



Annual Report

2012-13

Western Ottawa
Community
Resource Centre



Centre de ressources
communautaires
d'Ottawa ouest

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Empowerment • Equity • Partnership • Innovation

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.

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.

Our 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.

What We Offer

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.

Counselling Services

Counselling Services provides free confidential short-term and crisis counselling. 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 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, which provide coping and learning skills for a variety of issues, such as the Bullying Prevention program, 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.

CELEBRATING
.....
our shared accomplishments



Message from the Chair & the Executive Director

For more than 25 years, the Western Ottawa Community Resource Centre (WOCRC) has been a solid foundation for individuals, families, seniors, children, youth and survivors.

Whether a client requires shelter from violence at Chrysalis House, a hot meal delivered by a volunteer with a warm smile, or an advocate to rally local schools to put a stop to bullying, we are tremendously proud of our history of providing these kinds of services to the greater western Ottawa community as a whole.

The year started off on a high note as we celebrated the **10th anniversary of our Early Years Centre –Carleton**. Hundreds of parents, children and caregivers enjoyed an afternoon of activities, presentations, and a special visit from Little Ray's Reptile Zoo. This popular provincial program allows children to age 6, along with their families and caregivers, to take part in activities and to gain valuable information about their children's development. The Early Years' team continues to be an integral part in enhancing the lives of our children, families and caregivers.

As our community continues to grow, so do the needs of people living in our rural areas. **The Rural Community Development project**, which was established as a three-year commitment by WOCRC and funded by the United Way Ottawa, has helped community residents in West Carleton and Goulbourn build on their resources and expertise. This project has been a huge success and has made us even more aware of the needs facing the rural communities that lie in our catchment area. We look forward to continuing our service to these areas.

Our innovative **Bullying Prevention Program**, established 13 years ago, continues to positively impact children and youth within our community.

Working closely with teachers, administrators, and parents, the WOCRC Children and Youth team reached 5,500 students last year. The team also capped off Bullying Awareness Week, which took place from November 12-16, 2012, with an exclusive movie screening of the highly acclaimed 'Bully', followed by a panel discussion, flashmobs, pledges and more.

To date, the WOCRC continues to be the only community resource centre that delivers school-based bullying prevention. Concrete outcomes of the program include students' increased knowledge of what to do in a bullying situation and the schools' greater capacity to detect and intervene in bullying incidents. A program evaluation conducted in October 2012 found that "WOCRC's [bullying prevention] program is considered one of the most innovative in the National Capital Region."

We are also pleased to welcome new and renewed partnerships with the **Children's Aid Society, Crime Prevention Ottawa**, and the **Youth Services Bureau**.

Working together in a specialized, co-located team, **CAS** workers and **VAW** counsellors ensure the safety of women and children. CAS protects children and youth from abuse and neglect while the WOCRC supports women who are victims of violence. Enhancing each organization's skill-set means improved safety and health for those who are most vulnerable.> > continued on next page

When a group of community members came together to address the challenges associated with graffiti often found on the March Road underpass, they decided to pursue a [Crime Prevention Ottawa Paint it Up!](#) grant. With the leadership of the WOCRC, and support from the [Kanata Civic Art Gallery](#), the [Kanata Beaverbrook Community Association](#), and [Kanata North City Councillor Marianne Wilkinson](#), the grant was secured and a recruitment campaign for student artists was quickly underway.

The nature-infused murals, designed by local youth, are now a bright spot in the neighbourly Salter Square community. We are pleased with the hard work and creativity that went into this project and we hope that people will be influenced by those two tunnel ends that now have a new purpose – to inspire and bring a community together.

Thanks to the incredible fundraising efforts of the [Reach Up for Youth Mental Health group](#) (reachupottawa.com), we forged a formal partnership with the [Youth Services Bureau of Ottawa](#) (YSB). The new collaboration will improve access to mental health services for youth and families in western Ottawa. We are so grateful for the hard work and commitment of community members and our YSB partners and look forward to further development of our collaborative efforts to bring services to the west end.

Health Equity continues to ground us in our work and helps us advocate for people of all ages, ethnicities, and backgrounds. The WOCRC provides a healthy, accepting, and safe environment at all of our locations along with relevant programs and initiatives that inspire, teach, challenge and respond to the ever changing social needs of our community.

As part of our commitment to an organizational culture of continuous improvement and learning, we have supported our board, staff, and volunteers to learn more about how to integrate health equity concepts and practices into all our work, programs, and services.

As we reflect on a year marked by growth and accomplishments, we wish to thank all our volunteers, staff, board and supporters who continue to shape western Ottawa into a community we can all be proud of. Collectively we are building and sustaining the community that we want to live in.

