

Western Ottawa
**Community
Resource Centre**



**Centre de ressources
communautaires**
d'Ottawa ouest

Bringing care and community together

2005-2006 Annual Report



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Charitable Registration No. 12821 9201 RR 0001

Word from the Chair



One year ago, we presented the results of our Strategic Planning sessions. The Board of Directors spent a great deal of time reviewing and analyzing how it did business in order to ensure its alignment with the mission and vision of the organization. We learned that the committee structure of the Board needed to evolve if it was going help the WOCRC achieve its goals in terms of advocacy, financial sustainability and inclusiveness.

The Board of Directors recognized that in order to achieve our vision, we would have to adopt a new approach to advocate for the services our community needs. The ACE (Advocacy and Community Education) Committee was formed in October. Its primary objective is to support the WOCRC on advocacy, lobbying and communication issues. It will help to build the public profile of the WOCRC and form strategic partnerships in order to advance our vision for Western Ottawa. This committee will play a key role in the municipal elections and in our ongoing struggle to obtain the resources necessary to provide primary health care for our community.

The Board also recognized that it was at a turning point in terms of dollars raised through fundraising. It acknowledged that the economic climate is changing and if the WOCRC wants to continue to grow new revenue streams would have to be uncovered. A fundraising sub-committee has been formed and is well on its way to developing a strategic plan.

The Board dedicated a portion of each meeting to learn more about the ideals and values that underpin the beliefs statements of the organization. This reinforced the Boards obligation to actively seek out members from our diverse community to join the Board. The Board is committed to following the strategic direction laid out last year and will work to ensure that its membership accurately reflects all of the communities we serve.

As we enter our twentieth year, it is clear that the WOCRC is helping to build a community in Western Ottawa that is vibrant and healthy, in which everyone has access to the services and resources they need for their health and wellbeing.

A handwritten signature in dark ink, appearing to read "Darryl Kicul". The signature is fluid and cursive, with a long horizontal stroke at the end.

Darryl Kicul, Chair, Board of Directors

Our Vision and Mission

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

Chair:	Darryl Kicul	
Vice Chair:	Marc C. Rollin	
Treasurer:	Jean-Pierre Beaulne	
Secretary:	Julia Hill	
Directors:	Heba Aly*	Liz Jackson
	Fred Boyd	Penny Sands
	Gordon Cameron	Mary-Jane Slingerland
	Sandra Godbold	Eileen Winterwerb
	Michele Hynes**	

Ex-officio Members: Cathy Jordan, Executive Director

* resigned mid term ** appointed mid term



2006 Volunteer Pin Recipients

10 years: Jack MacKenzie,
(missing Mary Nute)

15 years: Ruth Kennedy, Mary
Johnston, and Dorothy Boone.



MDS Nordion Celebrity Golf Classic

Fred Brathwaite, Ron Tugnutt,
Francine Hanzlik, Brad Shaw,
Jacques Martin, and Matt Bradley.

Word from the Executive Director



Congratulations to Board, staff and volunteers! 2005-2006 was a year in which the Western Ottawa Community Resource Centre continued to significantly increase service to clients and begin the implementation of new strategic directions, all with the addition of very few new resources.

Progress related to new strategic directions includes:

- A pilot project to assess youth counselling needs in our community
- Final submission of the application for a partial French Language Services designation
- Implementation of a new Centre-wide client database
- Implementation of a new bilingual website
- Additional funding from the Ministry of Health and Long-Term Care allowed for an expansion of Community Support transportation and Adult Day programs
- Board and staff development focused on social diversity & inclusion, racism & oppression, and gender equity.

Our partnerships play a significant part in our ability to make progress in each of these areas. The WOCRC benefits from many partnerships with a broad range of individuals, agencies, businesses, coalitions, networks and funders. This means that we continue to be able to find new and creative ways to provide services to our communities.

As identified in our strategic plan, there is an acute need for additional primary health care services in our community. With the growth in population in this community, the need is only becoming more desperate. We submitted two applications for Family Health Team funding over the past year. Unfortunately, we were not included in announcements for either Family Health Team or Community Health Centre funding.

As we look to 2006-2007, our 20th year of service, we look forward to continuing to build on our success.

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

2005-2006 Program Highlights

Counselling, Information and Referral

- 25% increase in the number of individuals served from 2004-2005.
- Increase in crisis calls and walk-ins requiring high level intervention.
- High demand for youth and adult mental health services, hydro and gas disconnection assistance, information about local and city-wide resources, and general support relating to family and personal crisis.

Ontario Early Years Centre - Carleton



- Attendance reached an all-time high. We now offer two morning programs a day, enabling us to reach more families and reducing the need to turn families away.

