

25th
ANNIVERSARY
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Western Ottawa Community Resource Centre

Annual Report 2010-11



Bringing Care and Community Together
Jumeler soins et collectivité

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Joint Message From the Chair and Executive Director

It is with great pleasure and gratitude that the Western Ottawa Community Resource Centre (WOCRC) celebrates its 25th Anniversary of bringing *Care and Community Together* in Western Ottawa. Twenty-five years ago, a handful of volunteers joined forces and formed a community resource centre (CRC). These volunteers created the initial vision, mission and beliefs to guide the development of this new CRC. While these documents have been updated over the past 25 years, the initial vision for the WOCRC has remained constant, and has continued to be the guiding force in the development of programs and services that meet the needs of all age groups in the communities of West Carleton, Goulbourn Kanata and Nepean (Community Support Services). In 2007, the current WOCRC Guiding Beliefs – Empowerment, Equity, Partnership, Innovation - were created through a board and staff process. These beliefs partnered with the dedication of staff and volunteers continue to insure the WOCRC'S reputation as a centre that responds to the needs of the community in a professional, caring and compassionate manner.

We extend our appreciation to those who had the vision and insight to make the WOCRC a reality, and to all those who contributed to the success of the Centre. And, we thank the WOCRC Board of Directors, staff, volunteers, stakeholders, funders and partners for their continued commitment in supporting the Centre's goal of enhancing the quality of life for all ages in western Ottawa.



Elizabeth Jackson



Cathy Jordan

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and Community Together*

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Statements

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 well-being.

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: Elizabeth Jackson
Vice Chair: Robert McGaraughty
Treasurer: Michael Merpaw
Secretary: Michele Hynes

Directors: Shelley Bond Kay Dubie
Johanne C. Lamarre Moira A. Winch
Cindy McGann Charanjit Wadehra
Berta Aboud Matthew Crosier

Ex-officio Member: Cathy Jordan, Executive Director



Community Organizational Health
Santé des organismes communautaires

The Western Ottawa Community Resource Centre is a proud recipient of the COHI Inc. 'Building Healthier Organizations Accreditation'.

Our Guiding Beliefs

The WOCRC has four core deeply held beliefs, which guide our approach to serving our community 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 decision. We are dedicated to creating an environment where people participate in activities that promote social change.

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.

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.

The Western Ottawa Community Resource Centre - A History of Excellence



Progress, commitment and passion! Since 1986, those attributes have and continue to be key components in providing a valuable service within the Centre's catchment areas. It all started when a group of inspired and passionate volunteers gathered at the first Annual General Meeting to formalize the establishment of a community resource centre. From that point onwards, the Centre, which was then called the 'Kanata Community Resource Centre', was well on its way to establishing itself as an important fixture within the Western Ottawa community.

Progress throughout the years of the Centre's existence continues to be defined by the increase in its program and services, and in response to urban and rural expansion within its catchment areas. Since 1986, the Centre has identified the current issues of the day through environmental scanning and statistical analysis. This has provided a roadmap for the development of new programs. Within its first 15-years of operation, programs were established such as Community Support for Seniors, Violence Against Women, Crises Outreach, and Youth and Family Services. The following ten years saw the recognition of a need for services such as Bully Prevention, Counselling for Children Who Witness Violence, and an Ontario Early Years Centre-Carleton. Funding was received for all of these programs including the establishment of Chrysalis House, a shelter for abused women and their families. And, as a result of a merger with the Nepean Support Services, the WOCRC's Com-

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munity Support Services expanded its service to seniors and adults with physical disabilities. In its 25th year of operation, the Centre currently responds to the needs of over 18,000 clients – community members of all ages and cultures who value and benefit from the resources offered by the Centre.