Sincerely,



Robert P.J. McGaraughty
Robert McGaraughty
Chair, Board of Directors



Cathy Jordan
Cathy Jordan
Executive Director

BOARD OF DIRECTORS

Chair	Robert (Bob) McGaraughty
Vice-Chair	Johanne Lamarre
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Directors	
Shelley Bond	Cathy Smithe
Eric Saemisch	Cindy O'Leary
Mary-Ann Rowan	Trevor Kraus
Teisha Gaylard	Ex-Officio member Cathy Jordan

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: **20,345**

Number of meals delivered: **24,177**

Number of drives provided to seniors & adults with physical disabilities: **5,366**

Number of visits by parents & children in the Early Years Centre: **25,491**

Number of Violence Against Women counselling sessions: **861**

Number of client contacts with the general counselling team: **4,418**

Number of women & children who received shelter at Chrysalis House: **147**

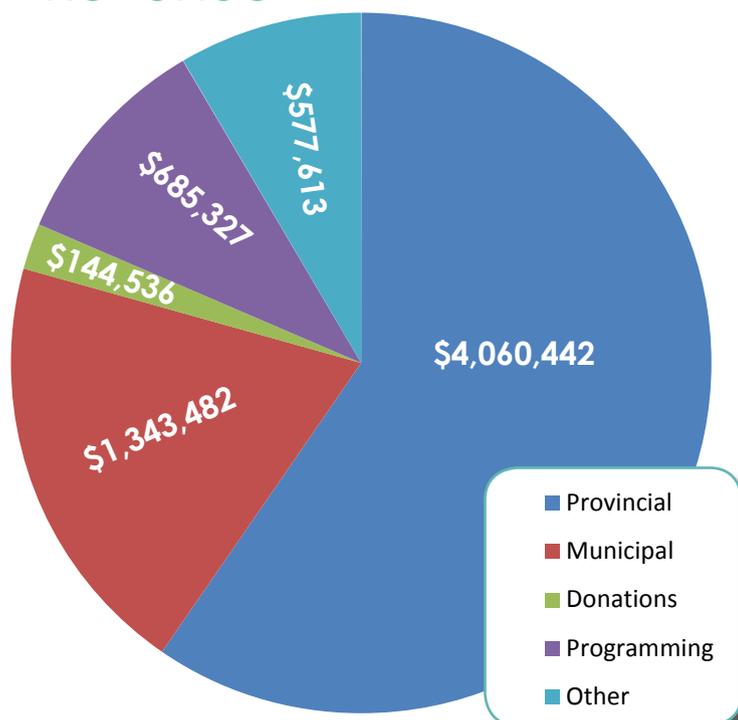
and number of women turned away due to lack of space: **504**

Number of students in our Bullying Prevention Program: **5,500**

BY THE NUMBERS

stats, facts and figures

Revenue



GOVERNMENT FUNDERS

Federal

Human Resources and Skills Development Canada

Provincial

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

Municipal

City of Ottawa



CINDY

.....
a success story

“The programs I took part in built a solid foundation for healing and shed light on the fact that I wasn't alone”



Meet Cindy

What does it take to leave an abusive relationship? Courage. And sometimes a village. The WOCRC village, that is.

We'd like to introduce you to Cindy, a WOCRC client who needed a hand during one of the most trying moments in her life. She reached out for help, and WOCRC's Violence Against Women (VAW) program was there to support her every step of the way.

At WOCRC, Cindy was able to dig deep to find her own inner strength and also reach out to other women dealing with the same issue.

"The programs I took part in built a solid foundation for healing and shed light on the fact that I wasn't alone," says Cindy. "And most of the services are at no cost to the client. I could never have afforded all the counselling I received if I'd had to pay for it myself."

The VAW program provided individual and crisis counselling to Cindy and her children. Meeting with her counselor, Vivienne, on a regular basis gave her the strength and insight to cope with her situation.

"Vivienne is my angel," says Cindy. "I will be forever grateful and connected to this one-of-a-kind woman."

The Violence Against Women program also supplies support groups for countless women in the Ottawa region who have worked out the complexities involved in leaving an abusive relationship and also to women who are still dealing with the sensitive issues of living with their partners. "I believe it helped us gain a lot of understanding about our situation and that of others."

Finally, the program helped Cindy realize how her abusive relationship impacted not only herself but also her children; it left such a mark on Cindy that she is considering becoming a Peer Support volunteer.

"I feel it would be a very rewarding thing to do," says Cindy. "I would like to use my experiences to help others and to give back any way I can."

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

Rural Community Development in western Ottawa

Rural Ottawa is a unique place. Officially part of the City of Ottawa after amalgamation in 2001, semi-rural and rural Ottawa accounts for 90% of the land-mass of the city and houses 10% of its residents – about 125,200 people living on 2,322 km².

