



2015-2016

# Annual Report

**Bringing Care and Community Together**



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# Message from the Executive Director and Board Chair

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## Board of Directors

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Robert Bourgeois

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Richard Annett  
Cindy O’Leary  
Mary-Ann Rowan

### Directors

Valerie Collins  
Teisha Gaylard  
Krista Helman  
Carolyn Johannes  
Cédric Larigaldie  
Barbara Lippett  
Alexandra Mohr  
Larry Peterson\*  
Stephen Sliwa\*

\* resigned mid-term

Thirty years! It’s the amount of time the Western Ottawa Community Resource Centre (WOCRC) has worked to improve the lives of residents in western Ottawa. This work cannot be done without the help of a strong Board of Directors, dedicated staff, committed volunteers, caring local politicians, generous donors, supportive funders, engaged community members and like-minded partners – all of whom have worked together to make our part of the world a better place.

The involvement of these caring people has led to many successes in 2015-2016 to celebrate:

- A centre-wide health equity training for Board Members and staff, leading to a greater understanding of barriers faced by residents;
- The introduction of an LGBTQ+ youth drop-in – fondly named the Queerios. This group was instrumental in planning the first Pride event held in Kanata and was recognized by the Ottawa Child & Youth Initiative’s Growing Up Great – Safe and Caring Environment Award for their work;
- Leadership on several initiatives including the implementation of local Health Links;
- A new partnership with Algonquin College and the Champlain Local Health Integration Network in which the WOCRC opened an Adult Day Program at the College. This new program provides much needed service to individuals with dementia and also offers real life community experience to the College’s students;

- A grant from the Rural Ontario Institute which resulted in a discussion by over 300 West Carleton residents and community partners regarding the needs of seniors living in rural west Ottawa;
- Supports provided to local community groups sponsoring Syrian refugees and work with Ottawa partners to support government-assisted refugees;
- Our 229 volunteers contributed 30,280 hours of service;
- A successful recruitment and orientation of six Board Members led way to the continued strength in the governance and leadership for the Centre;

- Significant discussion regarding the Board advocacy role to ensure the continued success of the WOCRC. We know there is more to be accomplished and we will face new challenges in the coming year, but we are confident that by continuing to work together we will meet these challenges. Please join us in celebrating our 30<sup>th</sup> anniversary this year as we continue to change our part of the world.

Sincerely,



Cathy Jordan



Robert Bourgeois



**Cathy Jordan**  
Executive Director



**Robert Bourgeois**  
Chair, Board of Directors

## Bringing Care and Community Together

### Our Vision

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

### Our 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.

## Programs and Services

The WOCRC offers health and social services and programs to benefit individuals of all ages in far west Ottawa.

### Community Support Services

The Community Support Services program is committed to helping seniors live independent, active and meaningful lives. Some of the services include Meals on Wheels, Transportation and an Adult Day Program for adults with a confirmed diagnosis of dementia.

### Violence Against Women

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

### 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 dependants from violence and abuse. In this supportive environment, a woman can focus on her personal needs and choices, as well as on her dependants' needs.

### Counselling Services

The WOCRC provides free and confidential short-term counselling, crisis walk-in, phone support, and information and referrals.

### Ontario Early Years Centre – Carleton

The Ontario Early Years Centre – Carleton provides a variety of free programs and services for parents and caregivers of children from birth to six years. Services include drop-in programs, training opportunities, playgroups and special events. The Centre also offers information and referral services and a resource library.

### Community Development

Rural and suburban community development has been focused on advocacy, poverty reduction and equity, diversity and inclusion for visible minorities. Recently, the WOCRC has focused on relationships, capacity-building and community empowerment.

### Children, Youth and Families

The WOCRC presents children, youth and families with a wide range of programs that provide coping and learning skills for a variety of issues. Programs include Bullying Prevention, Homework Club, FRIENDS, The ZONE Youth Drop-In, Queerios LGBTQ+ Youth Drop-In and workshops for parents and community partners.

