



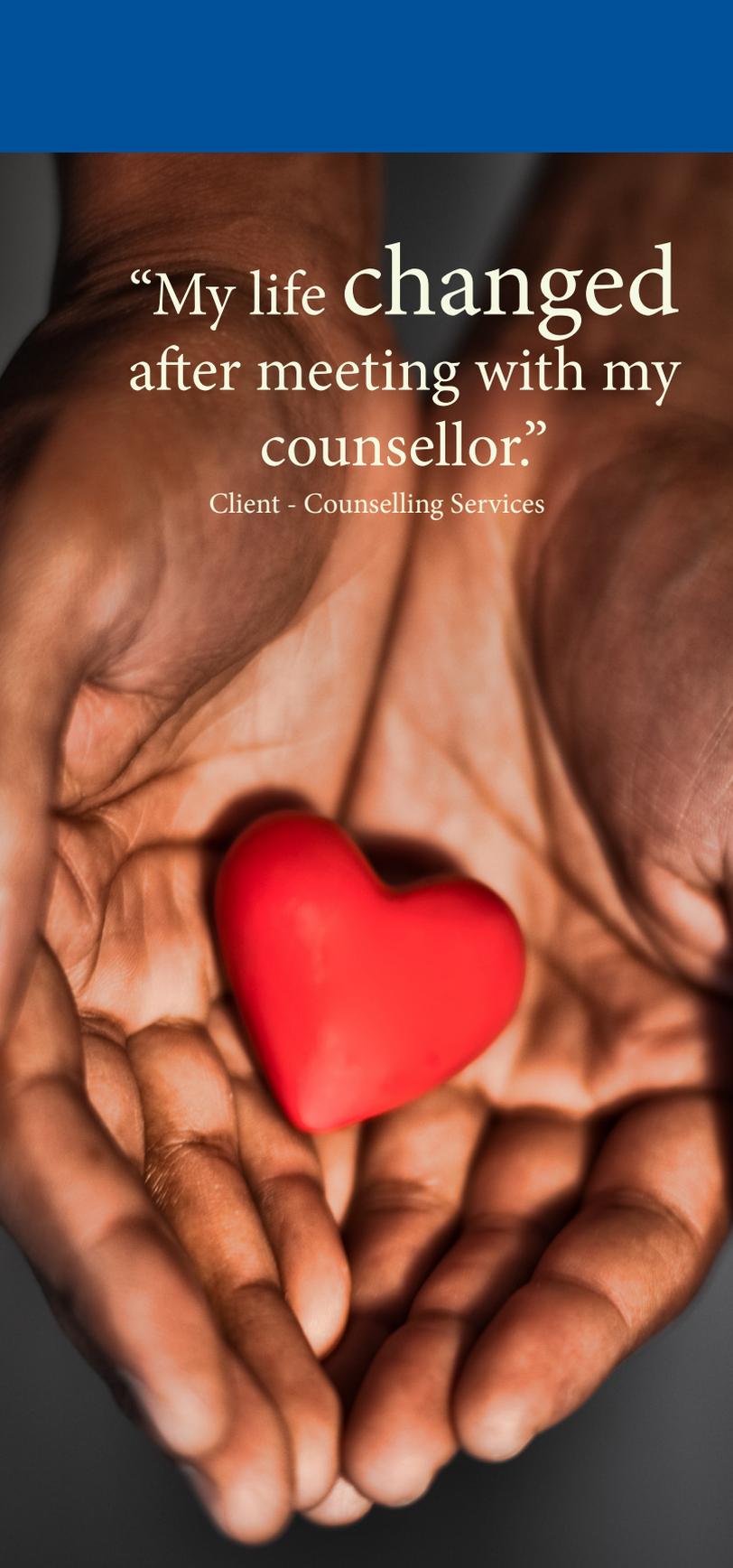
Western Ottawa Community Resource Centre

Annual Report 2011-12



Bringing Care and Community Together
Jumeler soins et collectivité

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“My life changed
after meeting with my
counsellor.”

Client - Counselling Services

Our Guiding Beliefs

Empowerment + Innovation + Partnerships + Equity

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.

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.



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'.

"The best thing I have done at the shelter is to organize tea time with five other peer supporters."

"I can't say enough about the staff. From the time I was accepted as a volunteer, to the training and counselling on how to serve clients, the staff continues to gives us guidance."