What makes rural Ottawa unique is that these multiple communities, some more than 60 km from the city centre, struggle with many rural challenges while still uniquely living within an urban city's limits. The vast geography of rural Ottawa means that city services are hard-pressed to reach rural residents; for example, most rural communities have no access to public transportation, many people must drive for significant periods of time to reach grocery stores or gas stations, and seniors in particular can become isolated extremely quickly, particularly when they can no longer drive their own cars.

In the far west-end of the city, WOCRC can see similar trends in its own catchment. Many west-end rural residents must travel up to 40 km to reach health services or crisis counselling; seniors who no longer drive may be more than 20 km away from the nearest town; and school-aged children have less access to before- or after-school programming as a lack of public transportation means school buses are the only means for kids to get to and from school unless a parent or caregiver is available to provide car rides.

Thinking about how to reach out to rural and semi-rural communities, while balancing the available resources of the centre, WOCRC decided to focus on community development as a bridge into communities that would build on the strengths and expertise of residents in West Carleton and Goulbourn and focus on sustainable, community-led, priorities and solutions.

In 2011 the United Way Ottawa provided three-year funding for a four day per week Rural Community Developer position, which was quickly filled by Julie Mckercher. Initially Julie focused on Constance Bay and Richmond and, in 2012-2013, expanded into Carp.

Community developers like Julie help communities identify issues, prioritize needs, and support collaborative action plans to build on community strengths and resources. For example, Julie can guide community associations to better understand what is important to residents through survey development and analysis. In some communities, there is already a well-understood issue and residents appreciate Julie's sage guidance to help them develop possible solutions that build on available resources. Two widely visible rural services tend to be Ottawa Police Services (OPS) and Ottawa Public Health (OPH) and Julie ensures strong partnerships exist between community-led initiatives and the OPS and OPH as appropriate. Sometimes Julie will support residents who wish to explore creative ways to improve access to other services or resources for their community by bringing potential partners together to discuss options and possibilities. The action she takes depends on what community residents want to do, and she often facilitates connections but is not the primary contact between individuals or services – her role is to support, not to take the lead.

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BUILDING

social capital

WHAT IS SOCIAL CAPITAL?

Social capital is the cooperation between networks of people, groups, and businesses that benefit the community. In western Ottawa, social capital has resulted in improved access to food, a community garden, services for seniors, supports for people caring for loved ones that have dementia, increased volunteer hours and more.

In many areas, real estate development is a key issue, which brings residents together to discuss what they want the community to look like in 10 years. Other top rural community concerns include youth, the aging population, transportation, access to healthy food, and connecting long-term and new community members. Here are some highlights of what your community is doing to address these issues and more:

- **Bay Community Connections** in Constance Bay listens to community needs and then develops a collaborative approach to solving community issues. In 2012, Bay Community Connections volunteers identified health, safety, and security issues for seniors as a priority and responded several ways, including partnering with Dunrobin Grocery to deliver to seniors at no charge for orders over \$25. The group also held a very successful inaugural BBQ.
- Richmond residents caring for loved ones with dementia needed more support. Their fellow residents, including the faith community, created a support network: **Richmond Inter-Ministerial Working Group**. This allows caregivers to share personal experiences with peers who understand. The caregiver support forum will be launched in West Carleton during 2013.
- **The West Carleton Country Kitchen** is a volunteer-run collective cooking program bringing together members of the rural community to prepare, cook, and eat nutritious and budget-conscious meals. It is open to everyone and is free. The Country Kitchen expanded into Goulbourn in 2012 and created a how-to manual for rural community kitchens.

- **The Good Food Box** site in West Carleton is a non-profit, community-based, program that brings neighbours together to buy a variety of delicious and nutritious fresh fruits and vegetables at wholesale prices. During March 2013, the Good Food Box in West Carleton had the second highest number of clients in the entire city of Ottawa.
- The **March Rural Community Association** (MRCA) is working to re-connect with the larger community in order to better assess and meet community needs. Further, the MRCA is looking to expand its volunteer corps to increase the community's capacity to take action on issues collectively, so all residents have an investment in improving their community.
- **Carp Connect** has representation from all the major groups, associations, organizations and business throughout Carp. Through meetings, Carp Connect is becoming a meaningful network to share updates from across all sectors, making Carp's work and growth more efficient. Key activities include raising funds for community projects that create and provide a better sense of well-being and working with housing groups, councils, and police to improve community health.

WOCRC's focus on rural community development and Julie's work have had a significant impact on our rural community residents. As the final year of funding draws to a close, WOCRC is committed to finding ways to continue to provide this support to community-led initiatives.