As a not-for-profit organisation, the WOCRC relies heavily on the commitment of its volunteers to support its programs. From the beginning, volunteers have provided a service in many areas such as: steering and fundraising committees; assisting in the development of policies and programs; transportation services for Meals on Wheels; Adult Day Program support; and, Peer Supporters for Women who have experienced violence in the home. The dedication of the Centre's volunteers has always been a crucial element in meeting the needs of community members. In recognition of the invaluable support of the volunteers, each year the Centre hosts an Annual Volunteer Appreciation Breakfast, which includes the presentation of 'Years of Service Pins' and the 'Eva James Volunteer Award'. The Eva James Award was designed to recognize a volunteer who best personifies the commitment and dedication exemplified by Eva James, a dedicated, active woman who enthusiastically volunteered in our community for over 15 years. Ms. James passed away in 1995.

The WOCRC's passion for excellence in programs and services has been recognized numerous times throughout the years. The WOCRC has received awards such as the Living Award of Excellence for Outstanding Partnerships, three-time winner of the Kanata Chamber of Commerce People's Choice Award, and the Children Aid's Society Community Service Provider Award. The Centre is also proud of its Building Healthier Accreditation presented by the Community Organisational Health Inc. (COHI). Success is measured not by one person, but by many who hold the same values and beliefs necessary to complement the vision and mission of an organisation.

Success Stories - The following success stories are just a few of the many examples of how the Centre has had a positive impact within the Western Ottawa community.

Chrysalis House



"Close the door ^{a n d} _{d o n ' t} look back," exclaimed Diana's mother, as Diana and her youngest child fled their home of abuse and violence. Getting into a taxi, Diana was determined that this time 'Was Enough'. On the way to the school to pick up her son, Diana remembered her mother's encouraging words, "Start with the right foot, and step with the left foot out from your house, pray, hold your daughter's hand and "Don't Look Back." As the taxi driver pulled away from the school, Diana turned to her children and said, "We are going on an adventure." Diana and her family were taking the first step towards liberation by going to a shelter.

Throughout the years of abuse by her ex-husband, Diana had tried to convince herself that the situation would get better. I kept saying to myself, "He will change, he will change. I kept holding on because of religious beliefs ingrained in our family culture, but there finally came a day when enough was really

enough, and then I realized he would never change." Diana's greatest fears were that her son would grow up to be like his father, and her daughter would live the same kind of life of abuse and violence as her mother. Realizing that she needed to get help, Diana took action and sought out counselling at a local community health centre. This was the impetus that helped her make the decision to flee and find shelter.

Diana initially went to a women's shelter that had space available, and although she felt lost and afraid she knew she had to be strong for her children. After two months, she learned that the shelter she was in was undergoing renovations and she had to find a new safe space. Diana called WOCRC's Chrysalis House a shelter for women and their families experiencing violence. From the beginning, Diana and her children felt at home and most importantly safe. They jumped right in to living at the shelter and making it a temporary home by decorating the bedrooms and playroom. "The children enjoyed it, and I am a social person. We adapted very fast!" said Diana. Through counselling and support, Diana and her children started to heal, "When I saw my children smiling, I felt that I was healing a little bit of my pain, and that we were in the right place." Support for the whole family was in place, as Diana's children also received help from the Violence Against Women Counselling services team. New Beginnings, new hope for the future! Diana and her children are now living in an apartment, and she is enrolled in school. Her confidence level has risen to new heights. She now knows she has what it takes to

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live the life of her dreams, which also paves the way for her children to live that life too. As Diana added, "I arrived in Canada seven years ago. When I left my abusive relationship, I felt that I had finally arrived in Canada. I am doing new things, and I am challenging myself. I have found myself. I can be whatever I want." Diana is determined to give back for all the

help she has received, by becoming involved with the WOCRC Violence against Women program and Chrysalis House. With a smile on her face and in her eyes, Diana ended her story of healing and hope by stating, "Chrysalis House Changed My Life."