"The gratitude sticks out in my mind for the service we provide and we get to realize how fortunate we are as we help out the seniors."

"All volunteers are aware you get more out of volunteering than you put in."

Thank You

The staff of the WOCRC would like to thank all of the volunteers who have dedicated their time in 2011-2012 to better their community.

Your kindness and dedication are greatly appreciated.

A Message to Our Community

September 2011 marked our 25th anniversary. During this past year we took time to celebrate our 25 year history - a history of commitment, passion, partnerships and community engagement that resulted in a strong organization recognized as a leader in the delivery of community, health and social service programs. And now, as we reflect on this past year, it is clear that we need to continue to build on this success.

Highlights from 2011/12 include:

- **Completion of the Infrastructure Stimulus Project** to add a 4th floor and significant renovations to the original three floors. This project provided for additional space for current programs and space for new partners on site including Community Child Care of Ottawa, Andrew Fleck Child Care Services, Youth Services Bureau of Ottawa and a team from the Centretown Community Health Centre's Diabetes Program.
- **Board-to-Board discussions**, hosted by WOCRC Board, with the Kanata Food Bank, Kanata Seniors Council, and Community Child Care of Ottawa. Boards met to discuss community trends and corresponding issues and challenges faced by each organization.
- **Advocacy** regarding the need for a Community Health Centre in the far west end of Ottawa during the fall 2011 provincial election and then through subsequent meetings with local MPPs and the Champlain LHIN.
- **Community engagement** in partnership with West End Legal Services of Ottawa resulting in a report to the Commission for the review of social assistance in Ontario
- **In-depth service reviews** (Community Support Brokered Worker program, Violence Against Women Peer Support program, and youth programming) to ensure that WOCRC continues to provide quality services meeting the needs of our community.
- **Collaborative planning initiatives** to enhance transportation services to seniors and adults with physical disabilities. Staff at WOCRC have been involved in two new initiatives; one with the Champlain LHIN and a second in partnership with OC Transpo and the other rural community support agencies.

Rapid growth in our community combined with an era of financial constraint at all levels of our world will mean that the demand for services offered by WOCRC will continue to increase. Building on the success of this past year (and for the past 25 years), WOCRC is well positioned and continues to respond to the needs of our community.

Our success would not be possible without the commitment and dedication of everyone who touches our organization. We are very fortunate to be part of a very generous and supportive community including our elected representatives at all levels of government, our donors, our partners and other stakeholders. And finally, none of our accomplishments would have been possible without the dedication of the Board, our staff, and volunteers. We extend our most sincere thanks to all who help to ensure that the WOCRC remains one of the most outstanding resource centres in Ottawa.

Sincerely,



Robert P.J. McGaraughty

Cathy Jordan

Robert McGaraughty
Chair - Board of Directors

Cathy Jordan
Executive Director

Our Board of Directors

Chair	Robert McGaraughty
Vice-Chair	Berta About
Vice-Chair	Michele Hynes
Vice-Chair	Michael D. Merpaw
Directors	Shelley Bond
	Johanne C. Lamarre
	Cindy McGann
	Tania Rosarion
	Mary-Ann Rowan
	Eric Saemisch
	Todd Sloan
	Moira A. Winch

Ex-officio Member and
Corporate Secretary:

Cathy Jordan, Executive Director



Bringing Care and Community Together
Jumeler soins et collectivité

“The most important aspect of the Diners Club attendance for me means that I don’t have to eat alone, and it helps to keep me connected to the community.”

Diners’ Club Client



Programs and Services

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 offered 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.

Counselling Services

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

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

Services for Children, Youth and Families

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

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

2011-12 Eva James Award Recipient – Brigitte Sharma

Brigitte's journey as a WOCRC volunteer began several years ago when she called the Centre to enquire about opportunities to serve her community. Three years away from retirement, Brigitte felt that it was important to investigate ways in which she could occupy some of her time and at the same time help others. One of the first things that she did was assess her strengths, which indicated she was very good with one-to-one interaction. As Brigitte said, "You have to do something you are good at. Working as a financial advisor, people liked to come into my office and talk with me." She had no specific idea as to what direction she wanted to take at the Centre; however, her call was directed to the WOCRC Peer Support coordinator.