## 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 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

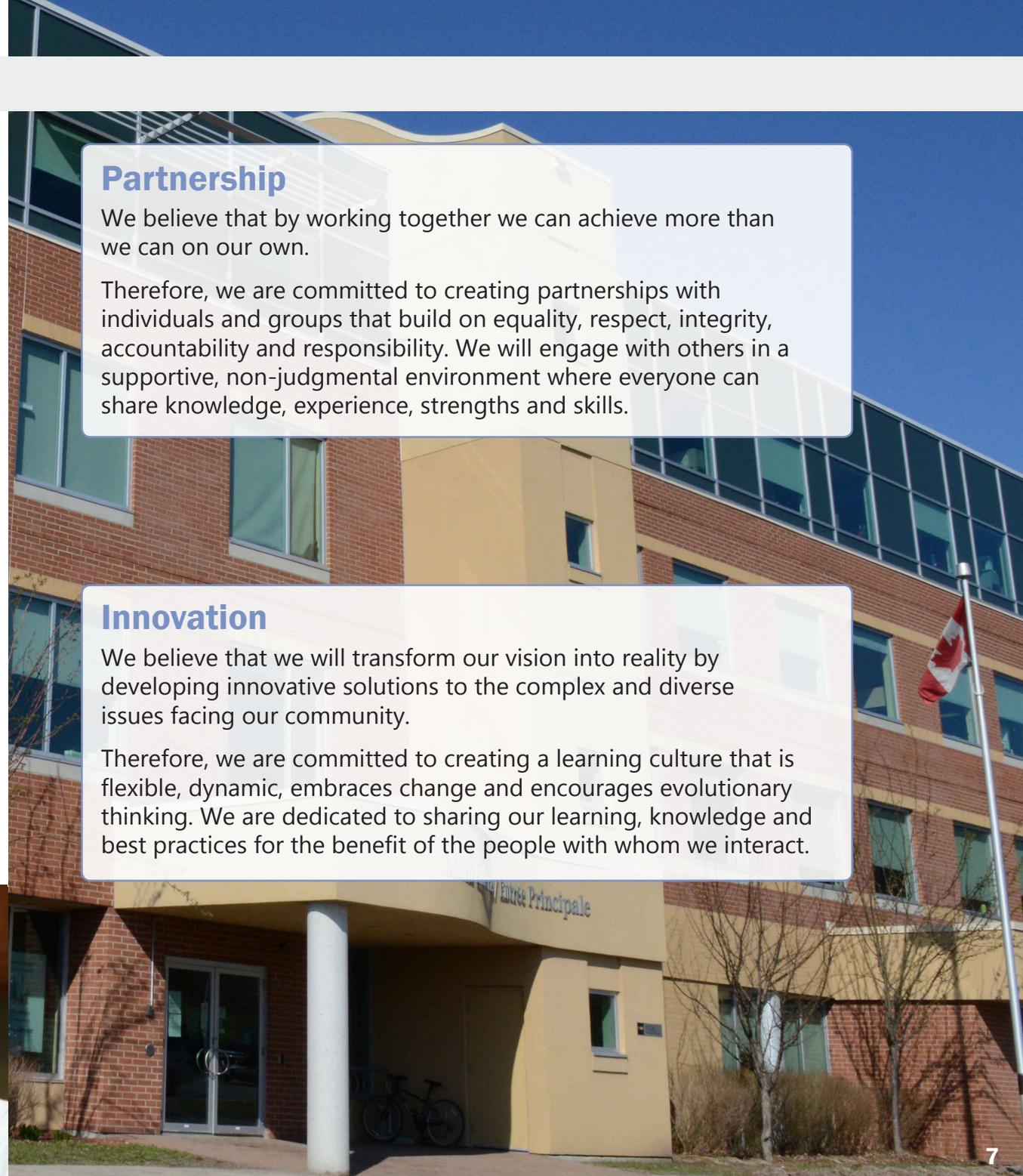
We believe that by working together we can achieve more than we can on our own.

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.



## Adult Day Program: Algonquin College

The WOCRC, in partnership with Algonquin College and the Champlain Local Health Integration Network (LHIN), has launched a new Adult Day Program (ADP) in the City's west end. The partnership is a unique one. Simply put, the WOCRC is the facilitator of the program, Algonquin College is the host and the LHIN is the funder.

It's important to note the facility in which the program runs was furnished with the help of a large donation from the Estate of the late Anita Garbarino Girard. In her honour, it was officially named the Garbarino Girard Centre for Innovation in Seniors Care.

Though the Centre will also be used for other activities, its main purpose is to host the WOCRC's second ADP. The new program had its first client on Feb. 18, 2016 and today it is almost at capacity (30 clients in total, or 10 per day).

Just like our original ADP located at our main location (2 MacNeil Court), this ADP has as its main goals to offer respite to caregivers and a full day of activity for adults experiencing dementia-related disorders. More specifically, the program is designed to assist clients in achieving and maintaining their maximum level of functioning and offer the opportunity for socialization.

In addition to providing respite and support to caregivers, participation in ADPs may reduce acute care resource utilization and delay long-term care admissions.

The creation of this program increases ADP attendance days by 1,500. This is significant due to the increase in number of individuals

living in the community with a dementia diagnosis.