Community Support Services Volunteer – *Mary Shoup*

"The start of my volunteering with the WOCRC began as the right time and the right place. I had read an article in the local paper about the new West Carleton Diner's club starting and needing volunteers. I thought it sounded like it would be fun and the programs serving lunch and helping with seniors appealed to me." Why do I volunteer? I do a fair bit of volunteering for other activities. You know the list – community, sports, school, church..., but this program is special. Our co-ordinators are great and easy to get along with. We all work as part of a team and have become

friends. I enjoy meeting the seniors and feel good knowing they are enjoying their day with us. It is humbling hearing their stories and life experiences. I don't volunteer with this program because I have to or should, but because I want to. It's fun, we have a blast and it's great to meet people in the community."



Peer Support Program Volunteer – *Judy Bowyer*



"I went to the WOCRC Volunteer Appreciation breakfast on May 6th, 2011, and was asked to say a few words on why do I volunteer as a Peer Supporter. After some thought, I came up with the following reasons. It is the joy of seeing a broken woman

become a strong independent woman again, some who go on to be advocates for the program. It is the warm friendship developed with other volunteers. Some of who go on to be close friends. It is the encouragement to be creative by joining many

of the committees that the program promotes. It is the opportunity I take when asked where I volunteer to make others aware of the ongoing problem of violence against women and the need to make them more aware of what goes on around them or mention the need of more volunteers. It is the caring and nurturing which I receive back from this program which is so much a part of my personal values. It is giving back to the community I am a part of and without volunteers a number of programs would not exist. In closing, the breakfast was a personal treat for me. Besides the delicious breakfast, I received my ten-year service pin with the Peer Support program."

Meeting, Learning and Understanding – *The Homework Club*



I am Sydney Petrie, a grade 8 student at Bridlewood CES. I have been going to the Homework Club for 3 years and I love it!

The Homework Club has helped me turn 60's into 70's and some 70's into 80's. The teachers help me understand what I'm working on and I'm never afraid to ask for help. I'm in a routine now, and I look forward to Tuesdays and Thursdays.

I use the Homework Club to help me plan my assignments so I can organize them to meet my due dates. I can use the computer and my assistive technology to help me. I have a Learning Disability. The Homework Club helps me focus and rearrange my points so that my ideas make sense. They have lots of patience for my questions and how long it takes for me to get organized.

When I explain what I'm working on to the staff, they help me focus on my assignments. I can talk about my work and be sure I know what I need to do. They understand what I need and they help me get it. I always get my work done in time for my deadlines.

All the kids that go to the Homework Club understand that I'm trying to get my work done and they respect it. The staff tries to keep the club quiet and respectful. They help us work independently or with a partner, if we need it. It's always important to get our work done well. That's the goal of this club.

I feel smart when I go to the Homework Club. I am getting 75's and 80's in all my classes. I know it's hard for me to learn and I want to work hard. The Homework Club has helped me get these marks. My friends are starting to come because they realize that I get all my work done and they want to get good marks too. I feel like I'm ready for grade 9 because I know how to get my work done well and be proud of it.

Thanks for being there for me and thanks for giving me what I need to feel ready for high school."

In Recognition of our Volunteers

The staff of the WOCRC would like to thank all the volunteers who have dedicated their time in 2010-2011 to better their community. Your kindness and dedication are greatly appreciated.