Brigitte engaged in the peer support training, and one night at the session a request was made for a volunteer to conduct Bingo nights at Chrysalis House, a shelter for women and their families experiencing violence in the home. Brigitte had never played bingo in her life, but she was ready to accept the challenge, and has been conducting the bingo nights ever since.

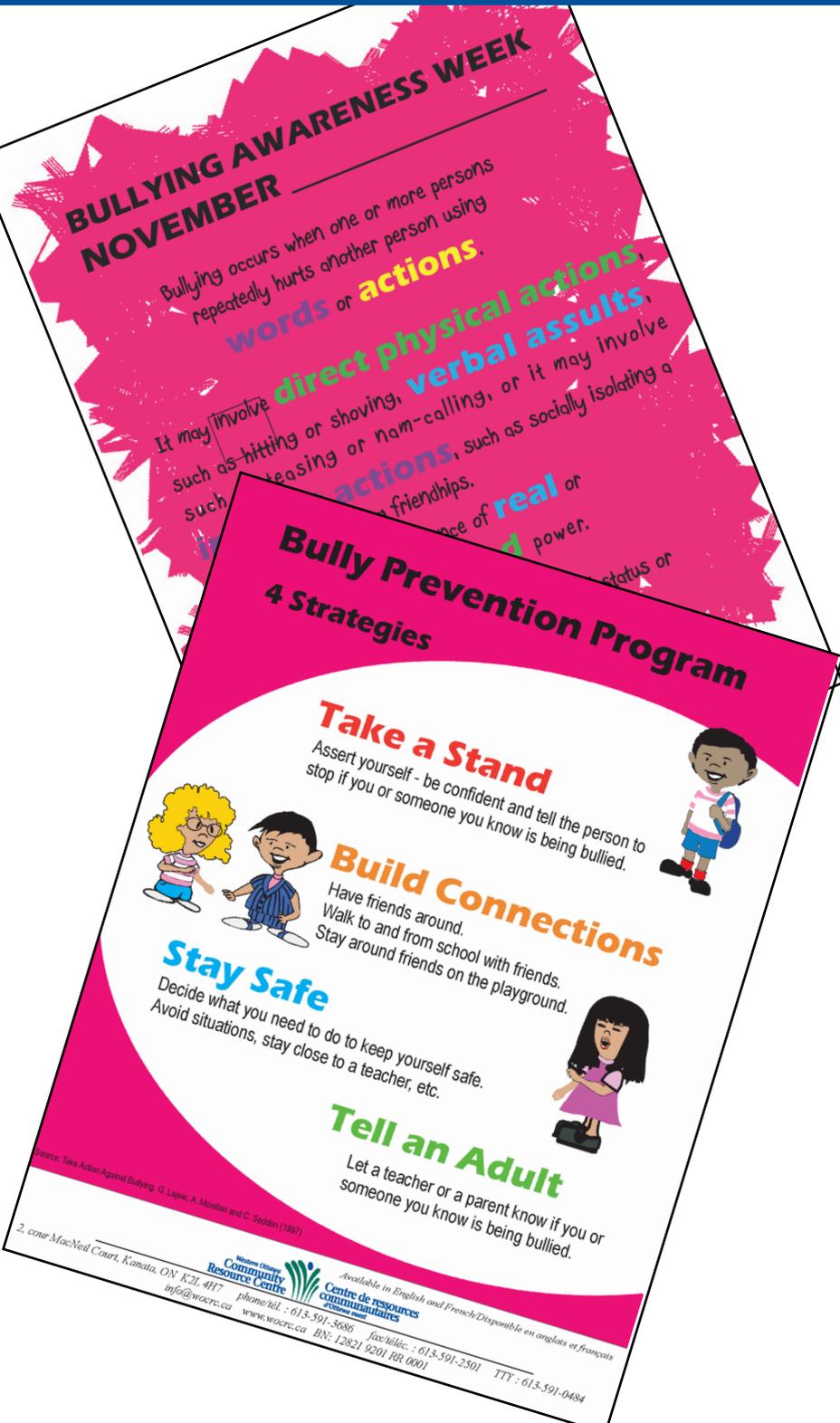
Working one-on-one with abused women has opened Brigitte's eyes to who abused women actually are, and as she said, "They come from all walks of life, ages and educational backgrounds." As a peer supporter, Brigitte is firm in her conviction that, "Women are the silent victims of abuse and especially if they are new to Canada and do not know how to get help. I believe everyone has the right to be respected and protected from bodily harm."