- Our ACCESS Committee, has been focusing on advocating for the needs of families residing in Kanata North, a community that continues to grow with limited increases to programs and services.



- We continue to provide valuable training opportunities for parents and caregivers. We have increased our pre-natal programs, providing parents with information and resources prior to their baby's arrival.
- A new partnership with the Ottawa Children's Treatment Centre, has increased services to families with children with special needs.

Services for Children and Families

- The Bully Prevention Program was classified by the Ministry of Education and received the highest rating in quality and comprehensive Bully Prevention programming.



- Thanks to funding from MDS Nordion the Bully Prevention Program has expanded into the pre-school sector. To date, we have delivered a number of workshops and have been active members of a new coalition, created to address pre-school bullying and social skills.

- The Confident Children's Program provided services to schools in the Pinecrest-Queensway Health and Community Services Centre and Eastern Ottawa Community Resource Centre catchment areas with United Way funding.



- The Child Witness Program continued to support higher numbers of children who have witnessed woman abuse, both through individual counselling and group facilitation. We continue to attempt to address the barriers that women face in accessing services.
- Introduced Focus on Families, a City of Ottawa funded program, aimed at supporting children and families with homework. This program reached its capacity within the first week. Over 30 children receive valuable support and encouragement provided by our tutors and volunteers.

Services for Youth & Families

- Conducted a pilot project to determine the need for mental health support for youth and families. In six months, over 50 youth and 50 parents were served through the Youth Mental Health Counselling Pilot Project.
- The Youth Crime Prevention Community Education Program met its target goal of completing 20 presentations (23 in total). We trained Youth Workers from Community Health and Resource Centres throughout the Ottawa area and gave them the necessary tools to carry the program forward in their areas of service.



- Thanks to our partnership with YouthNet and funds from the Brady Burnette Teen Assistance Fund, we introduced the “Take a Hike Program” to youth in West Carleton. This program explores and develops healthy strategies for coping with stress through guided outdoor recreation activities.

Violence Against Women Program

- 149 women were assisted through the Transitional and Housing Support Program. Workers help women to identify and access appropriate services and community supports, to find and maintain housing, and provide advocacy where needed.
- Skills of Success group was offered three times this year. The program assists women in capitalizing on their strengths, with a focus on self esteem, independence, assertiveness and healthy relationships.
- Due to the number of local women murdered by their partners in the past year, women accessing the VAW program have reported feeling a heightened sense of anxiety regarding their own safety.

Chrysalis House

- Service use is increasing as Chrysalis House becomes more known. The crisis line received 1,426 calls - four times higher than 2004-2005.
- We had 82 women and 72 children reside at the house, many were from our local areas of Goulbourn, Kanata and West Carleton.
- We have been given the lead on a project to support the implementation of the Collaborative Agreement for the Children's Aid Societies and Violence Against Women Agencies of Ottawa. The project will identify a strategy for sustaining a hands-on, practical, working partnership between the two sectors.

Chrysalis House 

Business Line: 613-591-5991

Crisis Line: 613-591-5901

Community Support Programs

- Addition of non-medical transportation, which includes “Community on the Go” transportation from areas of West Carleton and Goulbourn to shopping destinations.
- The Adult Day Program has added a fourth day of programming.
- The Meals on Wheels program continues to expand - number of meals delivered, both hot and frozen, were just under 10,000!!
- Caregiver Connections, which provides mutual support, resources and information, continues to be well attended. This is one of our Community Development programs funded by the City of Ottawa.
- The Caregiver Support group, within the Adult Day Program, deals with the issues of Alzheimer's and other dementias. This evolved out of a pilot project in partnership with the Alzheimer's Society.



French Language Services

We are committed to ensuring access to permanent and quality French Language Services and continue to work towards our partial French Language Designation. Our website is now fully bilingual, check it out at www.communityresourcecentre.ca. We conducted our first annual FLS evaluation and were pleased with how we are ensuring quality, accessible and permanent French language services to our Francophone community.

Volunteers

Volunteers are an essential part of the WOCRC team. Their support and enthusiasm allows the WOCRC to offer a wide variety of programs and services.

- The 2006 Eva James Award for outstanding volunteer contribution was presented to Judy Bowyer. Ms. Bowyer began volunteering with the WOCRC in 2000 and has made an outstanding contribution to the Violence Against Women Program. Judy has logged well over 10,000 hours as a Peer Support volunteer. Those hours include her time providing direct services, public education and advocacy, assisting with Champagne on Ice and participating on the Chrysalis House Advisory Committee.