Alberta Aboud Mary Alderwood Laki Ali Houssam Amjoun David Anderson Hugh Anderson Christina Anglin Ernestine Arjang Mavis Austin Reginald Austin Maria Balakrishnan Kristin Ball Jane Barbe Jack Barker Judy Barton Tillie Bastien James Bear Jean-Pierre Beaulne Mary Beavers Ken Bedford Asia Begum Dr. Ruth Bell, C.M. Gloria Birch Elaine Bisson Kyle Bjornson Shelley Bond Brian Booth Mary Boudreau Danie Bourgon Judy Bowyer Brian Bradley Reg Brathwaite Heather Brown Ruth Brown Earl Burnet Eileen Burrows Evan Cady Bruce Cairns Lauren Caruana Kathleen Cassidy Lisa ChanHarvey Chatterton Mary Choong Helen Chow Mark Christopher Lorraine Clark Tom Clark Elise Clow Edwina Comerford Bruce Connolly Lauren Cornell Judy Creamer Dina Cristino Lynda Cronin Matthew Crosier Tina Deschamps Anju Devgan Carlyne Dobson Lise Dorey Graham Down Holly Downton Kay Dubie Patrick Dukes Iva Duncan William Duncan Jack Dyment Donna Ellis Al Eriksen GhulamHussain Faqiri Kristen Farnham Sheila Fenton Kyle Ferguson Sue Flockton Rosemary Foley-Jacobson Linda Forster Susan Gard Jennifer Gilmer Darlene Glason Harry Gliege Yvonne Gliege Ricardo Gomez Anne Marie Goodman Kathy Gransden Iain Grant Shirley Grant Holly Graven Elizabeth Green Nancy Green Gail Greene Richard Greene Gail Gutri Sam Halliday Mary Hanlan Ned Hanlan Ann Hanrahan Bill Helmer Herget Yasmin Hersi Stephanie Hetherington Evelyn Hewitt Earla Hynes Michele Hynes Sunghee Im Colleen Imbesi Marie Nora Kapalis Bennet Cheri Kehler Shirley Keith Andre Kennedy Ladouceur Jose Lafortune Johanne Lamarre Andrea Lambert ing Lee Joan Leinen Beverley Levasseur Caroline Lewandowsky Doreen MacEachern Atif Malam Dale Marcellus Ida Marcille Wilma Matchett Maayan Mazor Elizabeth McCurdy Gordon McHarold McIlquham Heidi McKean Phyllis McLean William McLeish Sheila McLuskey Joanne McSheffrey Jill Melhuish Michael Merpaw Cheryl Michalyszyn Bruce Miller Diana Moffatt Patsy Moodie Rodrigo Morante Nancy Morrison Emily Moses Leslie Munding Noreen Murphy Anne Murray Rosanne Nadon William (Bill) Nash Helen Ndaboroheye Herb Nelson Robert Nicholson Frances Norman Nirmala Norman Alyce Norris Claudette Nyenhuis Irena Parker Rae Pedersen Maria Penton Elizabeth Picard Ron Pierce Betty Pierunek Phil Plunkett William Potter Phyllis Powell Virginia Pratt Ronald Prince Mavis Pritchard Ross Pritchard Paula Pu Sheila Reeve Loraine Reid Caitlin Renneson Doreen Reynolds Bev Richard Jackie Rogers Sue Rogers Carol Rowbotham Adriana (Jean) Ruitter Ben Ruitter Archana Sarkar Elayne Schacter Sonya Schirmacher Peter Sederis Shelley Seward White Joyce Shaheen Brigitte Sharma Maryam Sheidafar Mary Shoup Greta Simser Henry Simser Sukanda Simzer Indu Singh Joanna Sirois Louis Sirois Leanne Slater Sandra Smith Sarah Smythe Tanja Sofrenovic Leona Spencer Anthony Sprake Elsa St.Pierre Magdalena Szpotek Minoos Taherzadeh Maureen Tapp Martine Tardif John Taylor Diana Thibodeau Chyrine Thompson Mona Thompson Anthony Trotman Wendy Trudel (Legace) Sandra Tubman Morley Turner Sharon Van Milligen Shannon Varcoe Walter Voytinsky Jeet Wadehra Wanda Walsh Jillian White Betty Williams Charlie Williams John Williamson R u t h Willsher Sandra Wilson Virginia Wilson Moira Winch Ineke Wissing Cathy Wolchuk Nicholas Yeung Lynn Young Edward Zenowski Helene Zenowski.



Thank you.

WOCRC Programs and Services – What we Offer

Community Support Services

“Reliable and very caring staff and balanced meals for a diabetic. Thank you very much.”

“This service is wonderful in that it has allowed us to try to remain independent and not need to rely on anyone else for transportation to needed appointments. The drivers are just great!”

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 offered include Meals on Wheels, Foot Care Clinics and an Adult Day Program for adults experiencing dementia-related disorders.