Brigitte's love of the Peer Support program is evident by the many tasks she has taken on throughout the years such as presenting Violence Against Women information sessions, the Clothesline Project, and preparing afternoon tea and hosting bingo night at Chrysalis House.



A dedicated WOCRC volunteer, Brigitte believes strongly in the importance of giving back to the community, and expressed her feelings saying, "Volunteering enriches your life. The Peer Support Program has given me a whole pool of new friends. I have also kept in touch with some of my peers who are doing very well, and we have become close over the years."

Brigitte always encourages others to get to know the Centre and the resources offered, and as she noted, "The WOCRC is a place to come together with other people in your area, which is especially important for newcomers and the elderly. There are so many different programs providing help to young and old alike that I would encourage everyone to check them out." Brigitte values her connection with peer supporters and clients, and plans on volunteering for a long time.



WOCRC Bully Prevention Program

By: Wendy Jewell -Principal, Katimavik Elementary School

I recently had occasion to attend part of a Bully Prevention Training session hosted by the WOCRC at Katimavik Elementary School where I serve as Principal, and I was reminded of just what a quality program it is.

WOCRC's Bully Prevention Coordinator, Angela Lorusso and her team, are knowledgeable and passionate about their work, and know that for any program to be successful, it has to be sensitive to the particular needs of the community. It has to involve the entire community and it has to have a large number of champions to keep it viable. This is why there is a heavy focus on educating the adults about the characteristics and types of bullying and the steps students can take to keep themselves and others safe from bullying. With this knowledge in place, Angela guides school staff to develop its own bully prevention program to suit the needs of the students in the school. At Katimavik, this began with several meetings with a leadership committee in the school and the implementation of several activities during Bully Prevention Week in November. All 660 students signed a bully prevention pledge, worked on a bully prevention activity with their Learning Buddies in other classes, witnessed and discussed a flash mob put on by several teachers and wore pink to promote awareness. Teachers received targeted instructions regarding all aspects of bullying and students attended workshops held by the WOCRC staff. With the completion of the workshops, Katimavik has now established a clear anti-bullying culture, and has adopted a formal method for safely and promptly reporting incidents of bullying so we can stop it before it starts.

By the numbers 2011 - 2012

8 Number of schools

15 Number of presentations

5500 Number of students reached

4025 Number of parents, early learning and
care educators and children reached by
Have You Filled Your Bucket Today

It has been my good fortune to have been at three different schools where the WOCRC has worked on bully prevention, and each time we used the same foundational knowledge and the context of the school to create a unique program. While each program was entirely different from the others, in all three schools the incidence of reporting bullying increased dramatically at first, giving us the opportunity to deepen the students' understanding about what bullying is and what it is not. The increased reporting also created an environment where students and adults learned that it is safe to report and talk openly about bullying and this openness built trusting relationships within the school. In the two other schools I'm happy to say that we also identified and stopped some bullying. We are all better citizens, friends, colleagues and neighbours as a result of the work of the WOCRC. Their program empowers the teachers, staff and parents in a school to address, reduce and prevent bullying and the damage it does, making our school and the wider community safer for all of us to live, learn and work in.



“It was a great way to introduce bullying [Bully Prevention Program] and helped us talk about it”.

Participant



“The services were available when I was ready to move forward in my healing journey.”