"It's a desperately needed program," says Tony Lawson, a client of the ADP. Fully aware of his cognitive impairments, he enlisted himself in the program to provide respite for his wife.

The ADP team runs programs focused on mental stimulation, physical activity, socialization and relaxation. This includes, but is not limited to, facilitated discussion on current, non-controversial events, educational presentations, chair exercises, board games, sing-along sessions, crafts, lunch preparation and manicures.

It takes a special type of person to run an ADP. The program's staff are kind, caring and compassionate. "They're fantastic as far as patience, professionalism and in understanding what we're going through," says Tony.

For many clients, they are dealing with loss: the loss of independence, the ability to make judgment calls, among others. Depression is not uncommon. As for Tony, he says he accepts the fact that he will never have things he had before the progression of his disease. That's why he enjoys helping in a way that he can, through motivation and humour. "I throw in the occasional silly joke," he says with a smile.

All clients are unique in terms of their condition and many are at different stages of their disease. Tony says his long-term memory is great; but short-term, not so much. A well-travelled man, he remembers visiting the



Great Wall of China and seeing panda bears and the Taj Mahal. He likes to help by telling stories to other clients. "Their eyes light up," he says.

An important education piece comes with the creation of this Centre. Starting in September 2016, Algonquin College students participating in the Faculty of Health, Public

Safety & Community Studies will begin to receive hands-on training through their placements, increasing the knowledge and skills of those entering the workforce to meet the needs of the growing older adult population. "The program will give Algonquin College students a unique opportunity to learn and apply new skills,"

says Shirley Chennette, Program Coordinator of the ADP. "By collaborating with the college we are able to enrich the program for our clients."

To become a client, one must have a confirmed diagnosis of dementia and a referral through the Champlain Community Care Access Centre. The Algonquin College site program's hours are as follows: 10 a.m. to 4:30 p.m., Thursday through Saturday. The MacNeil site program's hours are 9:30 a.m. to 3:30 p.m., Monday through Saturday. For more information about our ADPs, please call 613-591-3686 or email [info@wocrc.ca](mailto:info@wocrc.ca).

## Eva James Award: Ruth Willsher

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 Ruth Willsher, a community member who always goes above and beyond for others.

Ruth's dedication, kindness, reliability, positive attitude and punctuality are



part of what makes her an outstanding volunteer. As a volunteer for the Ontario Early Years Centre – Carleton (OEYC) for almost 11 years, Ruth is often a parent's first contact with the WOCRC. Her soft and inclusive demeanor is what greets the parents as they come in to the programs.

**“She connects very easily with families, creating lasting relationships by showing genuine interest and following up with them.”**

– **Joceline Jaillet and Dominique Clermont, OEYC Family Resource Workers**

After her retirement, Ruth wanted to give back to the community. “My life is so good; I like to help other people,” she says. It helps when you enjoy what you're doing. “It is fun working with the kids and meeting the families,” she adds. “They always remember you.”

Ruth plays a key role in creating a welcoming environment by making sure the OEYC space is inviting and safe, by bringing craft ideas and supplies and even preparing fresh coffee. Ruth anticipates the families' needs and assists in any way she can: from getting families settled in and helping with sign-in procedures, to paying special attention to new families – an excellent example of how the Centre's mission statement is put into action.

“Families look to her for guidance and leadership during our drop-in program,” says Joceline Jaillet and Dominique Clermont, OEYC Family Resource Workers. “She connects very easily with families, creating lasting relationships by showing genuine interest and following up with them.”

OEYC staff describe Ruth as tactful, kind, caring and sensitive, always inviting conversations with families while ensuring not to guide new parents with her own advice but to support the Centre's philosophy of giving information and empowering them. “Ruth started by helping me at Mother Goose many years ago,” explains Susan Wheat, OEYC Family Resource Worker. “I appreciated her energy to set up in various outreach locations, her voice to help with the singing and her gentle way with the mothers and babies.”

In the fall of 2015, Ruth enthusiastically offered to help out at the Homework Club program as it was in desperate need of volunteers. It was quite a jump for her to work with preschool children to school aged children. The interactions and responsibilities are quite different but she jumped in with both feet. “While things can get very hectic at the clubs, with 30 children needing support, Ruth keeps a cool head and manages to ‘spread’ herself out where



needed,” says Colleen Taylor, Children's Community Developer. “Her calm and steady approach makes her a wonderful addition to the Club and her time and dedication is making a difference in the lives of young people.”

She comes to the WOCRC with a wealth of life experience as a mother and grandmother, which has only enhanced the quality of care and service that the Centre delivers.