Violence Against Women Program

“I am very fortunate to have found this group and it has helped me deal with some daily struggles (given me strength and hope).”

“The counsellor has been very helpful and supportive to me. Without them, I would have had a breakdown. I appreciate the work done by the VAW team. They help support and assist where necessary. Help is just a phone call away.”

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.



Counselling Services

“I am very grateful that I had access to this service.”

“Thank you for taking the time to work with me and my mother.”

The Counselling Service provides free confidential short term and crisis counselling services. Transportation, child care and interpretation services are available upon request.



WOCRC Program and Services – What we Offer

Chrysalis House

“All the staff are very caring and kind. Chrysalis House is an oasis of peace and a very safe place for abused women.”

“My family and I have had such a positive experience at Chrysalis House. Both my children are in their teens, and the staff have been amazing in trying to assist my children in community living. It’s a shame there aren’t more Chrysalis Houses available for other families.”

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 personal needs and choices, as well as on her children’s needs.

Services for Children, Youth and Families

“I’m better at doing my French and my math.”

“She can identify her feelings and ways of coping with anxiety.”

The WOCRC offers Children, Youth and Families a wide range of programs, which provide coping and learning skills for a variety of issues, such as The Bully Prevention Program, Homework Club, Confident Children Program, Friends Anxiety Program, The Zone, and workshops for parents.

Ontario Early Years - Carleton

“We love the drop-ins. Time to interact with other kids and parents. Story and song times are great. Variety of activities – sand, art, toys.”

“Good information on clinics (First Words) and activities occurring in the community.”

The Ontario Early Years Centre 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 offered include Drop-in Programs, Training Opportunities, Playgroup Support and Special Events. There is also an Information and Referral service and a Resource Library.



2010-2011 at a Glance

Our heartfelt appreciation for the many levels of support we have received and continue to receive in our mission to serve communities within Western Ottawa.

Fast Facts

Total number of reported volunteer Hours: 19,650

Number of meals delivered: 25,770

Number of drives provided to seniors & adults with physical disabilities: 5475

Number of visits by parents & children in the Early Years Centre: 21,150

Number of Violence Against Women-counselling sessions: 3104

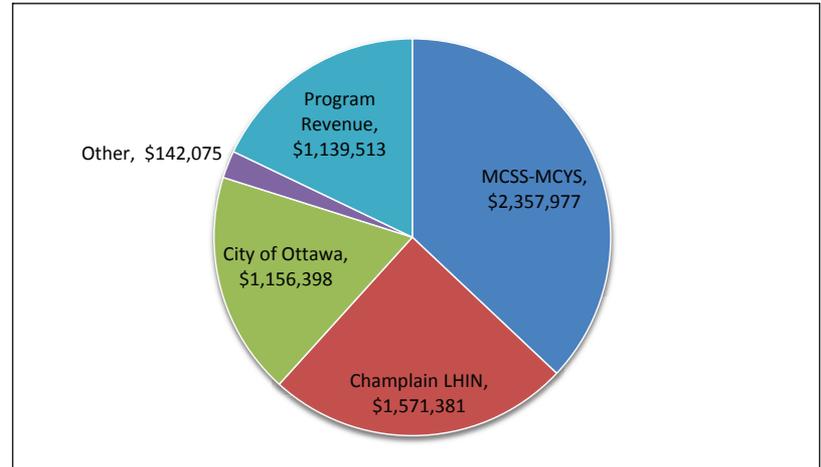
Number of client contacts with the general counselling team: 4070

Number of women & children who received shelter at Chrysalis House: 163 and number of women turned away due to lack of space: 764

Number of participants in our Bully Prevention Program: 9525.



Revenue



Funders

Federal

Human Resources and Skills Development Canada

Provincial

Ministry of Children and Youth Services (MCYS), Ministry of Community and Social Services (MCSS), Champlain Local Health Integration Network

Municipal

City of Ottawa

Other

Children's Aid Society of Ottawa - United Way - Centraide Ottawa, Trillium.