We would like to thank the 315 volunteers who generously gave 19,114 hours of their time in 2005-2006 to better their community. Your kindness, commitment and energy are greatly appreciated.

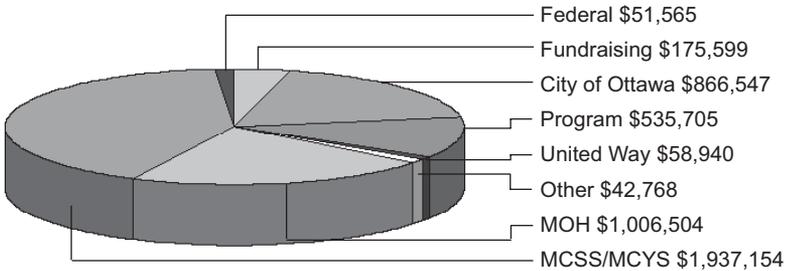
Our Collaborative Agencies

Accessible Chances for Everyone to Stop Smoking (City of Ottawa)
• Addictions and Problem Gambling Services of Ottawa (Sandy Hill Community Health Centre) • Amethyst Women's Addiction Centre
• Chinese Community Services - English as a Second Language classes
• Diabetes Education Program (Centretown Community Health Centre)
• Family Services à la famille Ottawa • First Words Speech Language Services (Pinecrest-Queensway Health & Community Services)
• Healthy Babies, Healthy Children (City of Ottawa) • Healthy Sexuality Clinic for Teens (City of Ottawa) • Home Management Services (City of Ottawa) • Infant Hearing Clinic (CHEO) • Ottawa-Carleton Immigrant Services Organization • Ontario Early Years Centres • Ottawa Children's Treatment Centre • Parkinson Society Ottawa • Psychologist Services of Western Ottawa • Share the Warmth • Speech Pathology • Western Ottawa Parent Support Group • Youth Services Bureau • YouthNet

We are proud to be part of the Coalition of Community Health and Resource Centres of Ottawa (www.coalitionottawa.ca) and the Ottawa Community Support Coalition (www.communitysupportottawa.ca)

Operating Fund Revenues

Year ended March 31, 2006



TOTAL REVENUE: \$4,674,782

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

Our Funders

Federal: Human Resources and Skills Development Canada • Public Safety and Emergency Preparedness 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: United Way/Centraide Ottawa

Our Donors

Benefactors (\$10,000 +): MDS Nordion • Hugh & Irene Pett • Scotiabank - Kanata Community

Patrons (\$5,000 +): Minto

Sponsors (\$1,000 +): Bell Canada Employee Volunteer Program • Collins Barrow • Dr. Kersta Peterson / Teammates for Kids • Frederick Banting Alternate Program • Kanata Chamber of Commerce • Kanata United Church • H. Dominic Covvey • Jask Salon & Day Spa • Leo Maxwell • Masha Krupp Translation Group • Reginald Dixon • Royal Canadian Legion Poppy Fund • Siemens Canada Ltd. • The Body Shop • Waste Management

Our Good Corporate Citizens

Black Belt Excellence Inc. • Bridlewood Girl Guides • Copiexpert • Divas Running Group • Dr. Kersta Peterson • Frederick Banting Alternate Program • GM Canada • Kanata Chamber of Commerce • MDS Nordion • Nescorp Realty Ltd. • Ottawa Citizen • Pika Technologies • Runge Publishing • Scotiabank - Kanata Community • United Way

Interesting Facts and Figures (2005-06)

Information, Counselling & Referral	
# of information calls	1,985
# of individuals served	1,598
Violence Against Women Program	
# of women who received crisis counselling	693
# of support group sessions	121
# of Peer Support Program Hours	3,375
Chrysalis House	
# of women in residential care (total)	85
# of crisis calls	1,426
# of women served through Transitional & Housing Support	149
Community Support	
# of clients served at Adult Day Program	51
# of Meals on Wheels delivered	9,999
# of meals served at Diners' Clubs	3,842
# of rides given	1,969
# of home maintenance and home help visits	247
Children	
# of children who attended Confident Children's groups	68
# of students in Confident Children's school program	1,148
# of teachers trained in Bully Prevention Program	132
# of students reached in Bully Prevention Program	1,342
# of children who participated in the Child Witness Program	95
# of women who participated in the Child Witness Program	85
Youth	
# of hours of youth mental health groups and counselling	280
# of hours of community education and training	235
# of community helpers trained	110
Ontario Early Years Centre - Carleton	
# of information contacts	353
# of visits by children	15,358
# of visits by adults	12,194
# of participants in workshops	681
Volunteer Resources	
# of volunteers	315
# of total volunteer hours	19,114