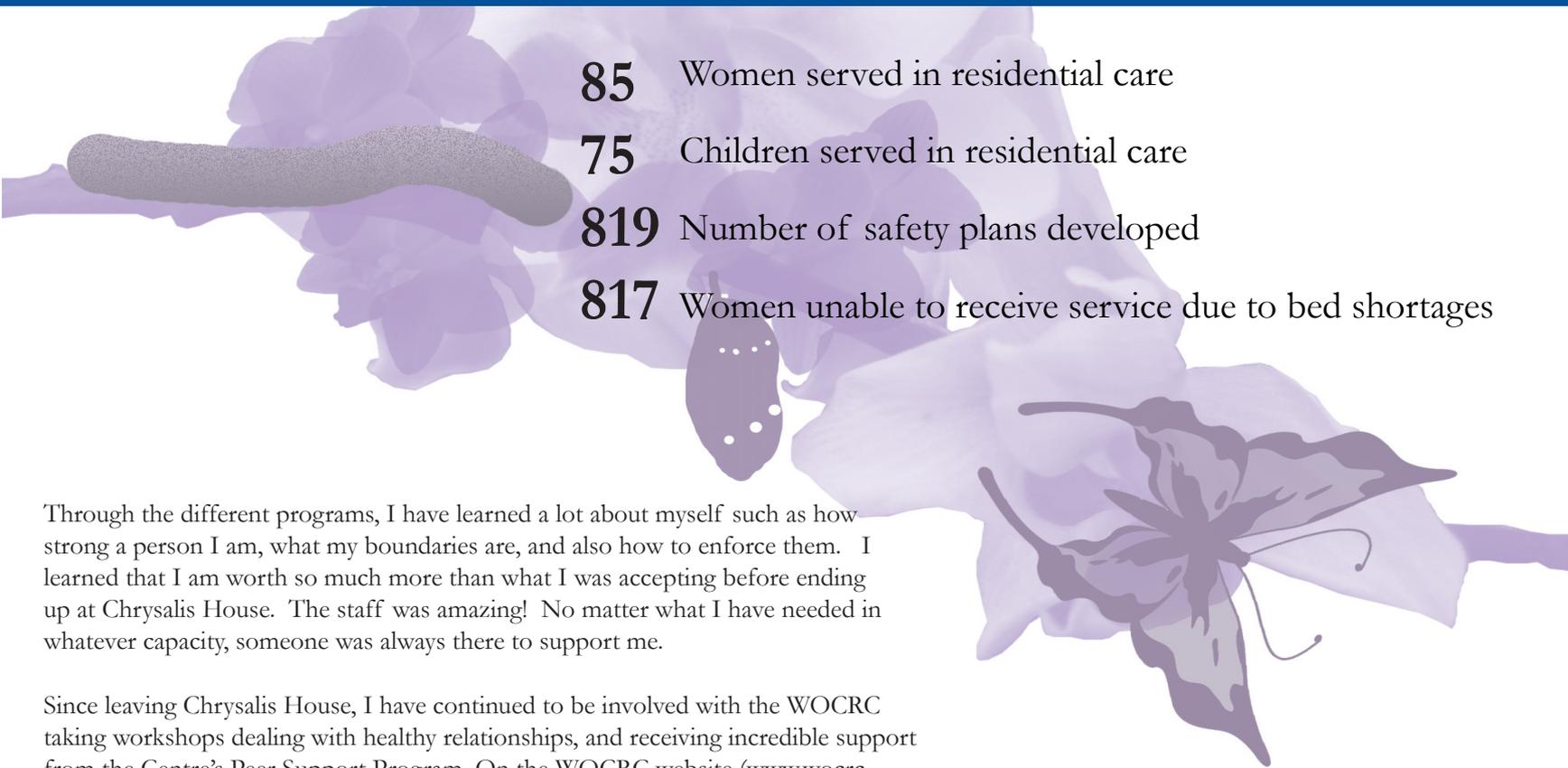
Chrysalis House

The following Success Story is one of courage, determination and persistence. Nicola and her 11-month old baby were experiencing violence at the hands of her former husband. Living in a crisis situation, Nicola went online to research local shelters for women and their family experiencing violence. Although she was terrified at the time, her entry into WOCRC’s Chrysalis House was the turning point into a new life that far surpassed her initial feelings of uncertainty and fear stepping into the unknown.

Reaching out and accepting the help given by the professional staff at Chrysalis House and the Violence Against Women (VAW) program has provided Nicola with the opportunity to help out in ways that she would never have imagined had she not taken that first step. Passionate about making changes in her life, Nicola shared her journey with other women at the shelter, and provided encouragement in whatever way she could be of service. Her efforts did not go unnoticed, as the staff at Chrysalis House, with Nicola’s permission, put her name forward to the leader of the Ontario Campaign 2000 (www.campaign2000.ca). Nicola was to become part of a public education movement to build Canadian awareness on child poverty. The group attended at the House of Commons meeting with political leaders including the Prime Minister of Canada. Subsequently, she asked to join a national group addressing issues on poverty. As an advocate for single mothers living on social assistance, Nicola shares her journey of hope, so that others may benefit from her experiences. The following is her story.

