.

**1,306 children** Came through our **Bullying Prevention Program** in 2014, where they learned about the 4 strategies in preventing bullying:

1. Take a stand
2. Build connections
3. Tell an adult
4. Stay safe

We served **1,967 individuals**, which reflects over **3,399 client contacts** with the counselling team.

**2,649 children, and 2,040 parents/caregivers** Participated in playgroups in 2014-2015 through our Ontario Early Years Centre. Parents and caregivers can use OEYC as a resource to get answers to questions, find information about programs and services for young children, and actively participate with their children in early learning activities, which helps prepare children for school.



# Donors

The WOCRC is grateful to all of the individuals and organizations that give so generously and take time to engage the community to help support our programs and services that help so many.

**Every donation makes a difference in our community.**

## Benefactors \$10,000+

- Canadian Women's Foundation
- Leacross Foundation
- Royal Canadian Legion, Branch #593
- Royal Canadian Legion, Branch #638
- Royal LePage Shelter Foundation

## Patrons \$5,000-\$9,999

- Bell Canada
- Chartwell Stonehaven Manor
- CIBC Children's Foundation
- Kanata Hazeldean Lions Club
- Kanata Seniors Council
- Kanata United Church
- Knox United Church
- Ontario REALTORS Care Foundation
- Parish of March
- Robert Campeau Family Foundation

## Sponsors \$1,000-\$4,999

- Amberwood Village Golf and Country Club, Ladies League
- Bells Corners United Church UCW
- Beta Sigma Phi Ottawa, Zeta Chapter
- Brian McCann, Your Electric Bill Analyzed for you
- Campbell Chiropractic Health Centre
- Canadian Tire Store #272
- Christ Church Ashton
- Dr. Emma Gofton & Susan Thorne
- Fitzroy Pastoral Charge
- Glen Cairn United Church
- Kanata Community Christian Reform Church
- Kanata Golf & Country Club, Ladies League
- Kanata Sports Club, Wednesday Night Dart League
- SkyWave Mobile Communications Inc.
- Sunset Singers Seniors' Choir
- The Home Depot Canada Foundation
- United Way of Greater Toronto
- Waterside Retirement Community
- West Carleton Seniors' Council
- Xi Alpha Lambda

## Supporters Under \$1,000

- AXIA Property Management
- Community Bible Church
- Granite Curling Club, Evening Ladies Curling
- Hazeldean Family Dental Centre
- Intercultural Dialogue Institute, Ottawa
- IODE - Margaret Brand Chapter
- Kanata Senior Centre, Mon & Fri Chair Exercise Group
- Privacy Analytics
- Roland Michener School Council



## Good Corporate Citizen Award

This recognition program pays tribute to companies who have adopted the Western Ottawa Community Resource Centre as their cause of choice and encourage their employees to volunteer in fundraising for the WOCRC.

- Royal LePage Team Realty
- Royal LePage Gale Real Estate
- SkyWave Mobile Communications Inc.

## Funders

The WOCRC receives funding from numerous sources in addition to donations. This funding, along with the generous contributions from our donors, allow us to continue the work of serving the communities of western Ottawa.

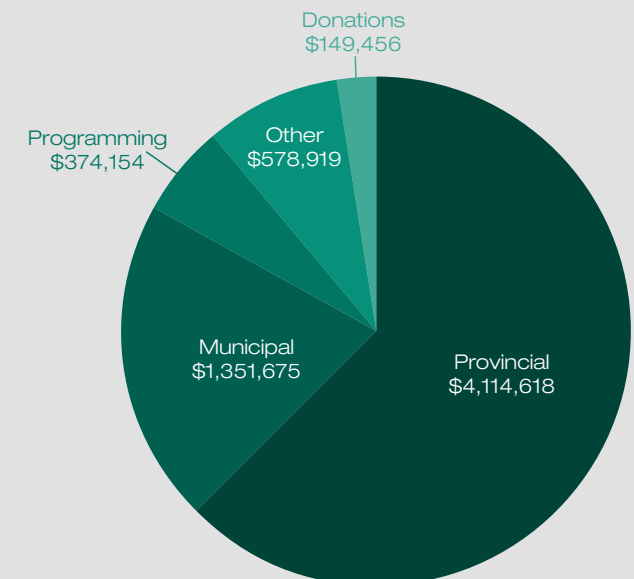
### Provincial

- Ministry of Children and Youth Services (MCYS)
- Ministry of Community and Social Services (MCSS)
- Ministry of Education
- Ministry of Agriculture, Food and Rural Affairs
- Champlain Local Health Integration Network

### Municipal

- City of Ottawa

**Total Revenue = \$6,568,822**





# Donors

**We would like to extend our ongoing thanks to Royal LePage Shelter Foundation, Royal LePage Team Realty & Royal LePage Gale Real Estate. They have been ongoing supporters of both Chrysalis House and WOCRC's Peer Support Program.**

November 2014 ~ We received a generous donation of \$6,000 from James Wright, Royal LePage Team Realty

December 2014 ~ Mary Browne, Royal LePage Team Realty, presented a cheque for \$15,000 to Chrysalis House Manager Martine Dore & Cathy Jordan, Executive Director, WOCRC (Picture L-R Martine Dore, Mary Browne, Cathy Jordan)



**The Western Ottawa Community Resource Centre salutes The Royal Canadian Legion – Branches 593 & 638**



March 2015 ~ The Royal Canadian Legion, Bells Corners, Branch 593 Comrade Flora Riley & President Joel VanSnick presented a cheque in the amount of \$5,000 to Cathy Jordan, Executive Director, WOCRC. (Picture L-R Flora Riley, Cathy Jordan, Joel VanSnick)



March 2015, The Royal Canadian Legion, Kanata, Branch 638 2nd Vice-President Moira Green presented a cheque in the amount of \$2,000 to Michael D. Merpaw, WOCRC Board Chair & Cathy Jordan, Executive Director, WOCRC. Also pictured above is Councillor Allan Hubley. (Picture L-R Councillor Allan Hubley, Moira Green, Michael Merpaw, Cathy Jordan)

We would like to thank both R.L.C.'s for their generous support throughout the years! The donations, from both branch's Poppy Trust Funds, will directly benefit WOCRC's Community Support Services within the Nepean / Barrhaven community & WOCRC's Meals on Wheels program.



# Testimonials



## Counselling Services

"I feel very comfortable coming to the WOCCRC and talking about my issues with the counselor. I feel safe and I trust who I meet with; it's a really great feeling – thank you."



## Community Support Client - Transportation

"Because our family members are located long distance from the Ottawa/Kanata area we would be in dire straits without the wonderful service you offer."



## Adult Day Program

"My husband goes to this program with a smile on his face and the smile is even broader when he comes home. Thank you so much for this program."



## Ontario Early Years

"As a caregiver and parent, the EYC gives me many resources and I love the fact that I can bring my kids to playgroups and programs...getting us out of the house and socialization for kids and me!"



## Meals on Wheels

"I can be sure mother has easy access to good food without needing to use the stove."

*Special thank you to Lisa Adams and Sarah Smythe for your dedication and focus in preparing the materials that make the report this year so meaningful and poignant. We couldn't have done it without you.*