The staff of the WOCRC would like to thank all the volunteers who have dedicated their time in 2015-2016 to better their community. Their kindness and dedication are greatly appreciated.

## 2015-2016 Outcomes

### Chrysalis House

**537**  
crisis calls  
received

**87**  
women  
**69**  
dependants  
received shelter



**247**  
women not  
served due to  
lack of space

### CAS/VAW Integrated Services Project



**160 women** received  
support through our  
partnership with the  
Children's Aid Society

### Ontario Early Years Centre – Carleton

Attendance  
at OEYC –  
Carleton  
playgroups

**2,502**  
parents &  
caregivers  
**2,105**  
children

### Community Support Services

for seniors and adults with a physical disability

**7,319**  
drives

**1,933**  
foot care  
visits

Meals on Wheels  
deliveries

**28,863**

### Violence Against Women

**87** **52**

87 mothers facing  
violence and 52 child  
witnesses of violence  
received support  
through the Child  
Witness Program

**x 10**

women received Violence Against Women  
counselling services

**251**  
women  
supported

through the  
**THSP\***

\*Transitional  
and Housing  
Support  
Program

**718**

number of women served  
through the Violence  
Against Women Program



### Counselling Services

**2,271** individuals  
received  
counselling,  
information and referral services

**707 clients** seen during  
our third  
quarter, from **Oct 1 to  
Dec 31**

**25%**  
of unique  
counselling clients  
were at risk of being  
or were already  
disconnected from  
their hydro services

### Volunteering

**229**  
volunteers  
contributed a  
total of

**30,280**  
hours

## Donors

**The WOCRC would like to extend ongoing thanks to the Royal Canadian Legion – Branch 593, volunteer drivers who donate their mileage, Chris Long and Beyond the Fringe RBS running group. Their support helps us to continue serving our community.**



February 2016 – We received a generous donation of \$6,000 from the Royal Canadian Legion – Branch 593.

Pictured: Theresa Lemieux (Bursary Chair, Bells Corners Branch 593), Cathy Jordan (Executive Director, the WOCRC) and Fred Quigg (President, Bells Corners Branch 593).

2015-2016 – Some volunteer drivers donate their mileage expense claims. A total of \$7,146.95 was donated this year (14,293.90 km worth of mileage).

Pictured: Peter McLean donated a portion of his mileage (\$709.55 or 1,419.10 km) since March 2014.



December 2015 – We would like to thank Chris Long, Investment Advisor for CIBC Wood Gundy, who, over the last several years, has donated funds to our Child and Youth programs through the CIBC Miracle Day campaign. This year, he donated a total of \$2,430.90 worth of his commissions.



Chris' donations go towards The ZONE Youth Drop-In activities.



December 2015 – Chrysalis House would like to thank Beyond the Fringe RBS running group for raising \$672 during their Christmas Tree Run.

Pictured: Andrea Currie, Darene Toal-Sullivan, Nancy Kenmir, Peggy McDougall, Peggy Cooke, Ellyn Floyd and Marco Valenti

## Donors

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

### Benefactors \$10,000+

Canadian Women's Foundation  
Leacross Foundation  
Ontario REALTORS Care® Foundation  
Robert Campeau Family Foundation  
Royal Canadian Legion – Branch 593  
Royal Canadian Legion – Branch 638  
Royal LePage Shelter Foundation  
The Winnipeg Foundation  
The WOCRC Staff

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

Bell Canada  
Chris Long – CIBC Wood Gundy  
Kanata Community Christian Reformed Church  
Kanata Seniors Council  
Kanata United Church  
Knox United Church  
Parish of March – St John's Anglican Church

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

Amberwood Village Golf & Country Club – Ladies League  
Beta Sigma Phi Ottawa – Xi Alpha Lambda Chapter  
Campbell Chiropractic Health Centre  
Canadian Tire #272, Robertson Rd., Nepean  
Christ Church, Ashton  
DNA Genotek Inc.  
Drs. Emma Gofton and Susan Thorne  
Waterside Retirement Community

### Supporters under \$1,000

A.Y. Jackson Secondary School  
Beyond Yoga Studio & Wellness Centre  
Carole Wakeman's Chairercise Class  
Glen Cairn United Church Women  
Huntley Friendship Club  
Jewish Federation of Ottawa  
Ottawa Catholic Child Care Corporation  
Reddick & MacDonald Ltd. Insurance Brokers  
Retired Women Teachers of Ontario  
Robinson Consultants Inc.  
St. Andrews United Church  
Staff Association WSIB Charity Trust Fund  
Sumeet Sadana Medicine Professional Corporation  
Urban Barn  
Women's Network of Ottawa

### Good Corporate Citizen Award

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

Royal LePage Team Realty  
Royal LePage Gale Real Estate  
Its a Wrap Studio & Spa



## Funders

The WOCRC received funding from numerous sources. This funding, along with the generous contributions from donors, allows us to continue the work of serving the communities in far west Ottawa.