I was a client at Chrysalis House for three months taking advantage of all the WOCRC programs related to Violence Against Women (VAW) whilst living at the shelter. I also received help with the Transitional and Housing Support program, and also the Peer Support program. I had hoped to get support and understanding for the situation I was in, and I wanted to learn how to avoid falling back into the same situation in the future. I wanted to learn how to provide a safe future for my son away from abuse and violence.

At first, participating with the groups and receiving counselling at Chrysalis House was really hard, but the staff was great and really understanding. They did not force me to participate in the groups or counselling, but the services were available when I was ready to move forward in my healing journey.

- 
- 85** Women served in residential care
 - 75** Children served in residential care
 - 819** Number of safety plans developed
 - 817** Women unable to receive service due to bed shortages

Through the different programs, I have learned a lot about myself such as how strong a person I am, what my boundaries are, and also how to enforce them. I learned that I am worth so much more than what I was accepting before ending up at Chrysalis House. The staff was amazing! No matter what I have needed in whatever capacity, someone was always there to support me.

Since leaving Chrysalis House, I have continued to be involved with the WOCRC taking workshops dealing with healthy relationships, and receiving incredible support from the Centre's Peer Support Program. On the WOCRC website (www.wocrc.ca), I read information pertaining to parenting courses. I am interested in learning more, as being a single mother I may need a little help when my son reaches his teen years. Both my son and I experienced violence, so if I knew someone who was dealing with violence against women and their families, I would describe the Centre as a lifesaver – a non-judgemental environment that provides support in whatever capacity is needed for the situation.

The three best things that resonate with me about the WOCRC is the variety of support and programs offered; the easy access of that support; and, how non-judgemental and non-pushy the staff are with their clients. I am grateful and thankful for the support and program, and I now have a better outlook on the future for both my son and myself. I know I can make it, and if I ever do have a problem, I know there is always someone at WOCRC who will be there to help me.

About Chrysalis House

It is a safe and secure 25-bed 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.

Chrysalis House is open to any woman (over 16) and their dependants who are in an abusive home and need to leave the home to keep herself and her dependants safe. Chrysalis House offers a crisis phone line 24 hours/day at

613-591-5901

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: 22,048

Number of meals delivered: 25,953

Number of drives provided to seniors & adults with physical disabilities: 5,228

Number of visits by parents & children in the Early Years Centre: 26,971

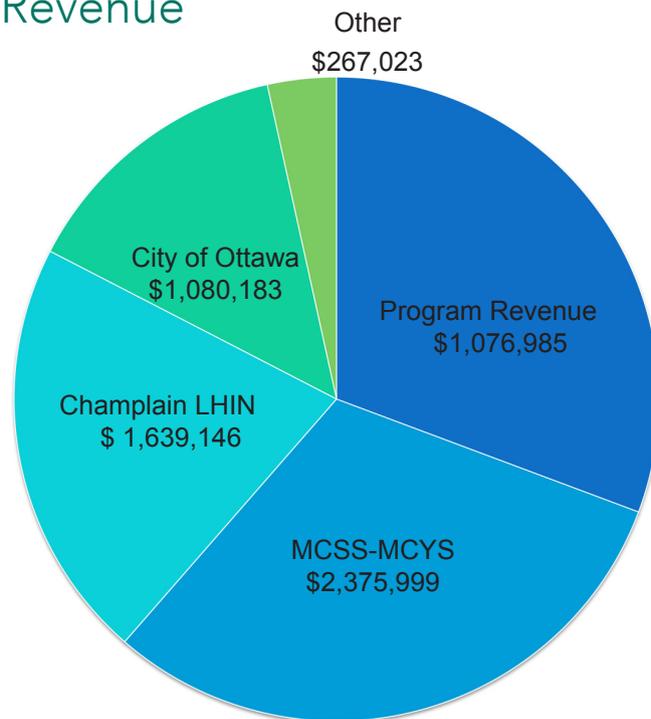
Number of Violence Against Women counselling sessions: 3,045

Number of client contacts with the general counselling team: 5,278

Number of women & children who received shelter at Chrysalis House: 160 and number of women turned away due to lack of space: 817

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 - Ottawa