### Provincial

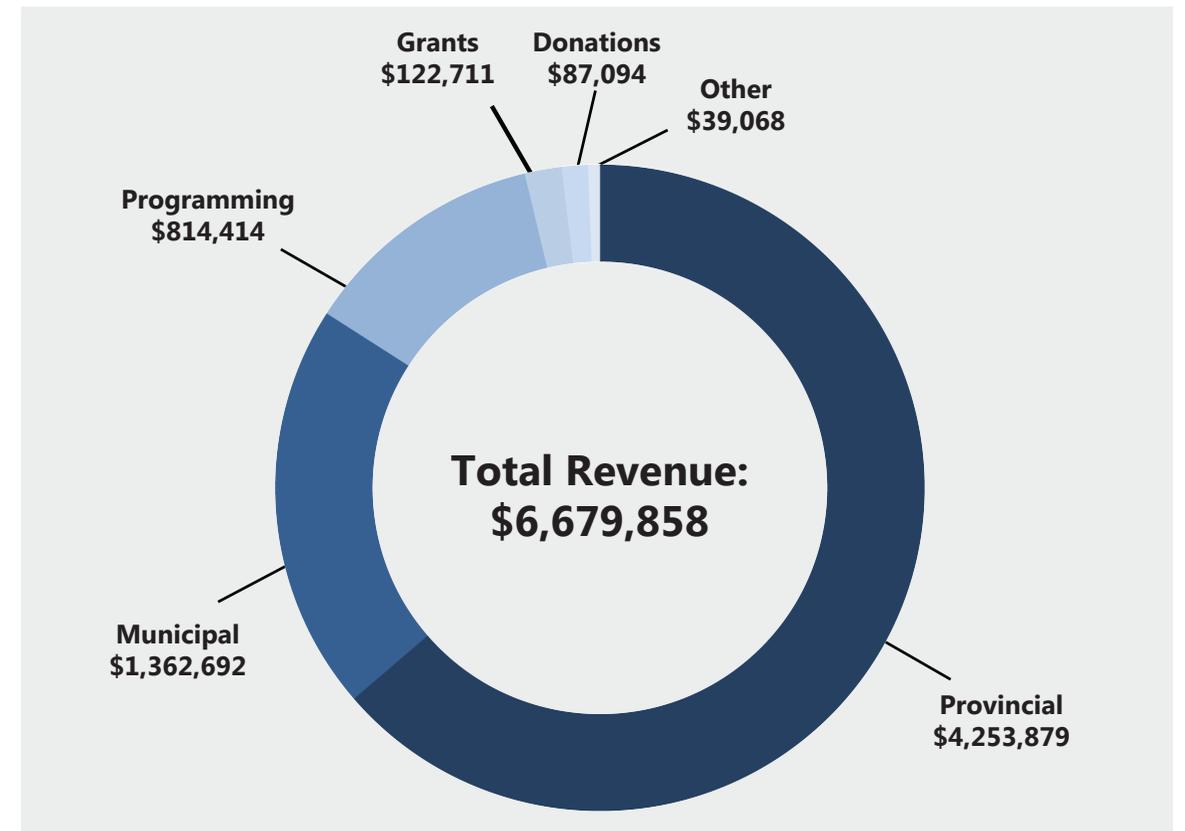
Champlain Local Health Integration Network  
Ministry of Agriculture, Food and Rural Affairs  
Ministry of Children and Youth Services  
Ministry of Community and Social Services  
Ministry of Education

### Municipal

City of Ottawa

### Grants

Ontario Trillium Foundation  
United Way Ottawa



## Testimonials



**As a mother of four children, I've attended the Centre for several years. I've been often given the information I need to help my children with their minor issues. We all have great memories from our time playing at the Centre!**

Ontario Early Years Centre – Carleton attendee

**Many friendships have been made both with volunteers and seniors through the Diners program.**

Diners Clubs volunteer

**Day aways are a mini break for both of us.**

Caregiver of an Adult Day Program client

**I have been volunteering with the Adult Day Program for 17 years, once a week and it makes my day!**

Adult Day Program volunteer

**The people at Chrysalis House took my hand and led me down a path where there was none before. Baby steps, one at a time: shelter, food, security, support, talking, advising, counselling, listening, services, housing and above all telling me, 'It was not your fault.' It was him.**

Chrysalis House resident

